



Console Pay – a guide for Tenants

Your rental agency is interested in setting you up with Console Pay, a new capability in their property management software that allows for automated rent, bond and invoice collection. What does this mean for you? We've answered some of your frequently asked questions.

What are automated payments?

Imagine never having to worry about paying your rent on time again. Automated payments will allow your Property Manager to schedule your rent, bond and invoice payments (via direct debit) so that they are paid on time, every time.

Your payments are linked to your bank account or credit card, so you will always remain in control of how you want to pay.

Is my money safe?

YES - we have reviewed many payment providers and are confident we have partnered with Australia's leading direct debit company, Ezidebit. They invest heavily in security to ensure your money and personal details are protected. Some steps they have taken to ensure they remain at the forefront of security include:

- ✓ Backing by some of Australia's largest and most trusted banks.
- ✓ Ezidebit operates under an Australian Financial Services License (AFSL No. 315388).
- ✓ They are a stakeholder of the Australian Payments Clearing Association.
- ✓ Ezidebit has the world's highest payment card security standard (PCI DSS Level 1).

Can I change my payments?

YES - all you need to do is contact your Property Manager and notify them that you wish to change your payment details or payment schedule.

Why use automated payments?

Automated payments are the easiest way to take care of your rent. It provides a secure and convenient payment method that ensures you will never be worried about forgetting to pay rent again, and keeps your rental history in good form for your next property.

It is also the future of rent collection. You may have already noticed that a lot of your regular outgoings are already being taken by direct debit (gym memberships / childcare / Netflix, etc). Rent collection this way provides greater convenience and security for all parties.

Will this give the billing company access to my account?

NO – automated payments do not give anyone access to your account. The payment simply authorises Ezidebit to request funds from your bank as agreed.

What if I don't have enough money in my account to cover the payment?

If you have provided a valid mobile number, you will be notified of when a payment is due to come out of your bank / credit card 1 day prior to it being debited – so you can ensure you have enough funds.

If you do not have enough funds, the transaction will dishonour and you will be charged a fee. Should this situation occur, you will need to contact your Property Manager to provide an alternative form of payment.

How can I reconcile a problem with a payment?

Issues with automated payments are quite rare and are usually rectified immediately. Just contact your Property Manager and we will correct the problem!

What if I decide to change banks or credit cards?

Changing your payment details is easy, simply contact your Property Manager who will be able to change your details.

How do I sign up?

You can sign up online, in person, or by using the form included in your rental application. Your Property Manager can walk you through each step. Completing the form online makes it even easier, as you'll be automatically set up without having to deal with paperwork.

WHAT OTHER BENEFITS ARE THERE?



Choice: You have the choice of payment options with Console Pay. You can have your rent, bond or invoice payments direct debited from your bank account, or credit card and receive any associated benefits your card provider offers (additional charges may apply for this payment method).



Pay the right amount each time: You can rest assured that if your payment amount changes you don't need to do a thing. You can also choose your payment schedule to fit with your income by paying weekly, fortnightly or monthly.



Improved payment history: The benefit of having your payments collected by a third party, is that you can build up a payment history demonstrating to credit providers that you pay your regular outgoings (such as rent) on time. You can be reassured with Console Pay that your rent will be deducted on an agreed schedule.



Flexible payment options: You can choose to split your payments across multiple people who want to contribute to the rent, bond or invoices of a property. Your property manager can simply set up a schedule for each person to debit the amount they want to pay.