



Property Plus

REAL ESTATE

Centrepay incorrect payment policy

Contact Details

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About this policy

This incorrect payment policy outlines how Property Plus Real Estate will identify, prevent, manage and rectify incorrect payments for Centrepay customers.

Accessing this policy

Our incorrect payment policy is available:

- on our website <https://www.propertyplusre.com.au/customer-feedback>
- on request at our office when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

What is an incorrect payment

An incorrect payment made to our business through Centrepay includes when a deduction is any of the following:

- not covered by a Centrepay deduction authority
- paid to our business in error
- paid for goods or services excluded under Centrepay.

How we'll prevent and manage incorrect payments

To prevent incorrect payments, each tenant is allocated a unique reference number to use when making a payment. We ensure payments are matched daily by reconciling all payments. This is an automated process which reduces the opportunity for human error. Any payments that require further scrutiny will be addressed individually by our accounts department.

When we identify an incorrect payment, we will resolve it by:

- telling you in writing or verbally, if a written notification isn't possible
- refunding the payment within 10 business days when we can.

Alternatively, we will advise Services Australia if we haven't been able to refund you.

When we identify an incorrect payment, we will not:

- exchange or provide further goods to rectify the incorrect payment
- tell you what you should use the incorrect payment for.

You can change, suspend or cancel your Centrepay deduction at any time. You can do this by:

- using your Centrelink online account through MyGov
- using the Express Plus Centrelink mobile app
- calling Services Australia on your regular payment line
- visiting a Services Australia service centre.

How we'll manage unresolved incorrect payments

Property Plus Real Estate will notify Services Australia as soon as possible when a payment:

- is not covered by a deduction authority
- is one of a repeated pattern of incorrect payments
- cannot be matched to a customer
- identified as incorrect and may be damaging to Property Plus Real Estate or the reputation of Centrepay.

Property Plus Real Estate will contact Services Australia at least 20 business days before issuing an incorrect payment to a State or Territory authority. We may do this when Property Plus Real Estate has exhausted all reasonable attempts to return the funds directly to you. Property Plus Real Estate will:

- change, suspend or cancel a relevant deduction authority for you if appropriate
- follow any written direction from Services Australia, this may include making a refund to your bank account held by Services Australia
- notify Services Australia when a direction is completed

Record keeping

The agency maintains accurate, complete, and up-to-date records relating to all Centrepay deductions and associated customer interactions. Records include, but are not limited to:

- Centrepay Deduction Authorities and customer consent.
- Requests to commence, vary, suspend or cancel deductions.

- Payment and reconciliation records.
- Customer correspondence relating to Centrepay.
- Complaints, disputes, and their resolution.
- Any supporting documentation required to demonstrate compliance with Centrepay requirements.

All Centrepay records are stored securely and protected from unauthorised access, alteration, loss, or disclosure. Access is restricted to authorised staff members whose duties require access to this information.

The agency manages all personal information in accordance with applicable privacy legislation and maintains appropriate safeguards to ensure confidentiality.

Centrepay records are retained for the required legislative and contractual retention periods and are readily available to Services Australia upon request for compliance reviews, audits, investigations, or reporting purposes.

Property Plus Real Estate maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.

Property Plus Real Estate maintains incorrect payment records relating to Centrepay securely in accordance with privacy obligations. Information retained may include, but is not limited to:

- details of incorrect payment information
- actions taken
- written customer communication
- any refund or adjustment made
- the outcome of the incorrect payment
- any referral or reports to relevant regulatory authorities.