

# Suncorp Bank Clear Options Additional Business Cardholder & Account Access Request

Instructions

- Complete this application to request an additional card or access to an existing Suncorp Bank Business Credit Card account.
- If additional card is required for business owners, partners or company directors a Business Credit Card Application Form **MUST** be used
- One additional applicant per form, if more than one applicant is to be nominated then additional applications are to be completed
- You must complete all questions. If any question is not applicable, please leave the field blank
- Individuals will require identification at a Suncorp Bank Branch before the application can be processed
- Once completed, return the application to any Suncorp Bank Branch
- Once all required documents are received by the issuer, a decision on the application will be made within 5 business days
- For further assistance, please contact Suncorp Bank on 13 11 75

Section 1 Current Business Credit Card Account Holder Details

Business Credit Card Account Holder – Account Name/Title:

Source Code (Office Use Only)

Existing Suncorp Bank Clear Options Business Control Account No:

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Embossed Company/Business Name on Card (Max 19 characters including spaces)

Section 2 Individual Details

☒ Please tick appropriate boxes

EXISTING SUNCORP BANK CUSTOMER:

- ☐ No (Identification must be provided at a Suncorp Bank Branch before the application can be processed).
- ☐ Yes Please provide your card/account detail below:

Title

☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr ☐ Other

First Name

Surname

Date of Birth

DD / MM / YYYY

☐ Male ☐ Female

Identification (If possible, we recommend you provide two forms of identification)

Driver's Licence Number

Driver's Licence State of Issuance

Driver's Licence Expiry Date

DD / MM / YYYY

Driver's Licence Card Number

and/or

Passport Number

Passport Country of Issuance

Passport Expiry Date

DD / MM / YYYY

and/or

Medicare Card Number

Position/Reference Number

Name on Card

Color

Medicare Card Expiry Date

DD / MM / YYYY

Occupation (Mandatory)

Years with Company

Residential Address

State

Postcode

Mailing Address

State

Postcode

Phone (Home)

( )

Phone (Work)

( )

Mobile

Nationality (Mandatory)

Information used to identify you when you contact us (Please complete both boxes)

Mother's Maiden Name (Mandatory)

Customer Password (8 Characters) (not mandatory)

## Suncorp Bank Use Only

- Ensure individuals have been formally identified and HOGAN CIS number is provided below
- Ensure signing account holder has been verified as the Authorised Officer
- Ensure all fields are complete and forward to the Business Card Maintenance Team at [suncorp.business.cards@citi.com](mailto:suncorp.business.cards@citi.com)

Applicant Customer No. (HOGAN/Alfi ID): **Mandatory**

Completed by Suncorp Bank Staff:

User ID:

Contact Number:

## Section 3 Level of Access

☒ Please tick appropriate boxes

The Account holder authorises (please tick) the person nominated below to obtain:

- ☐ **Enquiry Only Access (no card issued) – Y Access – Internet Banking and Call Enquiry Only:** No changes to any accounts can be made from this level of access: This level of access authorises the nominated individual to only obtain information relating to the Business Credit Card Account. He/she will not be permitted to perform maintenance or transactions on the Business Credit Card Account.  
**Please note: While no card issued, individuals with this level of access are classified as an Additional Cardholder.**
- ☐ **Administrator Access (card issued) – M Access – Control Card with Internet Banking Access:** This level of access authorises the nominated individual to obtain information relating to and perform administrative maintenance on the Business Credit Card Account i.e. the ability to: make enquiries on the account; order card/PINs; request changes of address/es and change individual Cardholder credit limits.
- ☐ **Additional Business Cardholder (card issued) – X Access – Card Access Only – No Internet Banking Access to any other part of the account:** This level of access authorises the nominated individual to obtain information relating to and perform maintenance on the Business Credit Card issued in their name.

## Section 4 Card Details (if Administrator or Additional Business Cardholder selected)

☒ Please tick appropriate boxes

Requested Monthly Card Credit Spend Limit:

Do you require Cash Access for the above applicant?

- ☐ Yes ☐ No (Please note: By ticking "Yes", all the business owners/directors, sole proprietors will be liable for any cash withdrawal)

If "Yes", do you wish to apply for membership of the Suncorp Bank Credit Card Rewards Program?

- ☐ Yes ☐ No (Please note: This option is only available if "Individual Level" has been selected in section 4 of the Suncorp Clear Options Business Credit Card Application Form. If "Business Level" has been selected, then this section should be left blank).

If "Yes", please select the Rewards Program Required

- ☐ Suncorp Credit Card Rewards (\$20 per annum)

## Section 5 Privacy Consents and Notifications

In this section "we/us/our" means:

- National Australia Bank Ltd ("NAB") and its related companies that assist it to provide its services;
- Citigroup Pty Limited ("Citi") and its related companies that assist it to provide its services; and
- Norfina Limited ("Suncorp Bank") and its subsidiaries,

Unless otherwise stated, "we/us/our" is used collectively (or singularly/separately where the context requires) and "you/your" means all borrowers and other individuals named in this application.

Suncorp Bank and its subsidiaries were recently acquired by Australia and New Zealand Banking Group Limited (ANZ). Suncorp Bank is no longer owned by Suncorp Group Limited and is no longer part of the group of companies owned by Suncorp Group Limited (Suncorp Group).

By submitting this request, you consent as follows:

**Why do we collect, use and disclose your personal information?**

Personal information is information or an opinion about an identified individual or an individual who is reasonable identifiable. We may collect, use and disclose your personal information (which may include your credit information) so that we can:

- identify you, conduct checks, understand your requirements and set up, administer and manage our products and services;
- establish your tax status under any Australian or foreign legislation, regulation or treaty or pursuant to an agreement with any tax authority;
- manage, train and develop our employees and representatives;
- communicate with you, manage complaints and disputes, and deal with dispute resolution bodies;
- identify, prevent or investigate any potential fraud, unauthorised use or criminal activity and/or protect our legitimate interests;
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including

managing the delivery of our services and products via the ways we communicate with you;

- conduct and perform marketing and promotional activities including telling you about products or services that may be of interest to you, informing you of special events or offers, or running competitions, promotions events and programs;
- comply with applicable laws, regulations, codes of practice and external payment systems both in Australia and overseas including (a) the National Consumer Credit Protection Act; (b) the Anti-Money Laundering and Counter-Terrorism Financing Act ("AML Act"); (c) Income Tax Assessment Acts, Tax Administration Act and A New Tax System (Goods and Services Tax) Act; (d) State and Territory property legislation and other property-related laws (for example, to register and search for security interests) which may authorise or require us to collect your personal information; and
- use it for other purposes as listed in our respective Privacy Policies (see "Our Policies").

Where you provide information about another person, it's important to protect their privacy that you've told them you are doing that, and they are aware of what is in this notice.

Also, we don't normally collect sensitive information from you about other people. You may want to give us that kind of information sometimes (for example, you might tell us about medical or health issues when you ask us for hardship assistance). It is important that you only give us their sensitive information if that person is okay with that. Your telephone calls and conversations with a customer service representative may be recorded and monitored for quality, training and verification purposes.

**What happens if we can't collect your personal information?**

If we can't collect your personal information from you (or from other people or organisations in some cases) or if the information provided is incorrect or incomplete we may not be able to provide you with any, some, or all of the features of our products or services.

## How we handle your personal information

We usually collect your personal information directly from the Primary Cardholder or you. However, we may need to collect personal information about you from third parties for example, in order to assist us to process a request or to locate or communicate with you.

Suncorp Bank may also provide your personal information to other related companies, and they may disclose or use your personal information for the purposes described in “Why do we collect, use and disclose your personal information?” in relation to products and services they may provide to you.

We will use and disclose your personal information for the purposes we collected it as well as for related purposes, where you would reasonably expect us to or where another exception applies under the Privacy Act. We may disclose your personal information to and/or collect your personal information from:

- our related entities (including entities within the ANZ Group), affiliates, partners and sales agents;
- between us (being NAB, Citi and Suncorp Bank);
- Suncorp Group members, who provide Suncorp Bank with certain back-office services (as described in Suncorp Bank’s applicable Privacy Policy);
- reward providers including Airline partners and their service providers;
- other credit providers, including for reference and collection purposes;
- any signatory to a facility for which you are applying;
- any broker, introducer, financial, legal or other adviser acting in connection with a facility or application made by you;
- government, statutory, enforcement, regulatory and tax authorities or bodies in Australia and overseas;
- any other external dispute resolution body;
- any insurer relating to a facility you are a party to;
- social media and other virtual communities and networks where people create, share or exchange information;
- organisations that have acquired, or are wishing to acquire an interest in any part of our business for assessing or implementing any such acquisition;
- organisations that carry out functions on our behalf including card schemes, mailing houses, printers, researchers, data warehouses, administration or business management services, specialised data matching and trending service providers, consultants, auditors, marketing service providers, data and document management providers and collection agents;
- any entity where disclosure to, or collection from, such entity is required or authorised by law;
- a third party contracted to provide financial services, financial products or administrative services by us, one of our subsidiaries, or an entity in the ANZ Group; and
- as further set out in our respective Privacy Policies (see “Our Policies”).

We’ll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the course of us providing our products and services to you, regularly, or on an ad hoc basis, depending on the purpose of collection.

## Identifying you for the purposes of the AML Act

We may provide your name, residential address and date of birth to a credit reporting body for the purpose of verifying your identity in accordance with the requirements of the AML Act which is not a credit check. As part of providing that information to the credit reporting body, we may request the credit reporting body to provide an assessment of whether the personal information matches (in whole or part) personal information held by the credit reporting body.

The credit reporting body may prepare and provide an assessment to us and may use the names, residential addresses and dates of birth held by the credit reporting body, for the purpose of preparing such an assessment. Although you have agreed to us making this request and disclosure of your personal information for this purpose, if you don’t

wish for us to use this method to verify your identity, you may go to your local Suncorp Bank Branch with appropriate forms of identification in order for your identity to be verified in person.

## Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons located overseas, for the same purposes as in “Why do we collect personal information?”

Whilst we take all reasonable steps to protect your information, such overseas recipients may not be bound by the Privacy Act.

For a list of countries where such recipients are located, refer to:

- NAB’s Privacy Policy at [nab.com.au/common/privacy-policy](http://nab.com.au/common/privacy-policy);
- Citi’s Privacy Policy at [citibank.com.au/privacy](http://citibank.com.au/privacy); and
- Suncorp Bank’s applicable Privacy Policy at <http://www.suncorpbank.com.au/privacy>.

From time to time, Suncorp Bank may need to disclose your personal information to, and collect your personal information from, other countries not listed in its Privacy Policy.

By completing this application form you consent to disclosures to overseas recipients.

## Our Policies

This Privacy Statement should be read in conjunction with our Privacy Policies. You can review the relevant NAB and Citi policies at the following links:

- [nab.com.au/common/privacy-policy](http://nab.com.au/common/privacy-policy); or
- [citibank.com.au/privacy](http://citibank.com.au/privacy).

You can view the Suncorp Bank’s applicable Privacy Policy at [www.suncorpbank.com.au/privacy](http://www.suncorpbank.com.au/privacy).

We encourage you to review and check our websites regularly for any updates to our Policies.

## How to access and correct your personal information or make a complaint

You have the right to access and seek correction of your personal information held by us and you can find information about how to do this in our respective Privacy Policies.

These policies also include information about how you can complain if you believe we (meaning NAB, Citi or Suncorp Bank) have not complied with the Privacy Act and how we’ll deal with such a complaint. There is no charge for making an access request but an administration fee may apply for providing access in accordance with your request. Your request will usually receive a response within 30 days.

## Your personal information and our marketing practices

Every now and then, we, any related entities, our affiliate companies, our partners and agents, might let you know – including via mail, SMS, email, telephone or online – about offers relating to this product, news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time using the details set out in the “Contact Us” section below. We must tell you that any registration on the national Do Not Call Register is overruled by your marketing preferences with us.

These consents shall remain in effect unless and until any owner of the email address or mobile number linked to your account notifies us that you/they do not want to receive such communications, which can be done by utilising the unsubscribe facility in the communication received or otherwise by notifying us in writing or by calling us. In order to carry out our direct marketing we may collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services. We may use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

We may also collect your personal information for marketing through competitions and by purchasing contact lists.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, our related entities, or our service providers already hold about you.

## Section 5 Privacy Consents and Notifications (continued)

**Note:** If you have not told us that you do not wish to receive these communications by phone, you may be contacted even if you have registered your phone number on the national Do Not Call Register.

This product is not marketed to or intended for residents outside Australia including residents of the European Union, European Economic Area, United Kingdom, Switzerland, Guernsey and Jersey. This is not, and should not be construed as, a solicitation to apply for this product. If you leave Australia or are a non-resident of Australia for taxation purposes, National Australia Bank Limited ("NAB") (the credit provider and issuer of Suncorp Bank credit cards) may be restricted in the way that it is able to provide financial services including but not limited to financial product advice and the sending of promotional materials to you when you are residing offshore or are not physically in Australia.

### Contact Us

If you wish to find out more information about our privacy practices, tell us about your marketing preferences or raise any specific or general concerns about us and our Privacy Policies, the contact details are as follows:

NAB and Citi  
Privacy Officer  
GPO Box 204, Sydney NSW 2001  
Phone: 13 11 55  
Email: [privacy.officer@citi.com.au](mailto:privacy.officer@citi.com.au)

For more information about Suncorp Bank's privacy practices including overseas disclosure or to tell Suncorp Bank about your marketing preferences you can visit: [www.suncorpbank.com.au/privacy](http://www.suncorpbank.com.au/privacy).

Alternatively, you can get in touch directly by contacting Suncorp Bank on:

Phone: 13 11 75  
Email: [privacyaccessrequests@suncorpbank.com.au](mailto:privacyaccessrequests@suncorpbank.com.au)  
Mail: GPO Box 2432, Brisbane QLD 4001  
or by visiting a Suncorp Bank Branch

## Section 6 Acknowledgement on behalf of Individual

Signature/s & Acknowledgement of Individuals (Account Access, Supplementary Officers & Additional Business Cardholders)

I agree to the Acknowledgements and Declarations listed in this application form. These cover:

- Verification of my identity
- Why we collect your personal information and how we use and disclose it
- Specific information and consents about credit reporting, marketing, call recording and other matters

### Individual

Account Access Authority (Nominated in Section 2)

Signature

Date

DD / MM / YYYY

I confirm and consent that my personal details (name, residential address, date of birth and ID details) may be provided to a credit reporting body for the purpose of verifying my identity in accordance with the requirements of the Anti-money Laundering and Counter-terrorism Financing Act 2006 and NAB may request that the credit reporting body provides an assessment of whether the personal information matches the personal information contained in a credit information file maintained by them.

## Section 7 Acknowledgements on behalf of Account Holder/s

If a partnership or a company, this application must be signed by a duly authorised officer of the partnership or company who has been nominated by the business holders to execute these requests on the nominated Business Credit Card account. If a sole trader, the principal/proprietor must sign.

By signing below I/we acknowledge that

- National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the credit provider and issuer of Suncorp Bank Clear Options Credit Cards. Suncorp Bank (Norfina Limited ABN 66 010 831 722) promotes and distributes Suncorp Bank Clear Option Credit Cards on NAB's behalf under an agreement with NAB. NAB has acquired the business relating to this credit from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the credit cards. Suncorp Bank will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards (other than those relating to Suncorp Bank Internet Banking and Telephone Banking). Our/us/we means NAB unless the context otherwise requires it.
- I agree to the Acknowledgements and Declarations listed on this application form. These cover:
  - Verification of my identity
  - Why we collect your personal information and how we use and disclose it
  - Specific information and consents about credit reporting, marketing, call recording and other matters

**Signed by duly Authorised Officer of the Account Holder**

☐ Partner ☐ Director ☐ Owner ☐ Individual (as trustee) ☐ Supplementary Officer

Signature

Date

DD / MM / YYYY

Full Name (please print)