



**ACT**  
Government

Justice and Community Safety

RENTAL BONDS  
OFFICE OF REGULATORY SERVICES  
ACT Justice and Community Safety Directorate  
**OCCUPANCY REFUND OF BOND**



For related information visit  
the Rental Bonds section of our website  
[www.ors.act.gov.au/community/rental\\_bonds](http://www.ors.act.gov.au/community/rental_bonds)

Form 604- OR

*Residential Tenancies Act 1997*

**IMPORTANT INFORMATION**

This form is to be used to refund an occupancy bond under the *Residential Tenancies Act 1997* (the Act). You can access the Act at [www.legislation.act.gov.au](http://www.legislation.act.gov.au). You may also obtain further information and forms at [www.ors.act.gov.au](http://www.ors.act.gov.au).

**PRIVACY INFORMATION**

The Act authorises the collection of the information required by this form. Any unreasonable intrusion into a person's privacy in accordance with the *Privacy Act 1988* (C'wlth) will be prevented. However, identifiable information is provided to law enforcement organisations and authorised organisations that have legal authority to request information under prescribed circumstances. Information may also be released to the Commissioner of Social Housing where a Housing ACT bond loan exists over the bond. Non-identifying information is regularly released to the Real Estate Institute of Australia.

**CONTACT INFORMATION**

Send completed forms to the **Office of Regulatory Services:** **GPO Box 158, Canberra ACT 2601**  
Lodge in person at the **Office of Regulatory Services:** **255 Canberra Avenue, Fyshwick ACT 2609**  
Office Hours: **9:00am to 4:30pm Monday to Friday**  
General enquiries telephone number: **(02) 6207 3000**  
Fax number: **(02) 6207 1181**  
Website address: **[www.ors.act.gov.au](http://www.ors.act.gov.au)**

**INSTRUCTIONS FOR COMPLETION**

- If completing this form by hand please use a black pen only.
- Any alteration to information provided on this form must be struck through with a black pen. Substitute information must be clear and all parties must sign in the margin. Do not use correction fluid or tape.
- Refunds are paid by 'Non Negotiable' cheque or by electronic funds transfer (EFT). Cash refunds are not available.
- If EFT account details are not completed in full refunds will be paid by cheque or held as unclaimed monies.
- If the funds are to be deposited by EFT into a third party account, the third party account details must be noted next to the occupant or grantor's name and the occupant/s or grantor must sign, authorising the funds to be refunded into the third party account.
- Only persons that have contributed to the bond should be noted as occupants. Children of the occupants or any other person that does not contribute to the payment of the bond should not be noted on this form.
- To avoid unnecessary delays, please ensure that the form is completed correctly and in full.
- Please note bond money will be divided equally among the occupants noted on the occupancy bond lodgement form upon receipt of a validly completed occupancy refund of bond form. If the occupants do not wish the bond to be refunded in equal amounts, a written statement signed by all occupants must accompany the occupancy refund of bond form indicating the amount to be refunded to each occupant.

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت مساعدة في الترجمة الشفوية، إتصل برقم الهاتف:
CHINESE	如果你需要传译员的帮助，请打电话:
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διαμενηέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
MALTESE	Jekk għandek bżonn i-ghajjnuna t'interpretu, cempel:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacımız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**  
**131 450**

Canberra and District - 24 hours a day, seven days a week



## OCCUPANCY REFUND OF BOND FORM

Form 604 - OR

*Residential Tenancies Act 1997*

### OCCUPIED PREMISES DETAILS

Unit Number	Street Number	Street & Complex Name (If Applicable)	Suburb	Postcode

### REFUND DETAILS (Do not sign a blank form, ensure this section is completed in full before signing)

Amount of bond to be refunded to the Occupant	Amount of bond to be refunded to the Grantor

### OCCUPANT DETAILS (Only occupants that have contributed to the bond, not children or other people that have not contributed to the bond, should be noted)

Full Name		Account Holders Name	
Postal Address		Account Number	
		BSB Number (6 digits)	
Suburb / Postcode		Bank and Branch Name	
Signature		Contact Phone Number	
		Date Signed	
Full Name		Account Holders Name	
Postal Address		Account Number	
		BSB Number (6 digits)	
Suburb / Postcode		Bank and Branch Name	
Signature		Contact Phone Number	
		Date Signed	
Full Name		Account Holders Name	
Postal Address		Account Number	
		BSB Number (6 digits)	
Suburb / Postcode		Bank and Branch Name	
Signature		Contact Phone Number	
		Date Signed	

**OCCUPIED PREMISES DETAILS**

Unit Number	Street Number	Street & Complex Name (If Applicable)	Suburb	Postcode

**REFUND DETAILS** (Do not sign a blank form, ensure this section is completed in full before signing)

Amount of bond to be refunded to the Occupant	Amount of bond to be refunded to the Grantor

**GRANTOR DETAILS**

Full Name or Company		Account Holders Name	
Postal Address		Account Number	
		BSB Number (6 digits)	
Suburb / Postcode		Bank and Branch Name	
Signature		Contact Phone Number	
		Date Signed	

**NOTE: THE OFFICE OF RENTAL BONDS WILL PAY UPON RECEIPT OF THE FIRST VALIDLY COMPLETED CLAIM FORM**

Received By: Mail / Counter / Fax	Processed By:	Authorised By:
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