



DEFT payment methods are changing

We're focused on transitioning to completely digital payments as a safer, quicker and more convenient way to pay. That's why we'll soon no longer be accepting certain phone and cheque payments.

What's changing

- From March 2024, you'll no longer be able to call DEFT to make payments over the phone.
- From November 2024, you'll no longer be able to mail cheques to DEFT.

You can make DEFT payments online either via BPAY, card or direct debit. Alternatively, if you prefer to pay by cheque or phone, you can make payments using the non-digital options described below.

To find out more, visit www.DEFT.com.au/change

Digital payment options



BPAY®

- You can pay using BPAY via your bank's app or online banking.
- Your biller will provide you with a biller code and reference number.

DEFT.com.au

You can either:



- set up one-off or recurring payments from your bank account, debit or credit card
- set up a direct debit arrangement for your biller to debit payments when due (referred to as 'Biller Initiated Direct Debit' - available with eligible billers only¹).

American Express, Diners Club, Mastercard and Visa cards are accepted. Transaction fees may apply.



BPAY Batch (For businesses paying multiple bills)

- If you have lots of bills to pay at once, generate a BPAY Batch file using your business management software.
- Then upload the file to your internet banking to authorise and pay.

Non-digital payment options



BPAY® via phone banking

- You can pay using your bank's self-service phone banking².
- You can pay from your bank account or credit card.
- Your biller will provide you a biller code and reference number.
- Before using phone banking, you might need to set up a passcode with your bank.
- To pay, call your bank and select the self-service phone banking option.



Australia Post

- Pay in-store at Australia Post via eftpos or cheque.
- You'll need a barcode generated by your biller. This can usually be found on your invoice or levy notice for strata lot owners.

It's important to know billers may not offer all payment options. Please check your DEFT invoice, levy notice, or ask your biller to know which options are available to you.

Top tips to keep your accounts safe

- Look out for unusual requests from your biller, for example changes to accepted payment methods.
- If your biller provides updated payment details by email, obtain verbal confirmation the request is genuine before making any payments to the new details.
- Always pay DEFT directly via one of the methods outlined in this flyer.
- Never make payments to intermediaries who may offer you a discount on your bill.