

Please read the important information below before completing the form details on page 2.

#### What is this form about?

Rental Bonds Online (RBO) is an online service to help NSW residential tenants, landlords, and property managers lodge, manage and refund bond money easily and securely. A self-managing landlord (owner) must complete this form to register to use RBO and to satisfy proof of identity requirements. RBO registration is required once only and can be used for management of future NSW residential rental bonds.

#### What do I need to do?

Complete the form on page 2 of this document and then you can either:

1. Visit any Service NSW Centre with the completed form and original proof of identity documents (details provided to the right). Location of Service NSW centres can be found at [www.service.nsw.gov.au](http://www.service.nsw.gov.au) or call 13 77 88.
- OR
2. Email [rboregistration@customerservice.nsw.gov.au](mailto:rboregistration@customerservice.nsw.gov.au) your completed form together with a certified copy of the required proof of identity documents (details provided to the right), endorsed as a true copy by a Justice of the Peace.

#### What happens once I have lodged my form?

When NSW Fair Trading receives the completed RBO – Landlord/ Owner Proof of Identity & Registration Form and has verified your Proof of Identification documents, a Landlord Code will be allocated. The Landlord Code will be emailed to the address provided in the form along with an information pack about RBO, which includes instructions on how to activate your RBO account.

#### What documents are accepted for Proof of Identity?

You need to provide a total of three (3) documents. The following documents are accepted:

- a. Landlord/Owners MUST provide one (1) document from list 1. It MUST show your name, signature, current photo and date of birth.
- b. Landlord/Owners MUST provide at least one (1) document from list 2 that shows your current address.
- c. Landlord/Owners MUST provide one (1) document from list 2 or 3.

##### LIST 1

- current Australian photo driver's licence or other such equivalent current photo card issued by a State or Territory Government agency
- current Australian passport
- current non-Australian passport

##### LIST 2

- a passbook or account statement from a bank, building society or credit union up to 1 year old
- a telephone, gas or electricity bill up to 1 year old
- a water rates, council rates or land valuation notice up to 1 year old
- a residential tenancy agreement up to 1 year old
- current insurance renewal for house, contents, vehicle, boat, up to 1 year old
- notice of taxation assessment up to 1 year old
- an electoral enrolment card or the evidence of enrolment up to 1 year old

##### LIST 3

- a current Medicare card
- a current ATM, credit or debit card with your name and signature issued by a bank, building society credit union, or any other financial institution
- a current student identity card or a certificate or statement of enrolment up to 1 year old from an education institution
- a current photo identification card issued for NSW regulatory purposes (includes NSW Firearm licence, NSW Security Operator licence, NSW Commercial Agents and Private Inquiry Agents Operator licence etc).

#### Disclosure of information

Information provided on this form may be disclosed to lawfully authorised government agencies on demand.

#### Rental Bonds Online team:

Call 1800 990 724, email [rboregistration@customerservice.nsw.gov.au](mailto:rboregistration@customerservice.nsw.gov.au) or visit us online at [www.fairtrading.nsw.gov.au/rentalbondsonline](http://www.fairtrading.nsw.gov.au/rentalbondsonline)  
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Fields marked with an \* are mandatory.

### 1. Owner/landlord details

First name\*

Last name\*

### 2. Contact details

Mobile number\*

Phone number

Email address\*

Preferred contact: Email

Email & SMS

Residential address

**3. Banking details** (any bond refunds will be paid into this nominated bank/credit union account)

Bank/credit union\*

BSB\*

Branch location\*

Account name\*

Account number\*

**4. Existing bonds** Do you self-manage any currently held rental bonds? If yes, provide bond numbers so they may be listed under your landlord code.

### 5. Proof of identity documents – see page 1 for accepted documents.

Enter details of documents provided:

Document type	Document number	Date of Issue	Expiry date	Place of Issue
POI List 1 document eg. Australian Passport				
POI List 2 document eg. Telephone bill				
POI List 2 or 3 document eg. Medicare card				

### 6. Signature of owner/landlord

Print name	Signature	Date

SNSW Office Use Only: <input type="checkbox"/> POI sighted and verified <input type="checkbox"/> Signatures witnessed		
Print name:	Officer signature:	Date:
RBO Office Use Only: <input type="checkbox"/> Certified POI and signatures verified <input type="checkbox"/> Approved and processed		
Print name:	Officer signature:	Date:
Landlord Code:		

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Call 1800 990 724, email [rboregistration@customerservice.nsw.gov.au](mailto:rboregistration@customerservice.nsw.gov.au)

or visit us online at [www.fairtrading.nsw.gov.au/rentalbondsonline](http://www.fairtrading.nsw.gov.au/rentalbondsonline)

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