DEFT PAYMENT SYSTEMS

MACQUARIE BANK

Payers' guide to DEFT

DEFT Payment Systems

Important: New fees for DEFT payments at Australia Post

Owners please be advised that as of 1 October 2016 a $2.75 processing fee was introduced for all DEFT payments made at Australia Post outlets. This fee has been applied by DEFT Payment Systems and not by your Property Manager.

What does this mean?

When paying your levy via DEFT at Australia Post you will be charged an additional $2.75 processing fee at the time of payment.

Please note, this amount will be automatically deducted from your Levy payment so it is important to pay the full cost of your DEFT payment PLUS $2.75 to avoid a shortfall in the DEFT levy payment that will place your account in arrears.

Are there other options ...

Yes. For alternative methods of payment using DEFT please refer to your levy notice, contact the DEFT Support Line on 1800 672 162 or visit www.DEFT.com.au.

Payers' guide to DEFT

MACQUARIE BANK

Contents

Introduction	1
Getting started	2
How to register	3
How to make a one-off payment (no registration required)	6
How to make a payment with options (registration required)	7
How to change a future dated or recurring payment	9
How to change your credit card and bank account details	10
How to make a one-off mobile payment (no registration required)	11
DEFT phone payment instructions	14

Introduction

The payers' guide to DEFT provides step-by-step instructions on how to use some common DEFT functions.

For further assistance or information on DEFT, please contact DEFT support on 1800 67 21 62 or email us via our website.

deft.com.au

Getting started

You can make your payment in a few simple steps.

You can also make one off payments over the phone by calling 1300 30 10 90 (or 1300 78 11 45 if you are making an Insurance payment) and following the prompts.

1. Register (once off)

Login using your DEFT Reference Number

Enter your details and create a new username and password

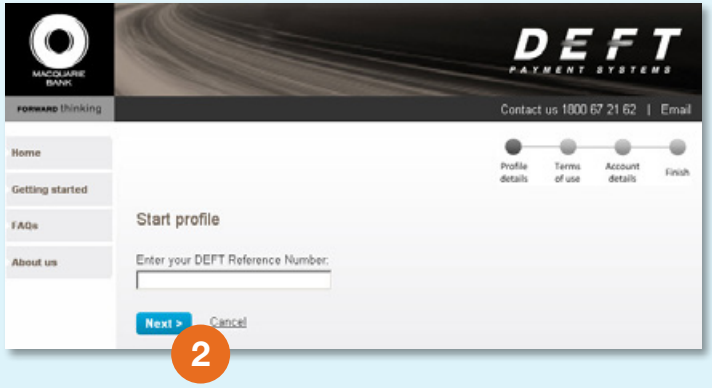
Add a credit card or bank account to your profile

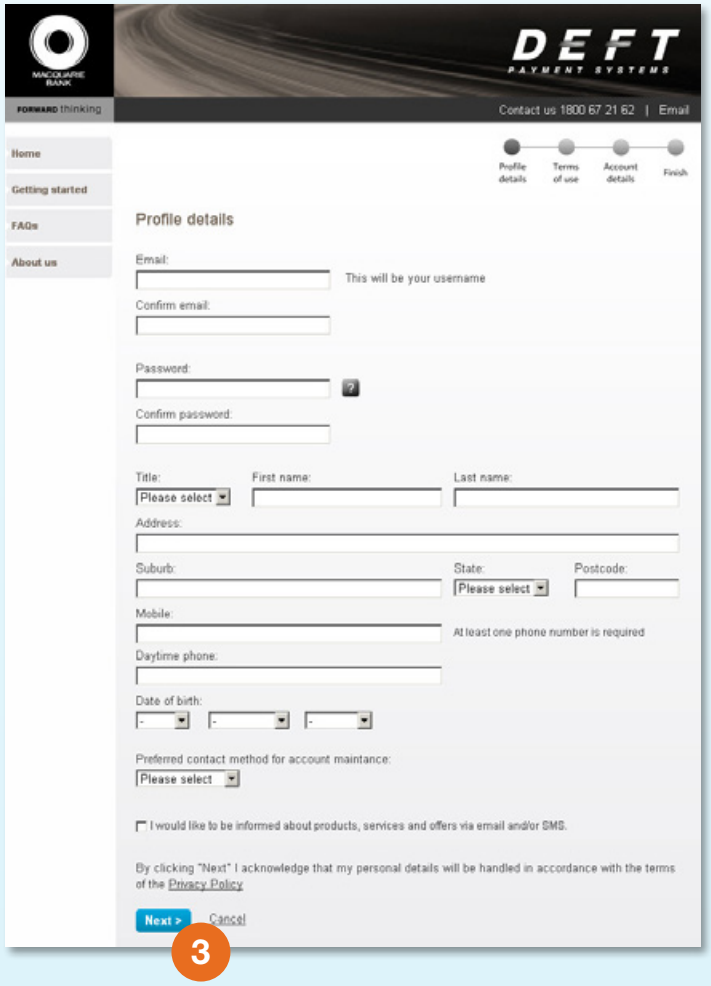
2. Make a payment

Pay now or set up a future dated or recurring payment

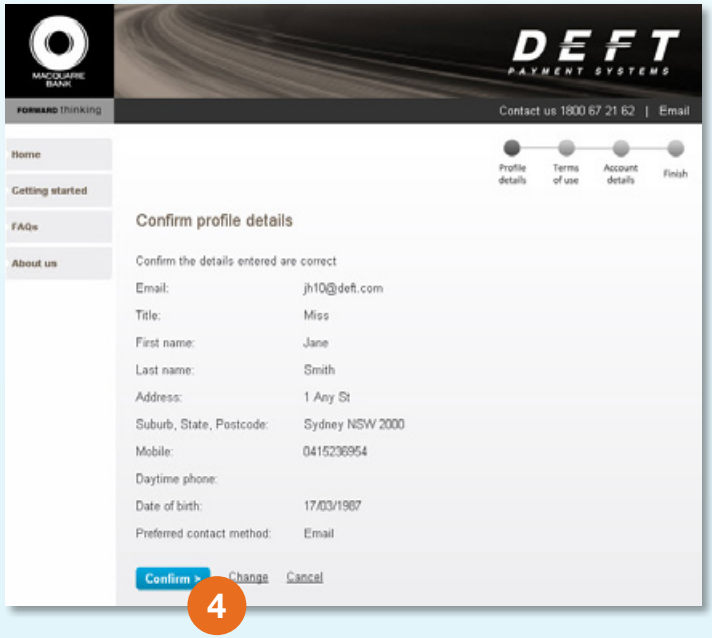
How to register

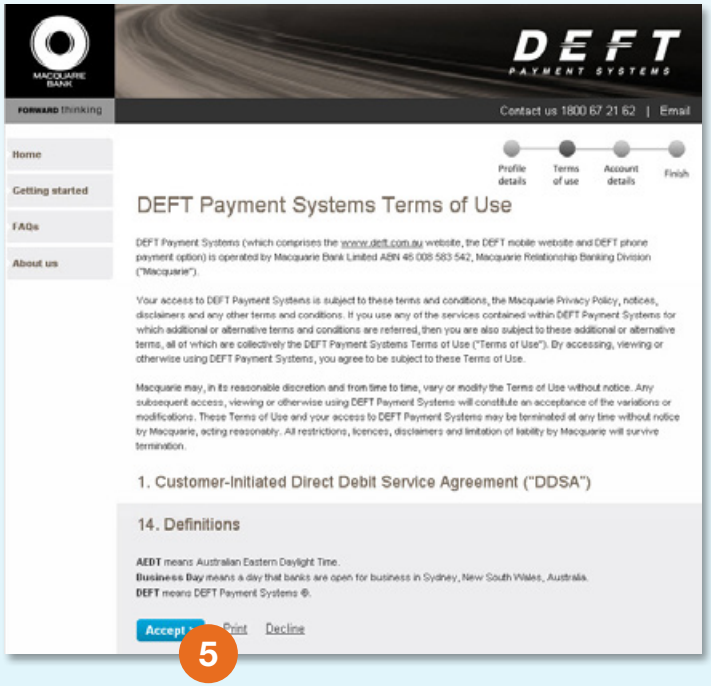
1. Go to deft.com.au and select ‘Register now’.
2. Enter your DEFT Reference Number and select ‘Next’.
3. Enter your details, including your email address (this will be your username) and create a password (it must contain at least eight characters, at least one number and is case sensitive) – next time you will login to DEFT with your username and password. Once your details are complete select ‘Next’.





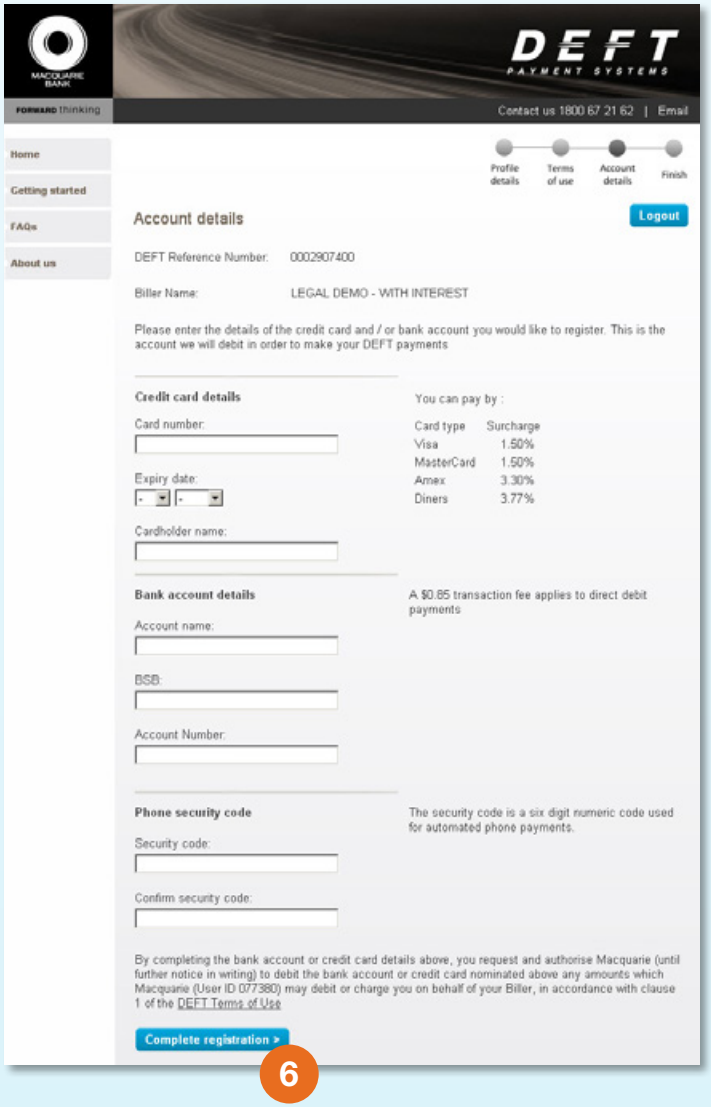
4. Review your details and if correct select ‘Confirm’.
5. Read the DEFT Terms of Use and if you agree to them select ‘Accept’. You can print a copy of the DEFT Terms of Use for your record.

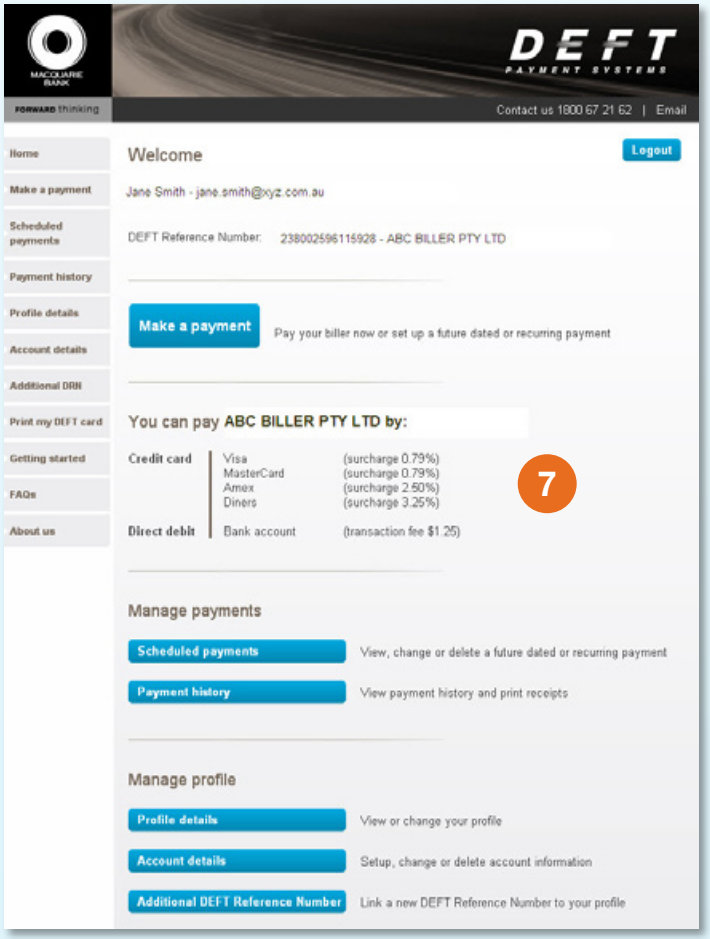




6 Enter the credit card and bank account details you would like to make your DEFT payments from and select 'Complete registration'.

7 The next screen is the Welcome page where you can access the functions of DEFT.

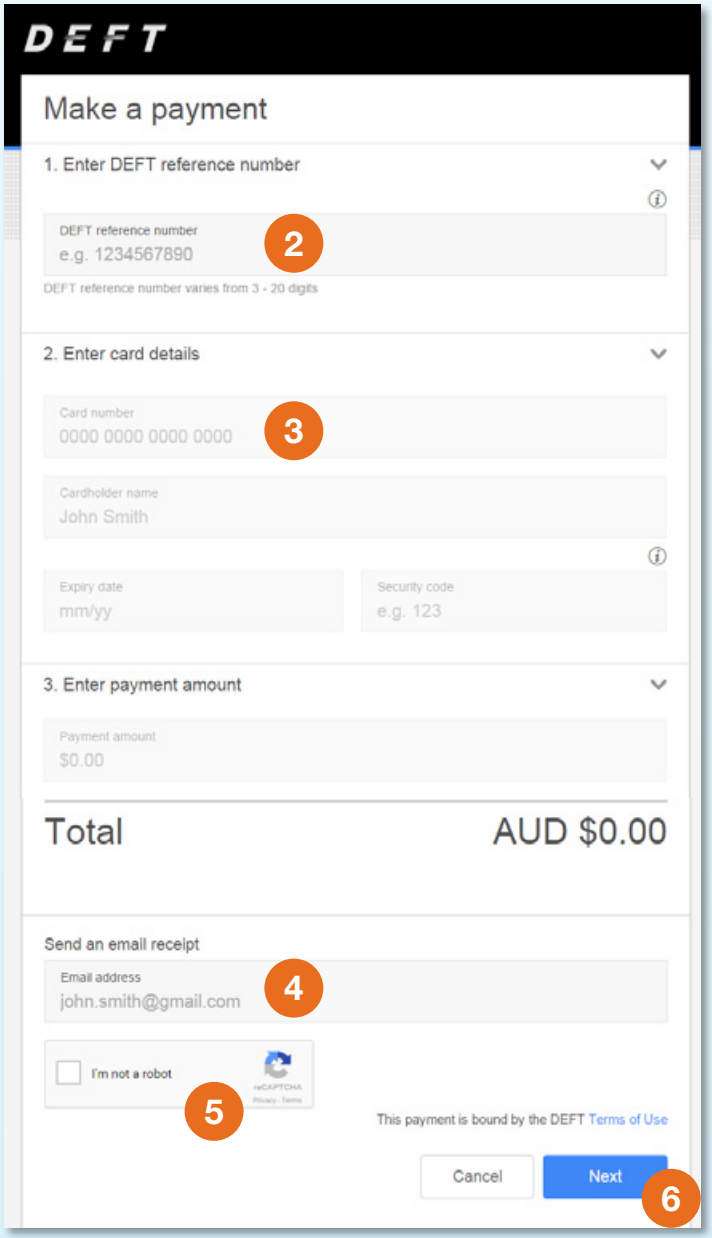


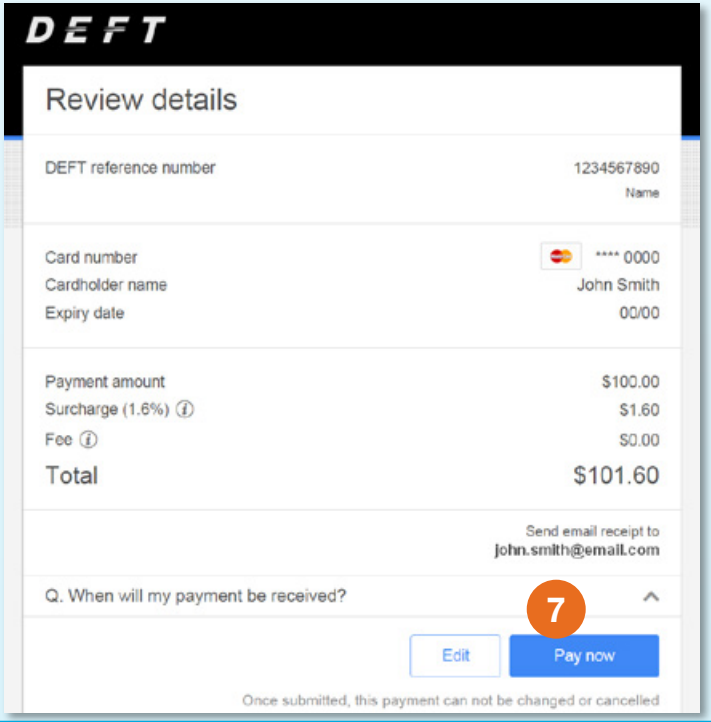


How to make a one-off payment (no registration required)

1. Go to deft.com.au and select ‘Pay once’.
2. Enter your DEFT Reference Number.
3. Enter your card details and payment amount.
4. If you would like a copy of the receipt sent to you, enter your email address.
5. Tick to the box which says ‘I’m not a robot’
6. Select ‘Next’.
7. Review the details of your payment and if correct select ‘Pay now’.

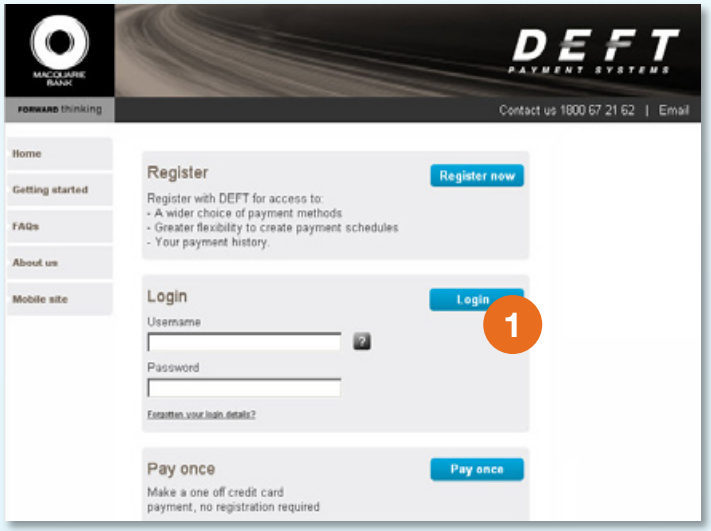
If required, print your receipt.

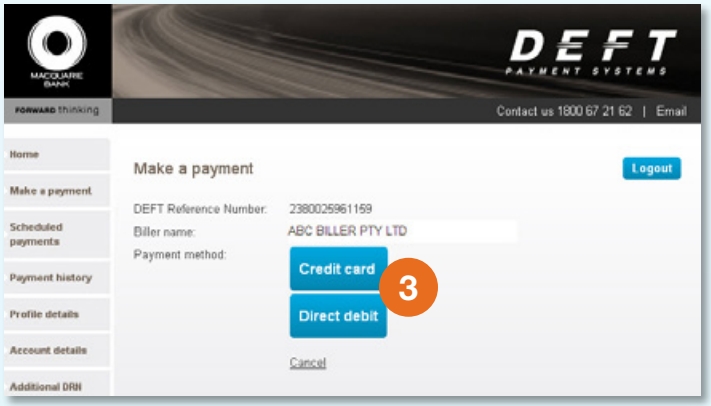


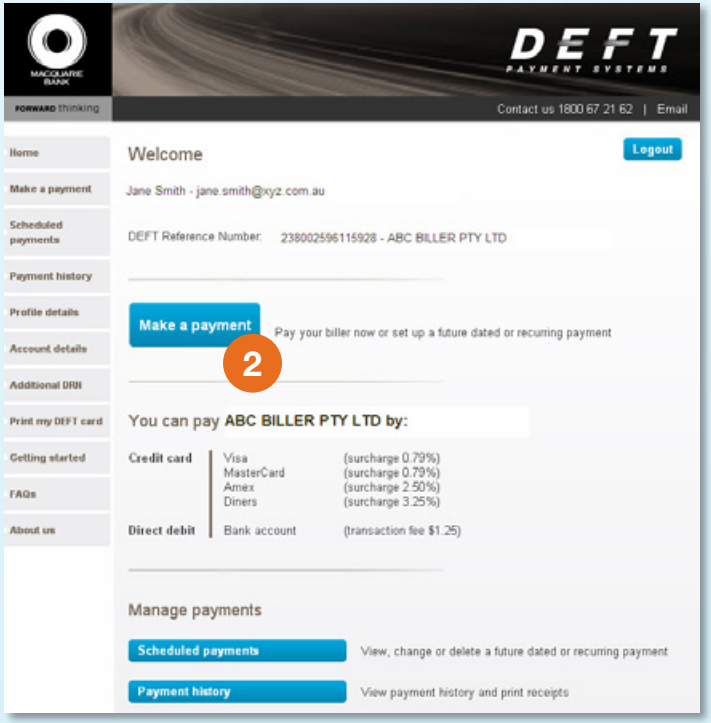


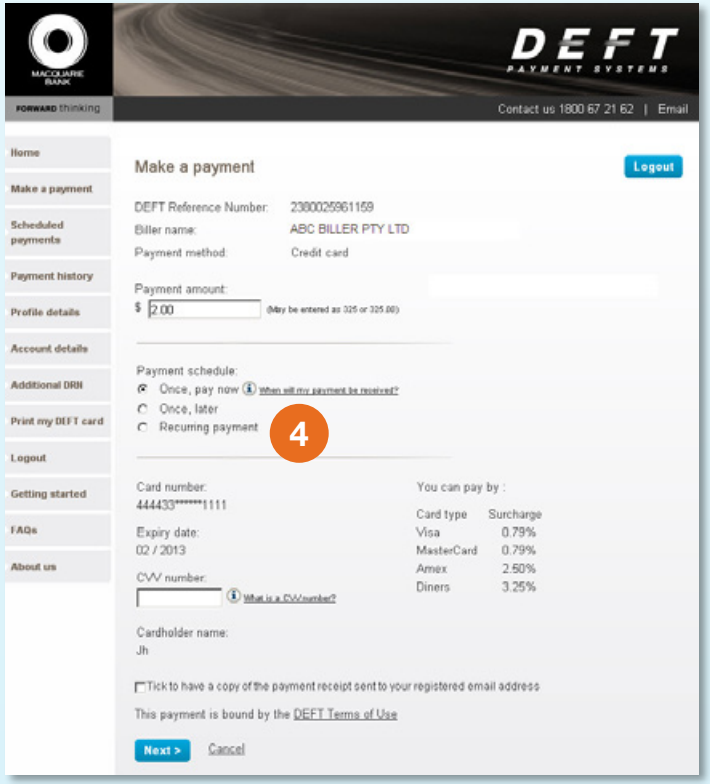
How to make a payment with options (registration required)

1. Go to deft.com.au and enter your username and password on the home page and select ‘Login’.
2. Select ‘Make a payment’ (you may be taken to step 4).
3. Select payment method and then select ‘Next’.
4. Enter your payment details
   a. Amount
   b. Timing of your payment: pay once now, pay once later or set up a recurring payment. For recurring payments you will be asked to select:
      i. a start date for the first payment
      ii. the frequency of your payment (weekly, fortnightly, monthly, quarterly)
      iii. an end date for the payment (a specific date, after a certain number of payments or until further notice)
   c. Select the check box to have a copy of your payment receipt emailed to your registered email address.







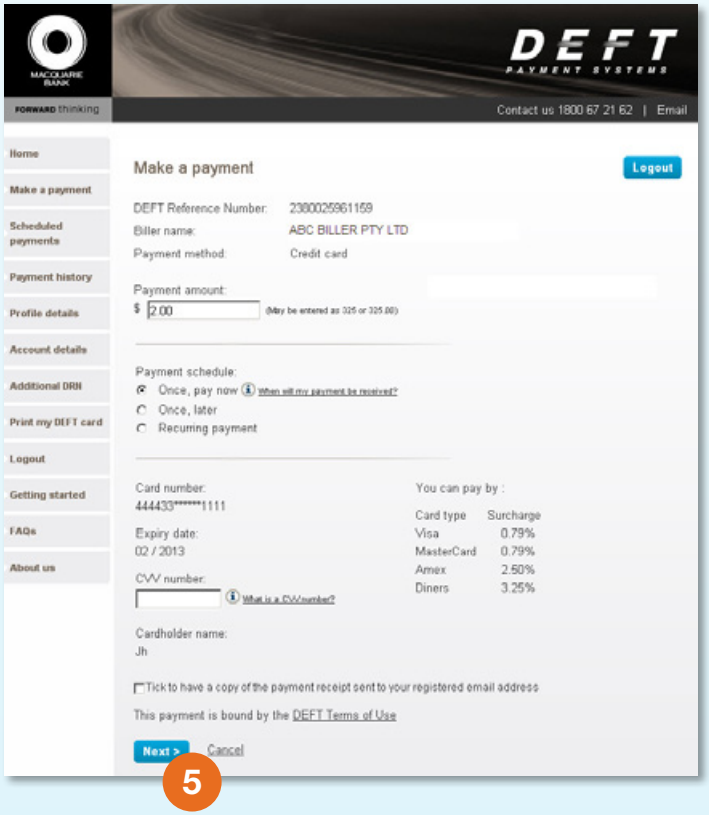


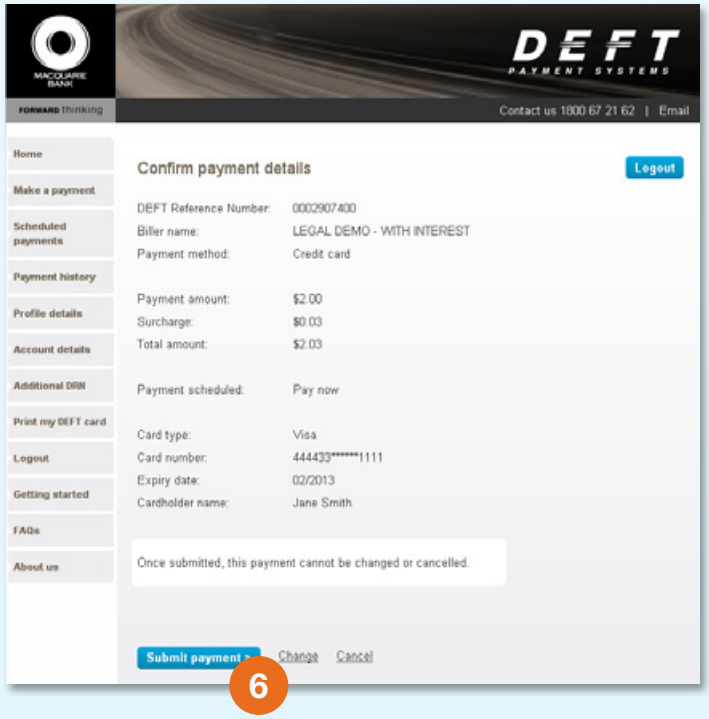
5 Once your payment details are complete select ‘Next’ to review and confirm your payment details.

6 If your payment details are correct, select ‘Submit payment’. You may have to wait for up to a minute for a response. Do not press the back button on your browser whilst waiting for a response.

When your payment has been submitted for processing you will receive a receipt number. If you have set up a future dated or recurring payment, you will receive a schedule ID. DEFT will generate a payment receipt number on the date your payment is processed.

All payments will be processed in Australian dollars.

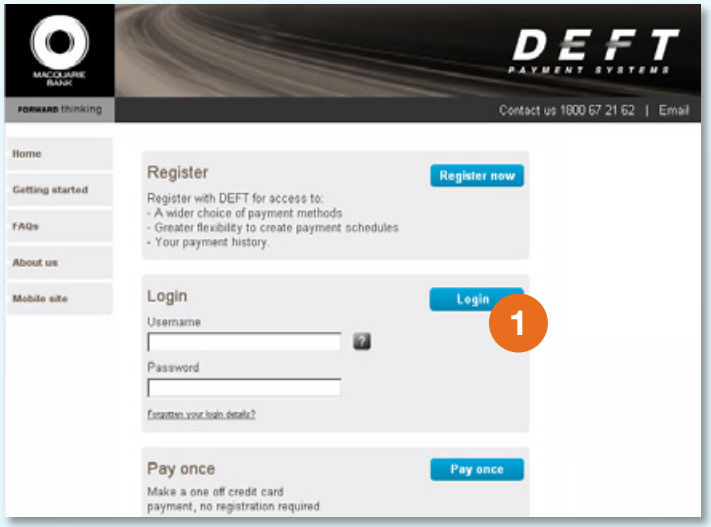


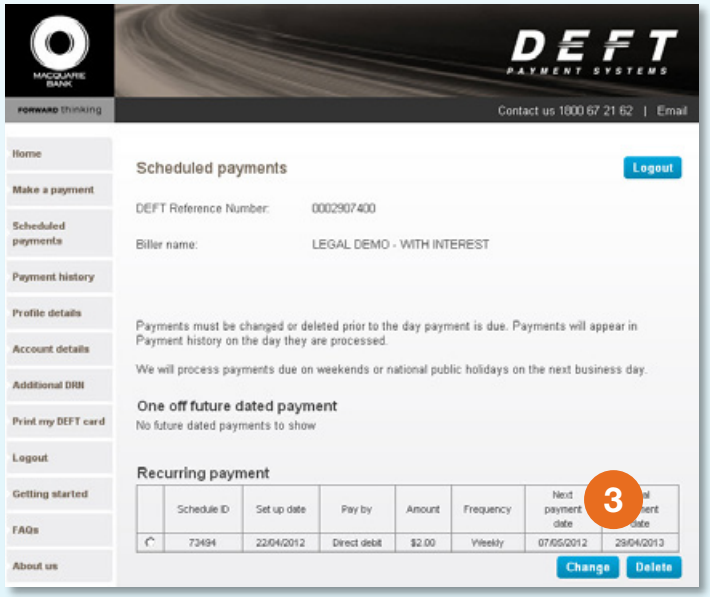


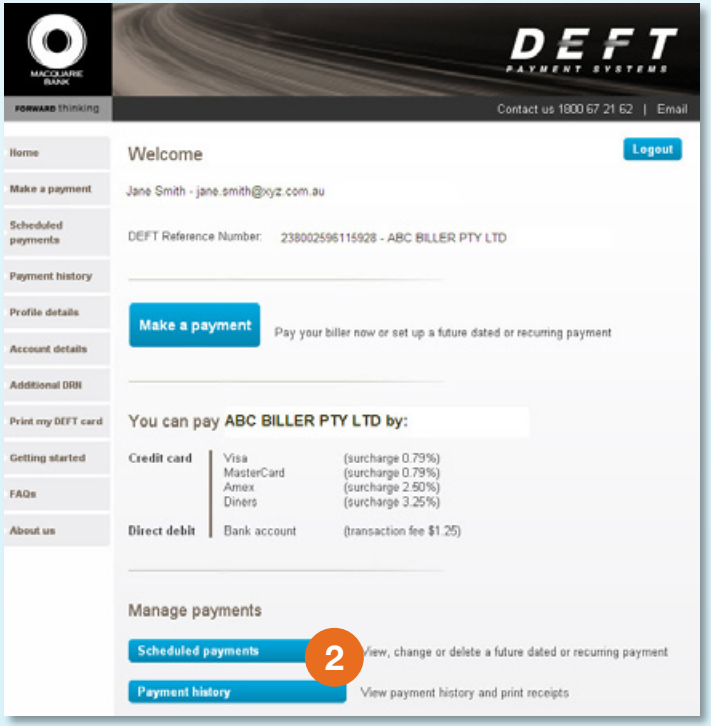
How to change a future dated or recurring payment

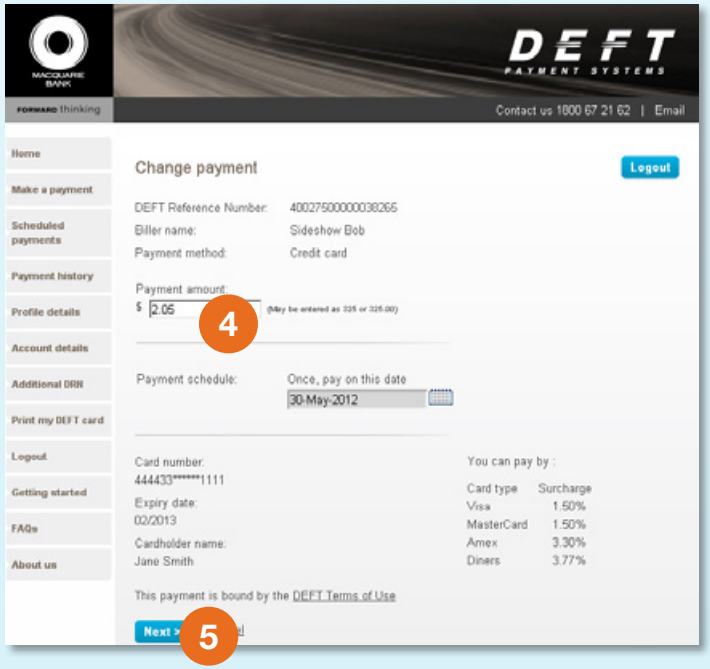
1. Go to deft.com.au and enter your username and password on the home page and select ‘Login’.
2. On the Welcome page, select ‘Scheduled payments’.
3. Select the payment you want to change and then select ‘Change’.
4. Change the payment amount, next payment date, frequency or duration as required.
5. Review the payment details and if correct, select ‘Confirm’.

You must make changes to a scheduled payment by 5.00pm (AEST) the last business day before it is due to be processed. You cannot change a payment scheduled for today.



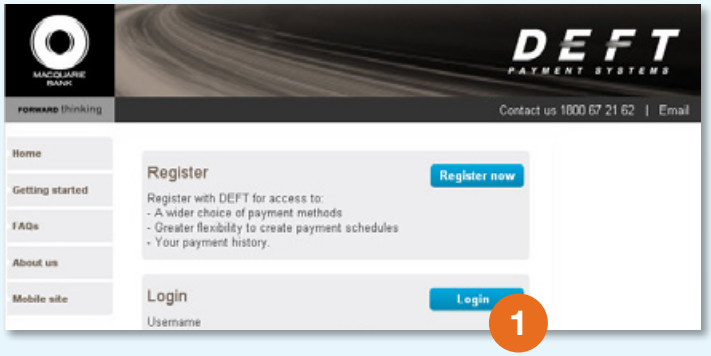


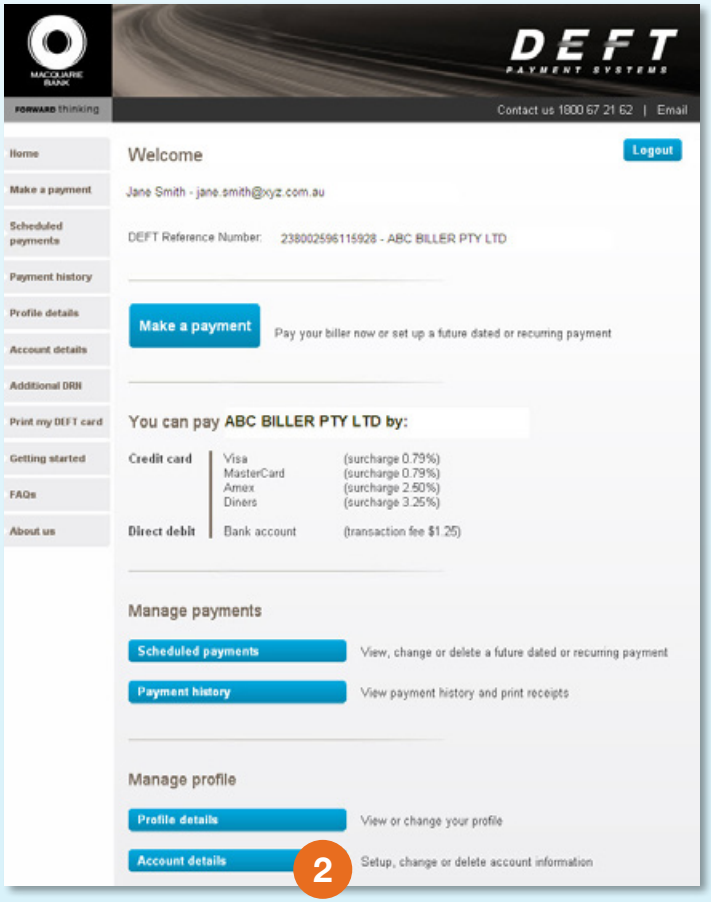


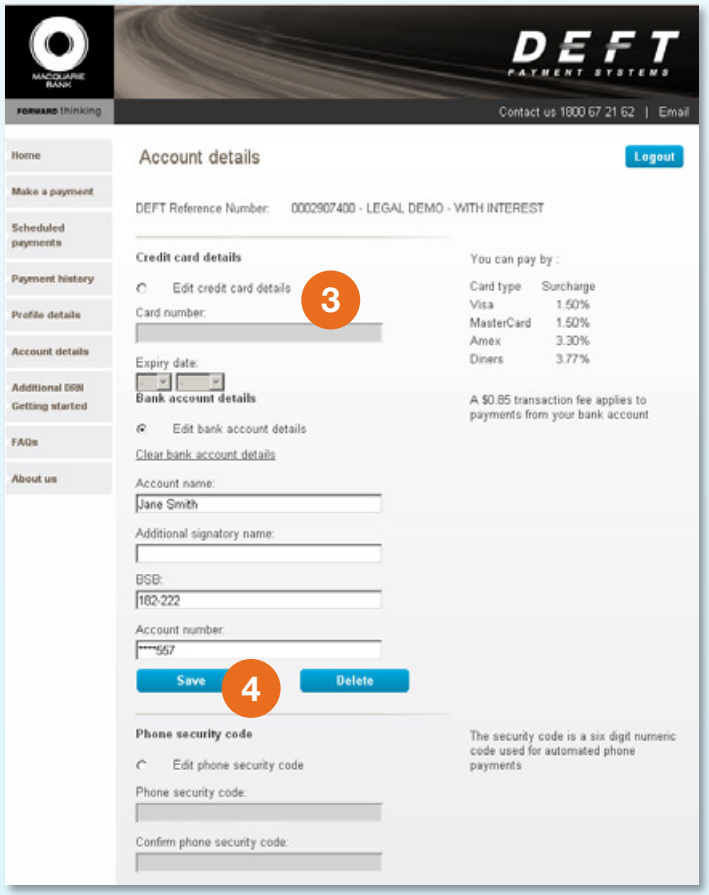


How to change your credit card or bank account details

1. Go to deft.com.au and enter your username and password on the home page and select ‘Login’.
2. On the Welcome page, select ‘Account details’.
3. Select the button at the top of the account details to edit.
4. Update your details as required and select ‘Save’.

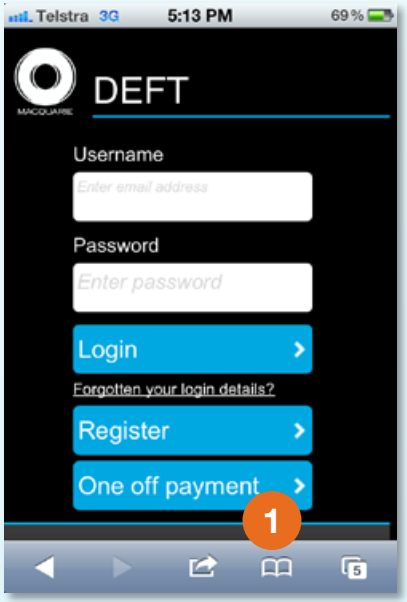


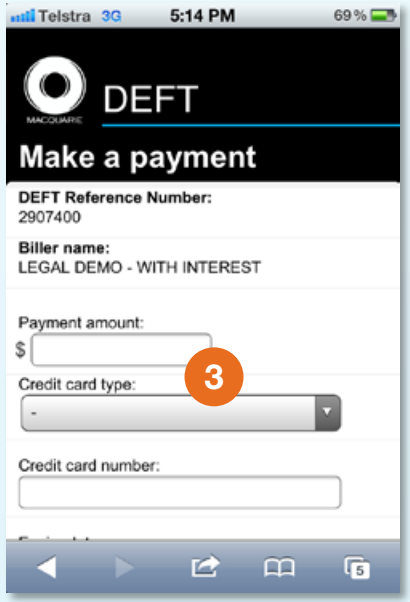


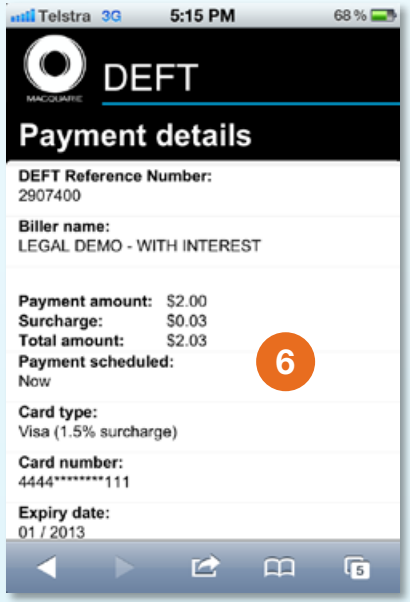


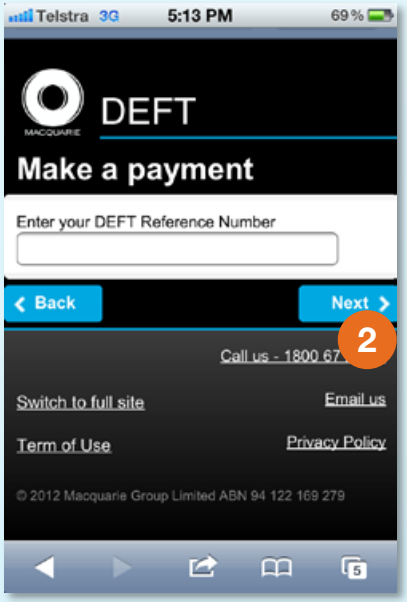
How to make a one-off mobile payment (no registration required)

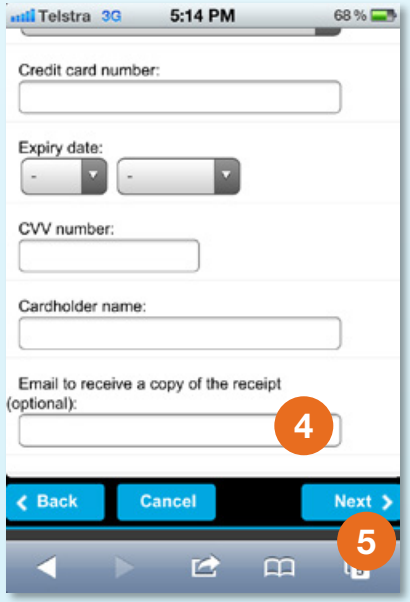
1. Go to deft.com.au and select ‘One off payment’.
2. Enter your DEFT Reference Number and select ‘Next’.
3. Enter your payment amount and credit card details.
4. If you would like a copy of the receipt sent to you, enter your email address.
5. Select ‘Next’.
6. Review the details of your payment.
7. If your payment details are correct select ‘Submit’.

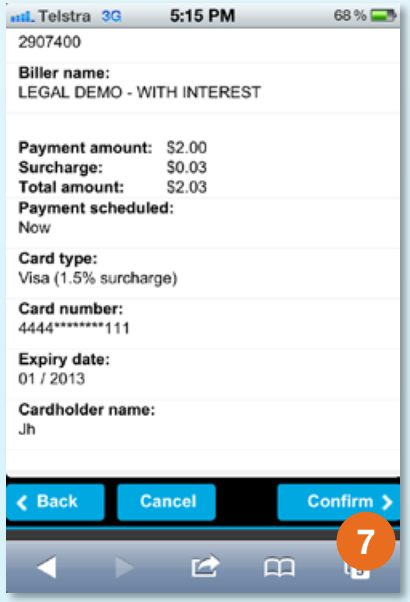






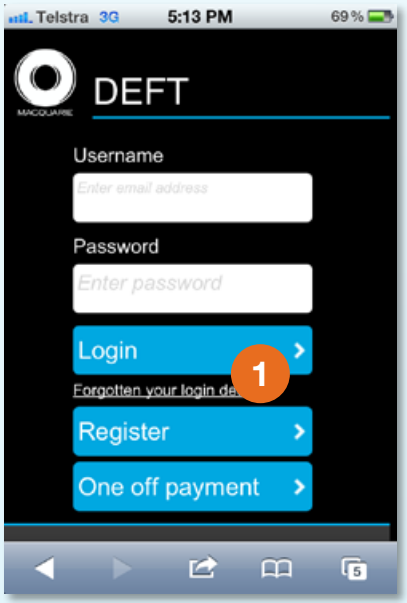


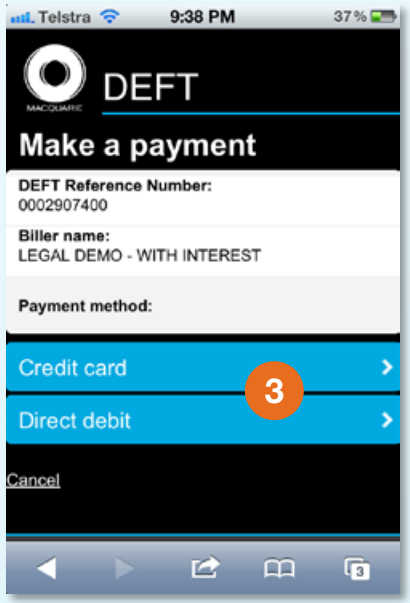


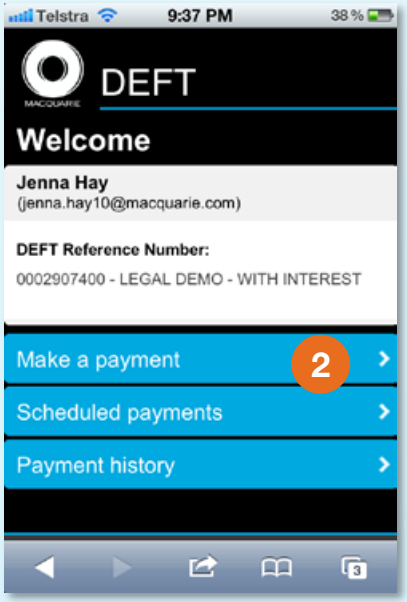


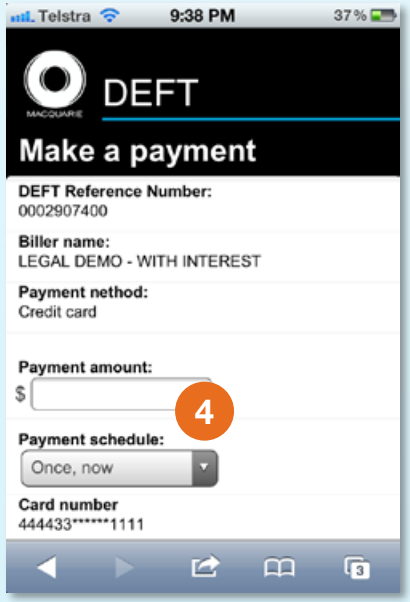
How to make a mobile payment with options (registration required)

1. Go to deft.com.au and enter your username and password on the home page and select ‘Login’.
2. Select ‘Make a payment’ (you may be taken to step 4).
3. Select payment method and then select ‘Next’.
4. Enter your payment details
   a. Amount
   b. Timing of your payment: pay once now, pay once later or set up a recurring payment. For recurring payments you will be asked to select:
      i. a start date for the first payment
      ii. the frequency of your payment (weekly, fortnightly, monthly, quarterly)
      iii. an end date for the payment (a specific date, after a certain number of payments or until further notice)
   c. Select the check box to have a copy of your payment receipt emailed to your registered email address.







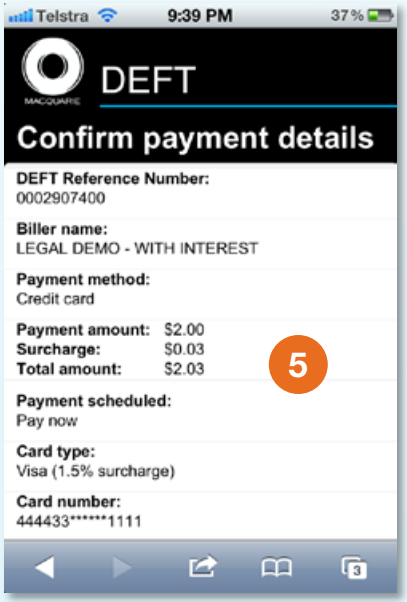


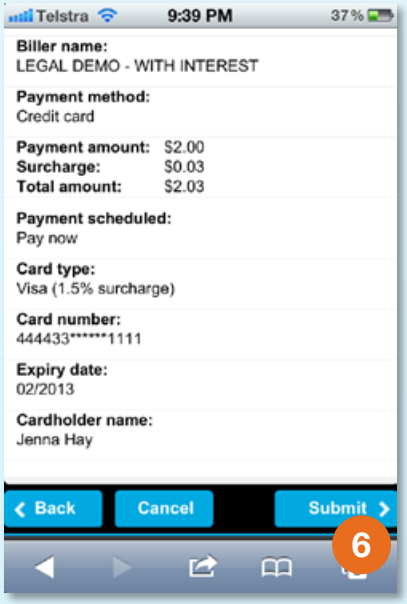
5 Once your payment details are complete select ‘Next’ to review and confirm your payment details.

6 If your payment details are correct, select ‘Submit’. You may have to wait for up to a minute for a response. Do not press the back button on your browser whilst waiting for a response.

When your payment has been submitted for processing you will receive a receipt number. If you have set up a future dated or recurring payment, you will receive a schedule ID. DEFT will generate a payment receipt number on the date your payment is processed.

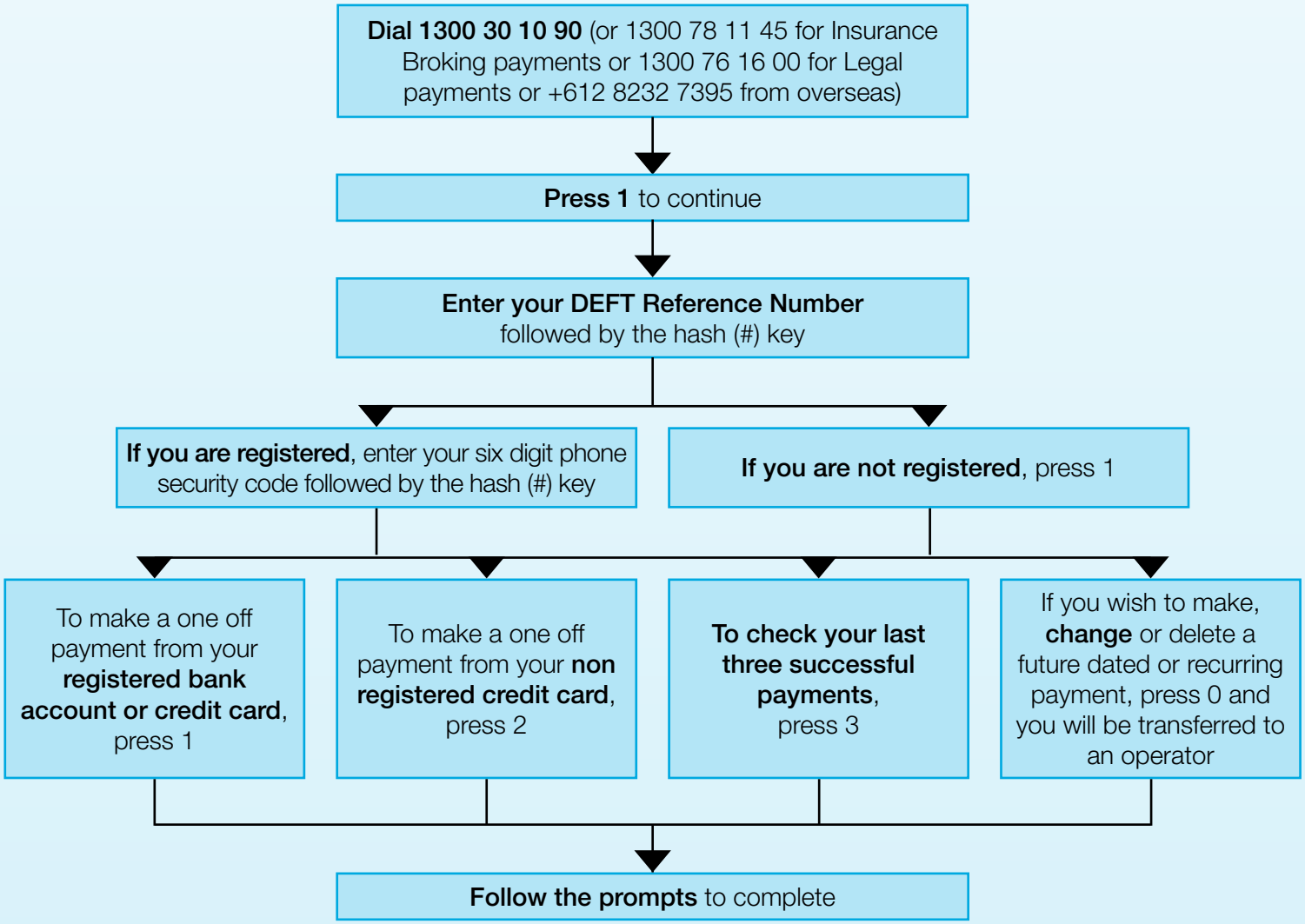
All payments will be processed in Australian dollars.





DEFT phone payment instructions

To register to pay from your bank account or to set up, change or delete a future dated or recurring payment you will need to visit deft.com.au or call DEFT support on 1800 67 21 62.



For further assistance or information on DEFT, please contact the DEFT support 1800 67 21 62 or email us via our website.
deft.com.au

This information has been prepared by Macquarie Bank Limited ABN 46 008 583 542 AFSL 237 502 for general information purposes only. The screen shots in this document are provided for illustrative purposes only. Before acting on this information, you must consider its appropriateness having regard to your own objectives, financial situation and needs. You should obtain independent financial, legal and taxation advice before making any decision regarding this information.
Copyright is reserved throughout. This information must not be copied, either in whole or in part, or distributed to any person without the express permission of Macquarie. 0512 Macquarie Bank Limited ABN 46 008 583 542.