

## **MyBond – Tenant - Claiming My Bond Contribution MB005**

- 1. Internet search www.cbos.tas.gov.au
- 2. Click on the **Housing** icon.
- 3. Click on the **MyBond** tab.
- 4. Click on the **Tenant** tab.
- 5. Click on the **Log into MyBond** button.

The login screen will be displayed.



6. Enter your login details.

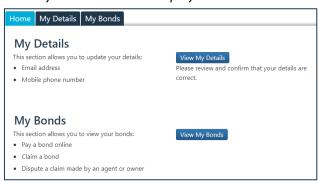
See guide MB002 - Tenant Login.

The following screen is displayed.



- 7. Enter the token number.
- 8. Click on the Log in button.

Your My Bond Account is displayed.



9. Click on the View My Bonds button.

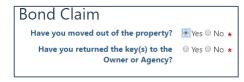
NOTE: You can only claim the bond 3 days after returning the key.

10. Click on the Claim Bond button

The Bond claim details will be displayed as each question is answered.



11. "Have you moved out of the property?" Select Yes.



12. "Have your returned the key(s) to the Owner or Agency

Select Yes.

13. "When did you return the key(s) to the Owner or Agency?"

Enter the **Date** the keys were returned.

NOTE: You are making a claim on behalf of ALL parties (tenants and Deposit Contributors) to the Bond.

14. Click on the Continue button.

It will display your bond contribution and the claim amount that you can claim against the bond.

My bond contribution: \$1,240.00 My bond claim amount: \$1,240.00

14. Enter your bank details.



- 15. Click on the Next button.
- 16. Review your claim and click on the Submit button.

The Bond claim details are displayed.

The Agent or Owner will receive notification of the claim. They have 14 days to respond to the claim.

They will **Approve** or **Dispute** the claim.

- If they **Approve** the claim, the funds will be transferred into the supplied bank details.
- If they **Dispute** the claim you will be notified of the dispute.