

POLICY

TITLE: **Incorrect Payment Processing**

DATE OF ISSUE: 21.05.2026

CREATED BY: Lisa Bretherton

VERSION: 1

LAST UPDATE: 21.05.26

About This Policy:

This policy outlines the procedures Raine & Horne Hervey Bay follows to identify, prevent, manage and rectify incorrect payments relating to Centrepay deductions, rental payments, tenant transactions and other financial processing activities.

The purpose of this policy is to ensure:

- Payments are processed accurately and transparently
- Errors are identified and corrected promptly
- Customers are treated fairly and respectfully
- Appropriate records are maintained
- Legislative and privacy obligations are met

Accessing This Policy:

Our policy can be accessed:

- On our website – <https://www.raineandhorne.com.au/herveybay>
- Within your welcome pack
- By request from our office

We will provide a copy of this policy within 5 business days upon request.

Preventing Incorrect Payments

Raine & Horne Hervey Bay takes reasonable steps to minimise the risk of incorrect payments occurring.

Preventative measures include:

- Verification of tenant and customer details before payment setup
- Confirmation of Centrepay reference numbers and deduction amounts
- Use of secure property management and accounting software systems
- Staff training relating to payment processing procedures
- Restricted access to financial processing systems
- Review and reconciliation of payment records on a daily basis
- Monitoring of rental ledgers and payment allocations
- Escalation procedures for unusual or inconsistent transactions

Where possible, payment information is confirmed directly with the customer before processing changes or updates.

Identifying Incorrect Payments

Incorrect payments may include:

- Overpayments

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- Underpayments
- Duplicate payments
- Incorrect payment allocations
- Unauthorised deductions
- Payments applied to the wrong account
- Incorrect Centrepay deduction amounts
- Missed or delayed payment processing

Incorrect payments may be identified through:

- Internal account reconciliations
- Routine audits and reviews
- Customer enquiries or complaints
- System-generated alerts
- Staff reporting discrepancies
- Notifications from Services Australia or financial institutions

All identified discrepancies will be documented and investigated promptly.

Managing Incorrect Payments

When an incorrect payment is identified, Raine & Horne Hervey Bay will:

- Investigate the matter as soon as practicable
- Review relevant payment records and transaction history
- Communicate with the affected customer where required
- Suspend or adjust incorrect future deductions if necessary
- Escalate serious or repeated issues to senior management
- Maintain confidentiality and privacy throughout the process

Customers will be treated respectfully and kept informed during the investigation and resolution process.

Rectifying Incorrect Payments

Where an incorrect payment has occurred, Raine & Horne Hervey Bay will take reasonable steps to rectify the issue promptly.

Rectification actions may include:

- Refunding overpaid amount(s)
- Arranging repayment of underpaid amounts
- Correcting account allocations
- Updating Centrepay deduction instructions
- Adjusting rental ledgers and account balances
- Providing written confirmation of corrections made

POLICY

Hervey Bay

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- Liaising with Services Australia where required

Where appropriate, corrective actions will be completed within 10 business days of the error being confirmed. If additional time is required due to complexity or third-party involvement, affected parties will be advised of expected timeframes.

Customer Communication

Customers can contact Raine & Horne Hervey Bay regarding payment concerns using any of the following channels:

- Phone – 07 4128 2188
- Email – sales.admin@herveybay.rh.com.au
- In person – 357 Esplanade, SCARNESS QLD 4655
- Online – <https://www.raineandhorne.com.au/herveybay>
- In writing – 357 Esplanade, SCARNESS QLD 4655

We encourage customers to provide:

- Their name and contact details
- Relevant account or reference numbers
- Details of the payment concern
- Supporting documentation where available

Escalation of Unresolved Matters

Where a payment issue cannot be resolved internally, or where the matter is serious or ongoing, the matter may be escalated to:

- Senior Management
- Services Australia
- Relevant financial institutions
- Appropriate consumer or regulatory bodies

Services Australia can be contacted:

- Phone: 1800 132 468
- Online via Services Australia or Centrelink online services
- In writing to:

Centrepay

Services Australia Complaints and Feedback

Reply Paid 7800

CANBERRA BC ACT 2610

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Record Keeping

Raine & Horne Hervey Bay maintains secure records relating to payment processing, investigations and rectifications in accordance with privacy obligations.

Records retained may include:

- Customer details
- Payment transaction records
- Centrepay deduction records
- Investigation notes
- Communication records
- Corrective actions undertaken
- Refund or adjustment documentation
- Reports to regulatory authorities where applicable

Storage of Records

- Information is stored within secure cloud-based systems
- Hard copy documentation is retained within locked office premises
- Access is restricted to authorised staff only
- Archived records are transferred to secure storage facilities
- Records are retained for a minimum period of seven (7) years
- Records are securely destroyed following expiry of the retention period