

**SAVE TIME & MONEY WHEN PAYING YOUR RENT!**

Welcome to Key Property Management,

The Team at Key would like to inform you about the ease of using RentPay, the most cost effective and simple way for you to pay your rent. Our Agency has implemented RentPay as the primary and preferred method of collecting rent. To assist with setting up your payments, your registration can be performed online at [www.rentpay.com.au](http://www.rentpay.com.au)

*If you do not have access to the internet, please let us know and we can register you manually.*

The RentPay solution allows today's busy and time challenged tenant the flexibility and convenience of paying their rent plus many more fantastic features.

**1. How does RentPay Work?**



RentPay has a direct link to your real estate agent ensuring your payment is received and accepted as initiated by you.

The money is transferred to your agent's trust account overnight and no more will you have see your Property Manager in person to pay your rent in cash or use old deposit books!

You can simply log into the RentPay website and make a payment in less than 2 minutes!

**2. How can I pay my rent?**

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Set a start date, an amount and your chosen frequency and your rent will automatically be paid for you each time
- 


Simply log into [www.rentpay.com.au](http://www.rentpay.com.au) and make a payment when its suits you
- 


Call 1300 668 668 and make a payment through our secure phone payment line.
- 


From your savings, cheque or credit account via your financial institutions phone or internet banking service
- 


Pay your rent from your credit or debit card account via the BPAY payment channel


**3. What does RentPay offer me?**


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24 hours a day x 7 days a week x 365 days a year payment capability
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Innovative and secure payment technology
- 

Free email rental reminders
- 

Real-Time reporting of your payments
- 

Access to your payment history which can be a credit reference for future rentals
- 

Opportunity to WIN great prizes
- 

Complete control of your payments and peace of mind

**Rentpay Rewards Club**



The RentPay Rewards Club is an unlimited discount program which is offered to all RentPay Tenants. Once you are registered, you will be able to log on to see the large array of discounts available to you as a member!

**4. Can I register now?**

**YES! On the RentPay Home Page, click on Register.**

**YOUR REGISTRATION KEY is GA2105**



**YES, JUST SIMPLY GO TO [WWW.RENTPAY.COM.AU](http://WWW.RENTPAY.COM.AU)**

Alternatively you can contact RentPay Client Services on 1300 306 001 or [support@rentpay.com.au](mailto:support@rentpay.com.au) for further assistance in becoming a RentPay Member.

## 5. How much will RentPay Cost me?

RentPay is one of the most cost effective ways to pay your rent 24 hours a day x 7 days a week in the marketplace. Comparatively to banks RentPay can offer you unlimited direct debit payments for only \$3 per month. Please find below a breakdown of the RentPay Tenant Fee schedule across all the payment choices.



Payment Type	Membership Fee	Transaction Fee	Frequency
	Monthly Fee	Per Txn Each Month	
Direct Debit- Pay As you Go & AutoPay	\$ 3.00	Unlimited	Monthly
BPAY †	\$ 3.00	\$ 0.88	Monthly
POSTbillpay*	\$ 3.00	\$ 1.92	Monthly
<b>Additional Fees</b>			
Dishonour on Direct Debit Rent Payment	\$	25.00	28 Days After
Dishonour on Fees Debited	\$	10.00	28 Days After

† Credit Card and Debit Cards used through the BPAY channel will incur a 1.20% + GST Surcharge on the total rental amount paid by the tenant in addition to the \$0.88 (inc GST) transaction charge.  
\* Your real estate agent may not offer Australia Post as an option. Please check with them prior to changing to this method.

The RentPay monthly fee is billed in advance. RentPay will debit a pro rata monthly fee for the first month. If you sign up during the first 15 days of the month, RentPay will bill you \$3.00 on the 15th of that month. If you sign up from the 16th onwards, you will be billed \$1.50 on the 27th of the month. If you sign up after the 27th of the month, you incur no fee for that month.

When registering online you will be required to enter a registration key to identify our office, this is:

### Registration Key GA2105

Each tenant can use this same registration key to begin the process. When you set up your account, we ask if you can make your commencement date two working days before your first rent is due. This is to allow for the time it takes it to get from your account to ours, ensuring your rent is always on time.

Important Note: You can choose from 3 options of;

Autopay: aka. Direct Debit (this allows you to select a start date, frequency and amount then just set and forget)

PAYG (you can log onto the RentPay website and make manual payments each time your rent is due)

BPAY (you can use the biller code provided to pay via your internet banking online or over the phone)

*Please ensure you select the correct method. This method can be changed at any time throughout your tenancy.*

*All payments will be debited from your account at 4.00pm on the selected payment date.*

Once you have set up your account, RentPay will email you with your personal ID number. You will be able to use this ID number to login to the RentPay website and have full control of your account. This will enable you to print off payment ledgers, change banking details, make additional payments and much more.

Please note: If your rental amount changes during the term of your tenancy, it is your responsibility to contact RentPay to change the amount for your payments.

It is also your responsibility to cancel your rent payments at the end of the tenancy once you are paid up to date to avoid ongoing account charges.

We hope you enjoy the RentPay service and the payment options offered. If you have any further questions about the RentPay service please visit the RentPay website at [www.rentpay.com.au](http://www.rentpay.com.au) or contact the RentPay Client Services team at [support@rentpay.com.au](mailto:support@rentpay.com.au) or our office on 6220 1900 for any additional information.

Kind regards,

**Tenille, Chris, Robbie, Shirley, Jen, Kellee & Rhys**  
Your Key Property Management Team