

Property Manager Guidelines

1. Under consumer credit laws, there are strict limits on what you can and cannot do regarding easyBondpay. If you go outside those boundaries, you would be acting as a credit licensee or a credit representative without proper authority, and open yourself up to prosecution. You therefore need to comply with the following Guidelines strictly.
2. You are only allowed to inform a tenant that easyBondpay is able to provide a bond loan, and give them information about how to contact us to make a loan application. You can have a link to us on your website, and allow them to access the application through that.
3. You mustn't do more. You can't "recommend" easyBondpay, such as by suggesting it would be suitable for the tenant, and you can't provide any credit advice or assistance to them, such as by answering the queries about their finances in the easyBondpay application process for them.
4. These restrictions also mean that care needs to be taken in what you say about easyBondpay, including on your website. If in any doubt, contact us for further advice as to any statements or materials you wish to make publicly available about easyBondpay.
5. When you refer a tenant to easyBondpay, you must tell them at the same time about the commission you receive from us. A statement such as "we receive a commission of 2% of the bond amount to refer tenants to easyBondpay" is sufficient. You can verbally say this to them if you refer them to us verbally, otherwise it should be in writing, such as on any webpage which has a website link to us.
6. Before you refer any tenant to easyBondpay, you must already have in your possession documentary evidence that their monthly rental is less than 30% of their current monthly gross income. This is our strict condition of you referring any tenant to us. If you have not already collected proof of income information in the tenant approval process, or if the tenant doesn't meet that "good business practice" standard, you must not refer them to us.
7. You must also retain copies of those documents, and produce them to easyBondpay when requested to do so. [The tenant authorises you to do this in the loan application process].
8. These Guidelines are for ensuring that consumer credit laws are met. They do not cover all matters set out in the "Terms and conditions of referring tenants to easyBondpay". Please ensure you read those terms and conditions in full.
9. Look out for multiple electronic funds transfers from easyBondpay, or marked "BOND PAYMENT" (or similar), in respect of the same tenancy. That is because easyBondpay only lends to a tenant for a bond, and an initial rent deposit. Any second or subsequent transfer of monies to you from easyBondpay in respect to a particular tenancy is likely due to a fraud on easyBondpay. You are obliged to immediately return any such monies to easyBondpay.