




# MyBond – Tenant - Claiming My Bond Contribution MB005

1. Internet search [www.cbos.tas.gov.au](http://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.