




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.
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.
10. Click on the **View Claim Details** button.

The Claim details are displayed. Tenant has a choice of **Approve** or **Dispute** the claim made by the Agent, Owner or Deposit Contributor.

Enter Bank Details

1. Click on the **Edit** button below the **Bank Details** section.

2. Enter the bank details and click on the **Save** button.

Approve a Claim

1. Click on the **Approve** button.

NOTE: By approving the claim, you will no longer be able to raise a dispute. If all parties approve the claim, you have the 'Amount I will receive if this claim is approved' amount returned to you.

2. Click on the **Confirm** button to confirm your approval.

You will receive a notification of the approval of the claim.

Dispute a Claim

1. Click on the **Dispute** button.
2. Enter the amount that you think you should receive, you cannot enter more than the amount displayed.
3. Add any additional comments to support your dispute.
4. Notify RDA if you have not vacated the property.
5. Click on the **Confirm** button to confirm your dispute.

The Dispute Submission page is displayed.

6. Check the details of your dispute submission are correct, including the Vacated Date.
7. Click on the **Save** button.
8. Click on the **Return** button.

Adding Evidence to support your dispute

You have 10 days to supply evidence to support your dispute.

1. Log in to My Bond.
2. Click on the **View My Bonds** button.
3. Scroll to the bottom of the screen and click on the **Edit Dispute Submission** button.

4. Click on the **Edit** button.
5. Click on the **Add New Evidence** button.

6. Select the **Evidence Type** from the list.
7. Enter a description – for eg Photos of Bedroom 3
8. Click on the **Choose File** button.
9. Select the Photos.
10. Click on the **Upload** button.
11. Click on the **Save** button.
12. Click on the **Add New Evidence** button, to add more evidence, or you can come back later and add more evidence.
13. Click on the **Save** button and on **Return**

Before the submission date closes you can click on the **Withdraw my dispute** button, if you no longer wish to dispute the claim.