

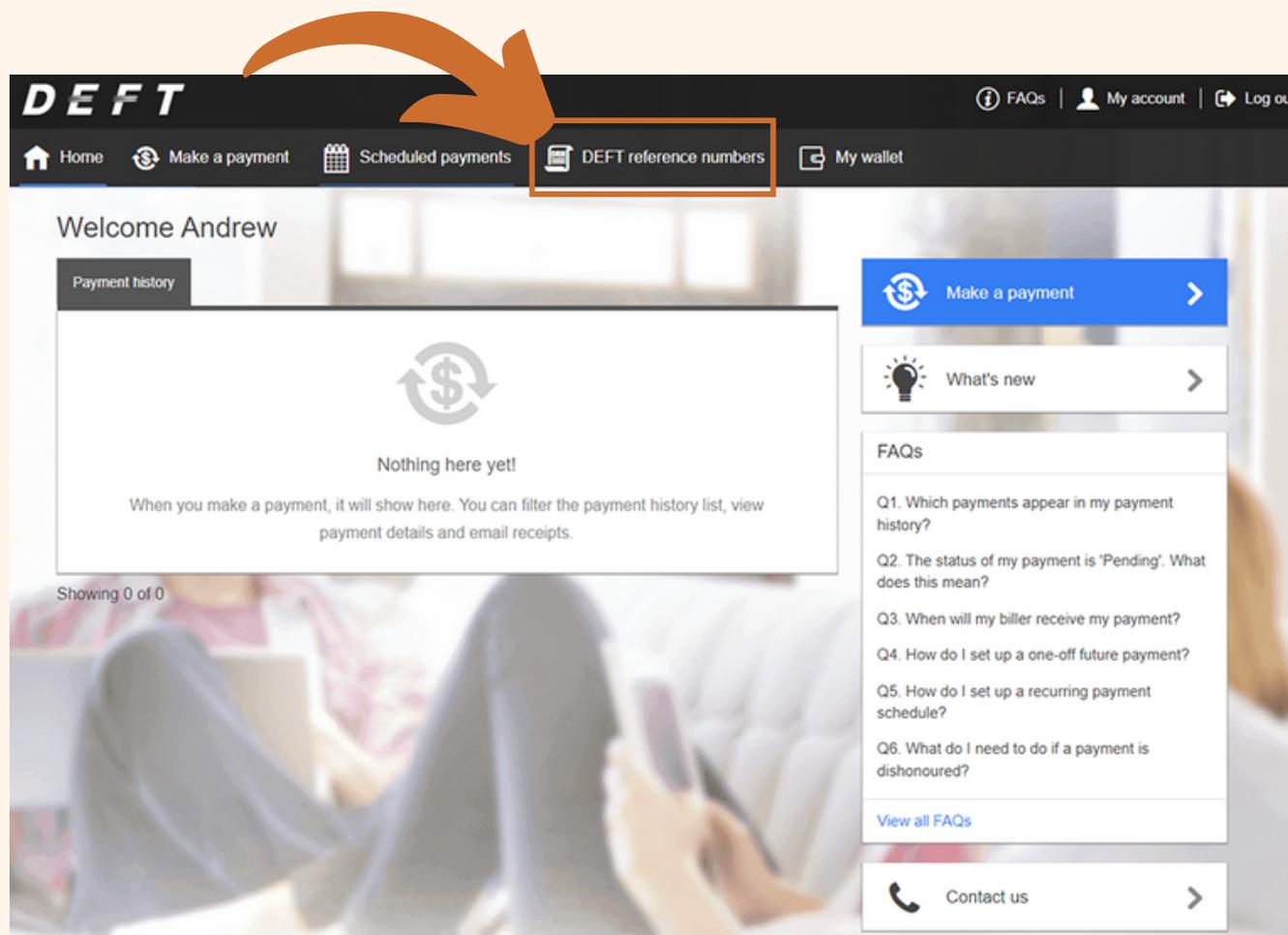
How to set up Direct Debit?

A quick step-by-step guide on how to set up your direct debit.

Step 1: Go to www.deft.com.au to either register a new account or log in to your existing account. You can do this by clicking on the Log In button on the top right corner or by Pressing 'Register Now'/'Log In to DEFT Now' on the main banner.

The image shows a screenshot of the DEFT website interface. At the top, there is a navigation bar with the MACQUARIE logo, the DEFT logo, and links for 'Home' and 'Frequently Asked Questions'. On the right side of the navigation bar, there is a 'Register' button and a 'Log in' button with a lock icon. A blue circle highlights the 'Log in' button, with a large orange arrow pointing to it from the right. Below the navigation bar, there is a light blue banner with a close button (X) and the following text: 'Macquarie will no longer accept cash payments via DEFT at Australia Post outlets from Friday 29 April 2022. We'll also be removing the DEFT Australia Post payer fee of \$2.75. A new Product Disclosure Statement will be available reflecting these changes, effective from this date. If you have any questions or need additional support navigating this change, please visit www.deft.com.au/change or call us on 1800 672 162.' Below the banner, there is a main banner with a background image of a smiling man sitting at a table with a laptop, holding a cup of coffee. Overlaid on the left side of this banner is a dark grey box with the text 'The easy way to pay' and 'Simply login from any device to make a payment anytime, anywhere, anyhow'. Below this text are three options: 'Register now', 'Pay without a login', and 'Log in to DEFT now', each with a right-pointing arrow. Two large orange arrows point from the left towards these three options.

Step 2: Once logged in, click “DEFT reference numbers” at the top of the screen.



Step 3: Click "Add DEFT reference number".

The screenshot shows the DEFT app interface. At the top, there is a navigation bar with the DEFT logo and links for FAQs, My account, and Log out. Below this is a secondary navigation bar with icons for Home, Make a payment, Scheduled payments, DEFT reference numbers (which is highlighted), and My wallet. The main content area is titled 'My DEFT reference numbers'. At the top of this area is a button labeled 'Add DEFT reference number' with a plus sign icon, which is highlighted with an orange box and an arrow. Below this button is a large grey icon of a document with 'DRN' on it, and the text 'Nothing here yet!'. Below this is a paragraph of text: 'Get started by selecting the 'Add DEFT reference number' button to add a biller that you want to pay.' followed by another paragraph: 'The DEFT reference number (DRN) is a number containing up to 20 digits provided to you by your biller. You can usually find it on the invoice, card or letter from your biller.' To the right of the main content area is a sidebar with a blue button labeled 'Make a payment' with a dollar sign icon and a right arrow. Below this is a section titled 'FAQs' with a list of five questions: 'Q1. How do I use this page?', 'Q2. What is my DEFT reference number (DRN)?', 'Q3. Will I still see my previous payments if I delete a DRN?', 'Q4. What's the 'nickname' for?', and 'Q5. What's the phone security code?'. Below the list is a link 'View all FAQs'. At the bottom of the sidebar is a white button labeled 'Contact us' with a phone icon and a right arrow.

Step 4: Please enter the DEFT reference number, found on your levy notice, in the space provided. There is the option to name this payment arrangement for ease of reference. E.g Jamesons Strata.

Add DEFT reference number ✕

DEFT reference number
e.g. 1234567890

This is a number containing up to 20 digits provided to you by your biller. You can usually find it on the invoice, card or letter from your biller.

Nickname (optional)
e.g. Rent for unit 510

Give your DEFT reference number a nickname to make it easy to find payments to this biller. Only you will be able to see the nickname.

Enable phone system payment

Phone security code
e.g. 123456

You can make payments over the phone to this biller by calling [1800 672 162](tel:1800672162). If you'd like this option, you need to choose a 6 digit numeric code. When you call to make a payment, you'll be prompted for this phone security code.

The phone security code should not include your date of birth. Otherwise you may be liable for unauthorised transactions.

Add

Step 5: When the DEFT reference number is entered, the pop-up will broaden to display "Direct debit authorisation (Biller-initiated) for you to select.

Add DEFT reference number ✕

DEFT reference number
1234567890 ✓

This is a number containing up to 20 digits provided to you by your biller. You can usually find it on the invoice, card or letter from your biller.

Nickname (optional)
e.g. Rent for unit 510

Give your DEFT reference number a nickname to make it easy to find payments to this biller. Only you will be able to see the nickname.

Direct debit authorisation (Biller-initiated)

By ticking this option you authorise your biller to calculate and take payments on your behalf as they fall due, from your nominated card or bank account, in accordance with the [DIRECT DEBIT SERVICE AGREEMENT \(DDSA\)](#).

This authorisation continues until you either edit or delete this direct debit authorisation from the 'DEFT reference numbers' menu, or notify us in writing.

Add payment method +

Step 6: Once selected, click on 'Add Payment Method' to initiate your choice of direct debit.

Add DEFT reference number
✕

DEFT reference number

1234567890 ✓

This is a number containing up to 20 digits provided to you by your biller. You can usually find it on the invoice, card or letter from your biller.

Nickname (optional)

e.g. Rent for unit 510

Give your DEFT reference number a nickname to make it easy to find payments to this biller. Only you will be able to see the nickname.

Direct debit authorisation (Biller-initiated)

By ticking this option you authorise your biller to calculate and take payments on your behalf as they fall due, from your nominated card or bank account, in accordance with the [DIRECT DEBIT SERVICE AGREEMENT \(DDSA\)](#).

This authorisation continues until you either edit or delete this direct debit authorisation from the 'DEFT reference numbers' menu, or notify us in writing.

Add payment method
+

Step 7: Once your payment details are entered, click the two authorisation statements to complete the process. You can choose if you would like to set up the Direct Debit via credit card or your bank account.

Add card

Add bank account

VISA

MasterCard

American Express

Discover

Card number

0000 0000 0000 0000

Cardholder name

John Smith

Expiry date

mm/yy

Save this card to my wallet

I am the card owner OR I am authorised by the card owner to nominate their card in this way; AND

I request and authorise Macquarie Bank Limited (DEFT) to debit the nominated card above for any amounts nominated by my Biller.

Add

You have now set up your Direct Debit!

Please note that the establishment of a new Direct Debit does not replace any payment arrangements you may already have in place with DEFT. To avoid double payments, please remove any existing Direct Debits you may have.