



DEFT digital payments guide

We're changing our DEFT payment options. To find out what options your biller has made available for you, please refer to your DEFT invoice.

Payment options via DEFT



BPAY®

- You can pay using BPAY via your bank's online or telephone 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 (eligible billers only¹).

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



For businesses only

BPAY Batch (if available)

- You can pay using BPAY via your bank's internet banking.
- 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.



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.

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.