



Changes to Tenant Registration Process – Temporary Cards.

Our new temporary card process is designed to make it easier for you to encourage tenants to register for LJ Hooker Priority Card at the time they sign their lease. It also gives them an immediate way to pay their rent by Bank Account or Credit Card until their permanent card arrives (usually within 7 – 10 working days from activation).

Please read the following information carefully. It contains important information concerning changes to the Tenant Registration Process using these temporary cards.

1. Contents of Tenant Registration Envelope

Each tenant registration envelope contains:

- ✓ A temporary card for the tenant to activate (and use for Direct Debit and Credit Card until their “permanent” card arrives).
- ✓ A tenant brochure which provides instructions for using the LJ Hooker Priority Card service as well as the terms and conditions for using the service.

2. Activating the Card – Tenant Self Activation

Simply present the envelope with the lease document bundle to the tenant for self activation.

Please ensure that the tenant reads the tenant brochure and understands the terms and conditions for using the service, including any applicable fees.

The card can be activated by the tenant either by:

Web www.ljhooker.com.au/prioritycard

Telephone 1300 139 135

To speed up the activation process, please ensure that the tenant has their bank account/or credit card details handy.

3. Activating the Card – Agent On Line Tenant Registration (AOTR)

You may activate the card on behalf of the tenant by following these steps:

1. Have the tenant complete and sign the Tenant Registration Form (TRF) – may be downloaded from www.ljhooker.com.au/prioritycard.
2. Log into the website www.ljhooker.com.au/prioritycard using your client number and PIN.
3. Choose “Tenant Registration” from the Left Menu Bar and input the details completed by the Tenant on the registration form¹. In the final Tenant Registration Step, when asked “Are you providing the rent card?”, click the “Yes” radio button and enter the last 8 digits on the card number that you give to the tenant. Please refer to Figure 1 below.
4. Make a note of the tenants LJ Hooker Priority Card number for entry to your PMS.

The screenshot displays the LJ Hooker website interface during the final tenant registration step. The header features the LJ Hooker logo and the tagline "The easy way to pay your rent". The navigation bar includes links for Home, Tenants, Agents, Rewards, Support, and Contact. The left sidebar shows a menu with "Agents" highlighted, and "Tenant Registration" selected. The main content area is titled "Final Tenant Registration Step" and contains a form with the following elements:

- A heading: "Registration almost complete!"
- A question: "Are you providing the rent card? If your supply of rent cards has run out, please select No."
- Two radio buttons: "Yes" (selected and circled in red) and "No".
- A text input field labeled "Please enter the card number:" containing the value "90360037" (circled in red).
- A "Complete Application" button.

The footer contains the text "2008 Corum Real Estate Services", "C.O.U. Terms Privacy", and "Call 1300 139 135".

1. Remember, you need to retain the completed TRF accepted and signed by the tenant and account holders for a period of 7 years and additionally provide us with a copy of it by facsimile on 1300 662 003.

Figure 1: Final Step in Tenant Registration Process

4. Tips for using Temporary Cards

- ✓ Ensure you are familiar with the benefits of using the card for your tenants – including; 24 x 7 availability, choice of payment methods, payment history and the features of Priority Card Rewards. This should make it much easier to encourage tenants to use the card.
- ✓ Be prepared as to how you will handle enquiries from tenants. It is likely once your tenants receive their card they will have questions as to the fees and methods of payment.
- ✓ Have alternatives to the rent card available – if a tenant for some reason objects strongly to using the card, it's a good idea to have some alternatives ready. For instance if you wish to phase out cash in the office, it's a good idea to offer bank cheque or money order as alternatives – as these guarantee cleared funds and minimise the potential for any human error.