



# Agency Payments / Invoicing Guide

# Agency Payments/Invoicing Guide

(Click to go to the individual pages)

- 02 **Invoice Type:** Individual
- 03 **Invoice Type:** Company
- 04 **Invoice Type:** Power of Attorney or Enduring Power of Attorney
- 05 **Invoice Type:** Trusts
- 05 **Invoice Type:** Executor/ Administrator of
- 06 **Invoice Type:** Other/Unsure
- 07 Documentation Request
- 08 Documentation Explained
- 09 Agency Invoicing Cheat Sheet
- 10 Did you know?
- 11 Questions?



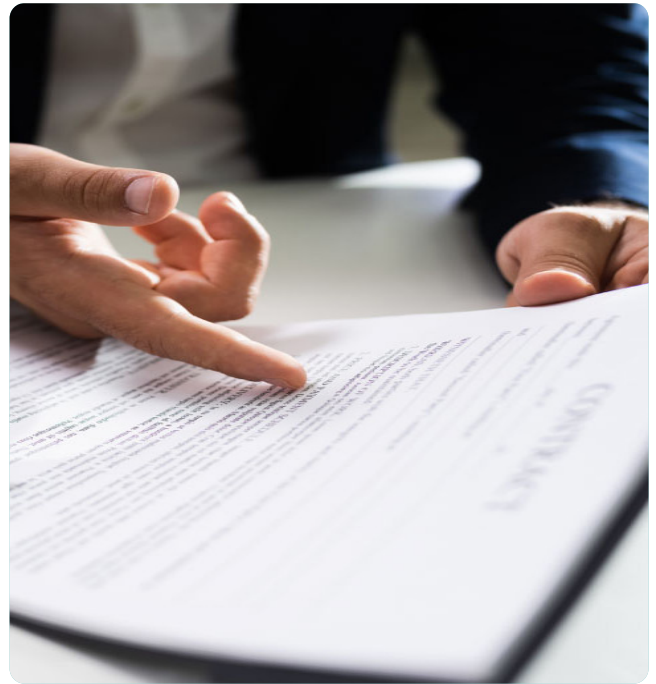
# Invoice Type: Individual

## (Individual Vendors)

Used when the property owners are individual(s) as opposed to an entity or Power of Attorney/Deceased Estate.

### Fund Request Creation:

- ✓ Best practice is to add **all** title holders to the Fund Request with **their own individual email address and mobile number**.
- ✓ **Note:** A 'helpful son/daughter, partner or friend' **cannot be accepted**, unless they are an authorised representative of the title holder, such as Power of Attorney. If this is the case the invoice type needs to be created under Trust, POA or Other type and the correct entity type selected.



## Company, Trust, Power of Attorney or Other Entity

### IMPORTANT TO NOTE:

Company, Trust, POA, Other (Executor/Administrator of Estate etc) fund request types are more complex than individual fund requests and we always require additional information from the vendor/vendor's authorised representative.

While we always aim to resolve matters quickly in relation to loan applications, turnaround will depend on how promptly your vendor/vendor's authorised representative provides the required information.

# Invoice Type: Company

## Fund Request Creation:

- ✔ **Use the ABN on fund request creation (not the ACN).** The ABN will identify the nature and structure of the company.

If you only have an ACN and it is not found when searching under the Company tab, it is likely there is a trust involved. Please go to POA, Trust or Other tab and manually enter the ABN/ACN and entity details that you do have and follow the **“TRUSTS (INDIVIDUAL & CORPORATE)”** process.



- ✔ **Bill To** (on fund request creation):  
Smiths Company Pty Ltd ABN: 12 123 456 789 ACN: 123 456 789
- ✔ Person(s) to receive the fund request would be **all Directors** and the **Company Secretary** with their own individual email addresses and mobile phone numbers.
- ✔ **Listing Authority/Agency Agreement:**  
Attach this to the fund request as this will assist your vendor should they choose to pay later.

# Invoice Type: Power of Attorney or Enduring Power of Attorney (POA or EPOA)

## Fund Request Creation:

- ✓ **Bill To** (on fund request creation): John Smith as Power of Attorney for Mary Smith.
- ✓ Person(s) to receive the fund request would be John Smith with **their own individual email address and mobile phone number.**

- ✓ **Listing Authority/Agency Agreement:** Attach this to the fund request as this will assist if the pay later option is chosen.

**Please Note:** POA & EPOA are null and void when the title holder is deceased. Refer to **Deceased Estate Executor** or **Administrator** in such instances.



# Invoice Type: Trusts

## (Individual & Corporate)

### Fund Request Creation:

#### Individual Trustee:

- ✓ **Bill To** (on fund request creation): eg John Smith as Trustee of XYZ Trust.
- ✓ Person(s) to receive the fund request would be John Smith with **their own individual email address and mobile phone number.**
- ✓ **Listing Authority/Agency Agreement:** Attach this to the fund request as this will assist if the pay later option is chosen.

#### Corporate Trustee:

- ✓ **Bill To** (on fund request creation): eg Smith Consolidated Pty Ltd as trustee for the Smith Consolidated Unit Trust.
- ✓ Vendor(s) to receive the fund request would be **all Directors** and the **Company Secretary** with their own individual email addresses and mobile phone numbers.
- ✓ **Listing Authority/Agency Agreement:** Attach this to the fund request as this will assist if the pay later option is chosen.

# Invoice Type: Executor/ Administrator of Estate

## (Probate (Exemplification) granted)

Owner of property has passed away and an Executor/Executrix or Administrator are in place to arrange the sale

### Fund Request Creation:

- ✓ **Bill To** (on fund request creation): John Smith as executor of the estate of the late Mary Smith.
- ✓ **Listing Authority/Agency Agreement:** Attach this to the fund request as this will assist if the pay later option is chosen
- ✓ Persons(s) to receive the fund request would be John Smith with **their own individual email address and mobile phone number.**

**QLD Agencies, Please Note:** When a title displays 'John Smith personal representative under instrument,' the fund request type will still need to be created as 'Trust/POA or Other' and select 'Other/Unsure' as the entity type.

# Invoice Type: Other/Unsure

If you are unsure which category your invoice falls under but you want to keep things moving, you can create it under the category Other/unsure. If your vendor chooses the Pay Later option, it will come through to our assessment team and they will ask you or the applicant for any missing information or details prior to assessment.

## Fund Request Creation:

- ✔ **Bill To** (on fund request creation): Please enter any helpful detail you can such as ABN/ACN/Entity Name or Property Owner Name(s).
- ✔ Person(s) to receive the fund request would be John Smith with **their own individual email address and mobile phone number**.



# Documentation Requests

If your vendor wishes to Pay Later, there will be documents that we will require to fully review their application. You may wish to let your vendor/vendor's authorised representative know this as part of your process so they can prepare.

**Please note** for privacy reasons we are unable to accept documents directly from you as the real estate agent – except for the Listing Agreement. All other documents must be sent directly by the persons listed on the fund request.

Documents Required/Entity Type	Company	Power of Attorney (POA - General or Enduring)	Trust (Individual Trustee)	Trust (Corporate Trustee)	Executor/Administrator (Probate granted)	Other/Unsure
<b>Grant of Probate</b> (Certified copy, cannot proceed without this) <b>OR</b> <b>Letter of Administration</b> (as issued by Supreme Court)	X	X	X	X	Required where there is an Executor	N/A
<b>Will</b> (Certified Copy, cannot proceed without this)	X	X	X	X	✓	N/A
<b>ID</b> • Driver's licence - front and back <b>or</b> • Passport plus current residential address), <b>or</b> • Medicare card (plus DOB and residential address)	For each Director or Director and Secretary	For the respective POA(s)/EPOA's and actual owner	For each Director or Director and Secretary	For each Director or Director and Secretary	For each Executor/ Administrator of the Estate	N/A
<b>Power of Attorney Document</b> (Certified Copy, for detailed review)	X	✓	X	X	X	N/A
<b>ACN</b>	✓	X	✓	✓	X	N/A
<b>Trust Deed</b> (Certified Copy)	X	X	✓	✓	X	N/A
<b>Directors Guarantee Form</b> (wet signed and witnessed, only required if approved)	✓	X	✓	✓	X	N/A
<b>Privacy &amp; Consent</b> (online form)	✓	✓	✓	✓	✓	N/A
<b>If the property has a mortgage, the below documents also need to be provided</b>						
<b>Listing Agreement</b> (Sometimes referred to as Form 6, Agency Agreement, Sales Authority)	✓	✓	✓	✓	✓	✓
<b>Mortgage Statement</b> ( <b>Note:</b> if this statement is older than three months, the vendor will need to provide a screenshot from their internet banking with account details and balance clearly visible)	✓	✓	✓	✓	✓	N/A
<b>Once approved we will require the fully executed loan documents to be emailed</b> (all pages)	✓	✓	✓	✓	✓	✓
<b>Creating Company and Entity Invoices</b> (Bill to details)	eg 123XYZ Company PTY LTD ABN: 12 123 456 789 ACN: 123 456 789	eg John Smith as Power of Attorney/ Enduring Power of Attorney (whichever applies) for Mary Smith	eg John Smith as Trustee for XY Trust	eg Smith Consolidated PTY LTD as trustee for the Smith Consolidated Unit Trust	eg John Smith as Executor/ Administrator (whichever applies) of the estate of late Mary Smith	Please provide any helpful detail you can such as ABN/ACN/ Entity Name of Property Owner name/s

# Documentation Explained

These are the documents that will be asked for if your vendor applies for the Pay Later Option.

In some cases, additional documentation may be required once initial verification has been completed:



✔ **Listing Authority/Agency Agreement**

We recommend this is attached to the Fund Request by the real estate agent at the time of Fund Request Creation where possible.

✔ **Certified Copy of the Probate document** (Executor of Estate).

Unable to proceed with a pay later application without this.

✔ **Certified copy of the letters of Administration** (Administrator of Estate).

Unable to proceed with a pay later application without this.

✔ **Certified Copy of the Will** (Executor/ Administrator of Estate)

Unable to proceed with a pay later application without this.

✔ **Certified Copy of the Power of Attorney Document or Enduring Power of Attorney Document** whichever applies (Power of Attorney)

Unable to proceed with a pay later application without this.

✔ **Certified Copy of the trust deed** (Trust Individual and Corporate)

✔ **Directors Guarantee** (Company)

Upon approval, a Director's Guarantee must be completed by the directors (this will be provided along with the loan contract).

✔ **Mortgage Statement**

Note: if this statement is older than three months, your vendor/vendor's authorised representative will also need to provide a screenshot from their internet banking with account details and balance clearly visible.

✔ **Privacy & Consent Form**

- **Executor/Administrator of Estate.** To be completed by all Executors/Administrators.

- **Power of Attorney.** To be completed by all POA/EPOA and also completed by the title holder/s or by the POA/EPOA on behalf of all title holders.

- **Trust (Individual & Corporate).** To be completed by Trust Appointor & all named beneficiaries.

- **Company.** To be completed by all directors, company secretaries (if not director), and beneficial owners.

✔ **Acceptable ID**

- ID cannot be expired

- Must be provided to RealtyAssist directly by the ID owner (cannot be emailed by another party or the real estate agent. A POA or EPOA may provide ID on behalf of the person they are POA/EPOA for.

- Applicants may be required to provide more than one document if initial verification is unsuccessful.

• Driver Licence – front and back

or

• Passport plus current residential address

or

• Medicare Card plus DOB, and current residential address.

✔ **Who needs to provide ID?**

All applicants need to provide acceptable ID.

# Agency Invoicing Cheat Sheet

It is important that the fund request is created correctly from the beginning to ensure that there are no unnecessary delays and/or the need to recreate a fund request correctly.

On invoice creation, please ensure:

- 1 The correct invoice type is selected. Individual or Company or Trust, POA, Other.

If this is found to be incorrect, delays and inconveniences are likely for your vendor/ vendor's authorised representative and the property timeline. In some cases, funds will need to be returned to RealtyAssist, regardless of whether some or all the funds have been spent.

- 2 **The email address and the mobile number must be correct and belong to the title holder/title holder's authorised representative** named on the fund request. It is not acceptable to scramble contact details. Some examples of incorrect/ scrambled contact detail examples below:

- Title holder 1 name, Title holder 1 email, Title holder 2 mobile number, or

- Title holder 1 name, 'helpful son' email, 'helpful son' mobile number, or

- "Helpful son" name, 'helpful son' email, 'helpful son' mobile number, or

- 'Helpful son' name, 'helpful son' email', Title holder 1 mobile number

- 3 **Individual Invoice Type:** at least one title holder and their contact details must be included on the invoice. A 'helpful son, partner or friend' is not acceptable, unless they are an authorised representative of the title holder, such as Power of Attorney. If this is the case it needs to be created under Trust, POA or Other type and the correct entity type selected.



- 4 Feel free to advise your vendor on the documents that may be required ([see the Documentation Request table](#)), so they can start to gather the information.

**Please keep in mind** that each situation is unique, so there are times when our Assessment Team may require more information than what is outlined above.

**Is the Director of your agency or an employee of your agency wishing to sell their home and use RealtyAssist services?**

Please call our Customer Care Team on **1300 355 729** to see how we may be able to assist.

As agency Directors and staff are deemed as a related party, special conditions may apply.

All applications for lending are subject to required identification, verification and assessment requirements.

# Did You Know?

## Loan Repayment Terms:

If your vendor/vendor's authorised representative has a VPA or VPA+ loan with us, the loan is due on the earlier of:

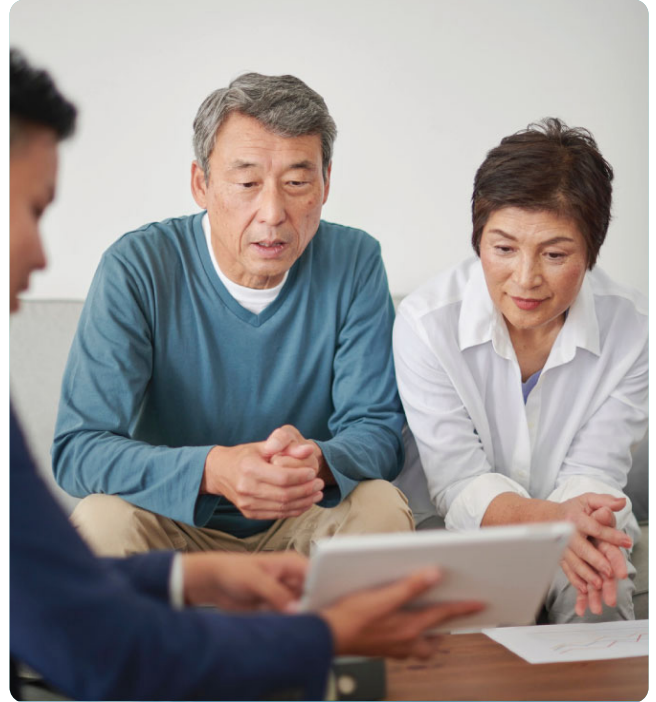
- The settlement date as specified in the contract of sale for the sale of property (**Settlement Date**);

### OR

- The date that the property is no longer available for sale (**withdrawn**);

### OR

- The date that is **180 days** after the Loan Start Date.



The property must be available for sale (online or via your database) by day 60 of the loan term. If the property is not available for sale by day 60, the loan must be repaid in full.

Based on this, we recommend holding off sending the invoice if there is a delay in going to market, such as:

- The owner is waiting for tenants to vacate when the lease is not ending soon.
- The vendor is waiting to purchase a property (and is still searching), prior to putting their property on the market.

# Questions?

We are always on hand to help and to clarify any questions you may have. Our aim is to make the process as smooth as possible for your vendor/vendor's authorised representative and the sales campaign.

Please call your personal account manager, or call/email our Customer Care Team:

**1300 355 729** or [service@realtyassist.com.au](mailto:service@realtyassist.com.au)

## We are here to assist!



DISCLAIMER: Under Sections 64 and 65 of the National Consumer Credit Protection Act 2009 (NCCP Act), a credit representative is defined as an individual or business authorised to engage in specific credit activities on behalf of a licensed credit provider. Credit representatives may assist consumers by offering credit advice, preparing loan applications, or acting as an intermediary between the consumer and the lender. As required by Section 71 of the NCCP Act, credit representatives must operate under the authority and supervision of a licensed credit holder and be reported to ASIC, ensuring compliance with responsible lending obligations.

RealtyAssist does not employ credit representatives at this stage. Instead, agents act as referrers, facilitating introductions without providing advice or assistance in financial decision-making.

RealtyAssist's business model empowers customers to make independent financial decisions regarding pay-later or deferred payment options, supported by RealtyAssist's customer service team.

Agents providing Agency guides to consumer or step-by-step instructions on completing a loan application may imply directing consumers on what to select, without proper consideration of their individual circumstances or financial situation. This could lead agencies to inadvertently influence consumer decisions or assist in preparing loan applications without conducting the necessary inquiries or verification required under NCCP responsible lending obligations.

Realty Assist Australia Ltd, Propel Funding Pty Ltd and Realty Assist Finance Pty Ltd are all members of the Realty Assist Group  
Realty Assist Australia Ltd - ACN 639 613 808 - Australian Credit Representative Number 556299 - Australian AFCA Member Number 104944  
Propel Funding Pty Ltd - ACN 601 271 381 - Australian Credit Licence 493433 - AFCA Member Number 45829  
Realty Assist Finance Pty Ltd - ACN 657 479 448 - AFCA Member Number 94412