

MyBond - Owner - Claiming a Bond

- 1. Internet search www.cbos.tas.gov.au
- 2. Click on the **Housing** icon.
- 3. Click on the **MyBond** tab.
- 4. Click on the **Owners** tab.
- Click on the Login to MyBond button.
 The login screen is displayed.
- 6. Enter your **Username** and **Password**.
- 7. Click on the Log in button.

 The Bond List Search screen is displayed.
- 8. Enter the Bond Number, Street or Tenant Name.
- 9. Click on the Search button.
- 10. Click on the Details link.
- 11. Click on the Claim Bond button.

The following question are displayed.

Bond Claim

12. Select Yes.

The following question is displayed.



- 13 Enter the date the property was vacated.
- 14. Press **TAB** or click on the Continue button.

No claim

- 1. Select **No** to the question **Are you claiming an** amount from the bond?
- 2. Click on the Next button.
- 3. Click on the Submit button.

The tenant will be notified to log in and check their bank details are correct and the payment will happen overnight. **Note:** This cannot be changed after it has been submitted.

Owner making a claim

Select Yes to the question Are you claiming an amount from the bond?

The Claim details screen is displayed.

Note:

Please specify the amounts you are claiming for. If you don't yet know the final costs enter your best estimates instead. Note that if the claim is approved, the amounts below are what you will receive regardless of what any finalised costs might be.

- 2. Click on the Next button.
- 3. Click on the Submit button.

The tenant will receive an email or SMS to log in and Approve or Dispute the claim.

Tenant approves the claim

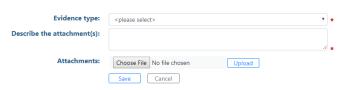
If the tenant approves the claim, the claim will be approved and all payments made as per the claim.

Tenant Disputes the claim

You will receive notification that the tenant has disputed the claim, you will be required to provide evidence of your claim.

Adding Evidence to Support your claim

1. Click on the Add New Evidence button.



- 2. Select the **Evidence Type** from the list.
- 3. Enter a description for eg Photos of Bedroom
- 4. Click on the Choose File button.
- 5. Select the Photos.
- 6. Click on the Upload button.
- 7. Click on the Save button.
- 8. Click on the Add New Evidence button, to add more evidence, or do it later.
- 9. Click on the Save button and on **Return**