MACQUARIE

We're making changes to the DEFT Biller Agency Agreement.

These changes are effective from **6 August 2026** and the updated terms and conditions will be available on our website from this date.

We've summarised the changes below that may be most relevant to you.

Updates to DEFT Biller Agency Agreement (DBAA)

1. **Cessation of card payments:** Card payments (including credit and debit cards) will no longer be available as a payment method through deft.com.au for your payers, effective 1 October 2026. This change applies to both one-off payments and recurring direct debit arrangements set up with a card.

We're also making some other minor changes to the DBAA to keep it clear and up-to-date.

We've added guidance below on how your payers can pay their DEFT bills following the cessation of card payments. Some or all of the below options may be available to your payers based on your DEFT set up.

DEFT payment options

PayID®

PayID is a fast and easy way to pay bills. Your payers can make instant^, fee-free payments via mobile or internet banking using <deftreferencenumber>@deft.com.au. Read our simple instructions on using PayID for DEFT payments.

BPAY®

Your payers can pay by mobile or internet banking using the DEFT Biller Code advised by you. They'll use their DEFT reference number as the Customer Reference Number.

deft.com.au

Payers can pay by bank account with their DEFT profile. They can make one-off, future-dated or recurring payments. Or they can set up a direct debit arrangement for you to debit payments when due*.

Australia Post

Post Billpay

Your payers can pay in-store at Australia Post via eftpos or cheque. They'll need a barcode generated by you. This can usually be found on invoices or levy notices for strata lot owners.

^PayID payments made on a non-business day will not be settled until the next business day. Some banks may apply a hold or delay on payments to complete fraud security checks.
*Only for billers who offer 'Biller Initiated Direct Debit' (BIDD)

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