

- ☐ Add/Delete Authorised person/s to / from Business Deposit Account (inc. Line of Credit & Overdraft Facility) / Merchant Facility / Multipay  
> **Complete Part A & Part C**
- ☐ Add/Delete Access level of existing or non-related party(ies) on a Term Loan > **Complete Part A & Part C**
- ☐ Change Number to Sign to Operate or Add/Delete Registered Business Name (Only for Business Deposit Accounts)  
> **Complete Part B & Part C**

### NOTE

- The requested access authority will apply to the account/s specified below. Only one legal entity per form.
- This form **cannot** be used to change the business structure (e.g. tax liable entity) on a business deposit account OR add/delete borrowers or guarantors to/from a term loan.
- For delete requests, the outgoing person **does not** need to sign the form. The outgoing person's details must be completed in **Part A**. Remaining Authorised persons will be required to sign the authorisation in **Part C** to authorise the request.
- Please read the **Privacy Statement** before signing the form.
- This form is DocuSign eligible.

### Account/Loan Details

Legal Entity/Borrower Name	<input type="text"/>		
Business Deposit Account/s	<input type="text"/>	<input type="text"/>	<input type="text"/>
Loan Account Number/s	<input type="text"/>	<input type="text"/>	<input type="text"/>
Merchant Trading Name (if applicable)	<input type="text"/>		
Merchant ID (if applicable)	<input type="text"/>	Merchant number can be found at the top of any receipt from the EFTPOS terminal (underneath the suburb) OR on your merchant statement.	
APCA ID (for Business Payment Only)	<input type="text"/>	Multipay ID (if applicable)	<input type="text"/>

### Important: Quick Reference Guide to determine person/s authorities

#### Business Deposit Account Authorities (including Line of Credit and Overdraft Facility)

Relationship	Debit Transactions Allowed	PayID Creation	Auth to open & close a/cs, change a/c operating auth, add & delete individuals	Internet Banking Access	Eligible to receive Statement (including eStatements)	Business Visa Debit Card
Signing Officer	P	P	P	P	P	P
Signatory	P	O	O	P	P (auto-opted into eStatements Only)	P
Authorised Officer	O	O	P	O	P (Paper Statements Only)	O (Only if nominated as Signing Officer)
Account Information Only	O	O	O	P (View Only)	P (auto-opted into eStatements Only)	O
Trustee	P	P	P	P	P	P

Merchant Facility Authorities	
Relationship	Description
Merchant - Full Access	Ability to perform refunds, access & change the refund password and access information about the merchant facility. Ability to request changes and terminate the merchant facility.
Merchant - Partial Access	Ability to perform refunds, access the refund password and access information about the merchant facility. Cannot request changes to the merchant facility, can't change the refund password, can't terminate the merchant facility.
Merchant - Restricted Access	Access restricted to info only regarding the Merchant Facility.

Term Loan Authorities					
Relationship	Default Access	Direct Transactions Allowed	Internet Banking Access	Eligible to receive Statements	Change Access Options
Individual Borrower or Director / Secretary / Trustee Guarantor	Transaction Access (DLB or GTS)	P	P	<sup>P</sup> (including eStatements for Business Essentials Term Loans only)	Information Only (GTA)
Shareholder / Beneficiary Guarantor or Third Party Guarantor	Limited Access (GTA, GTO or TPM)	0	0	<sup>P</sup> (Paper Statements Only)	Information Only (GTA)
External party (no relation to the loan)	No Access	0	0	0	Information Only (OTA)
Information Only	Information Only (OTA)	0	P	<sup>P</sup> (auto-opted into eStatements for Business Essentials Term Loans only)	N/A

## Part A - Add/Delete Authorised person/s

### NOTE

- An individual can only have one authority per account, merchant facility and loan facility
- For existing customers, only complete mandatory fields (\*) in customer details. If new to bank customer, please complete all customer detail fields.
- **Bank Staff Only, provide customer ID number**

Full name of individual*	<input type="text"/>		
Residential Address	<input type="text"/>	State <input type="text"/>	Postcode <input type="text"/>
Date of birth*	<input type="text"/>		
Mobile number*	<input type="text"/>	Email address	<input type="text"/>
Occupation	<input type="text"/>		
Employer	<input type="text"/>		
Customer ID Number (office use only)*	<input type="text"/>		

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustee		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority		Access Type	
Director / Secretary / Trustee Guarantor	Transaction Access	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access	<input type="checkbox"/>	
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access	<input type="checkbox"/>	<input type="checkbox"/>

Business Visa Debit Card Access (only available for Any 1 to sign accounts) No ☐ Yes ☐

Sometimes, Suncorp Bank might use personal information to make product related material on a range of financial products and services available to our customers. Do not send me marketing material or Special Offers from Suncorp Bank or its applicable subsidiaries (Suncorp Equipment Finance (Norfina Advances Corporation Pty Ltd) and SME Management Pty Limited). ☐

### By signing and acknowledging I:

- understand it is an offence under the "Anti-Money Laundering and Counter Terrorism Financing Act 2006" to make a false or misleading statement and confirm that the information I have provided is true and correct;
- acknowledge that I have been given and agree to be bound by the Terms and Conditions and Product Information Document / Product Disclosure Statement which apply to this account;
- request that the Bank act on this authority (or any variation to it) or any cancellation of it by me / any one of us (in accordance with the Number to Sign to Operate);
- confirm that where this account is operated on behalf of an entity: (1) they have provided the Bank current documents relating to the entity; and (2) they have been duly authorized to sign this authority and the account Terms and Conditions;
- have asked for a Suncorp Bank Business Visa Debit Card and one will be issued to each account holder;
- agree to Suncorp Bank collecting, using and disclosing my personal information, including sensitive and health information if applicable, in accordance with the Privacy Statements included in this document and the Suncorp Bank Privacy Policy; and
- will update Suncorp Bank promptly if my tax status for the purpose of FATCA / and or the Common Reporting Standard change in the future.

Signature

Date signed

## Part A - Add/Delete Authorised person/s (continued)

Full name of individual*			
Residential Address		State	Postcode
Date of birth*			
Mobile number*		Email address	
Occupation			
Employer			
Customer ID Number (office use only)*			

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustee		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority	Access Type	Add	Delete
Director / Secretary / Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Signature

Date signed

## Part A - Add/Delete Authorised person/s (continued)

Full name of individual*			
Residential Address		State	Postcode
Date of birth*			
Mobile number*		Email address	
Occupation			
Employer			
Customer ID Number (office use only)*			

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustee		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority	Access Type	Add	Delete
Director / Secretary / Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Business Visa Debit Card Access (only available for Any 1 to sign accounts) No ☐ Yes ☐

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- request that the Bank act on this authority (or any variation to it) or any cancellation of it by me / any one of us (in accordance with the Number to Sign to Operate);
- confirm that where this account is operated on behalf of an entity: (1) they have provided the Bank current documents relating to the entity; and (2) they have been duly authorized to sign this authority and the account Terms and Conditions;
- have asked for a Suncorp Bank Business Visa Debit Card and one will be issued to each account holder;
- agree to Suncorp Bank collecting, using and disclosing my personal information, including sensitive and health information if applicable, in accordance with the Privacy Statements included in this document and the Suncorp Bank Privacy Policy; and
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Signature

Date signed

## Part A - Add/Delete Authorised person/s (continued)

Full name of individual*			
Residential Address		State	Postcode
Date of birth*			
Mobile number*		Email address	
Occupation			
Employer			
Customer ID Number (office use only)*			

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustee		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority	Access Type	Add	Delete
Director / Secretary / Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Business Visa Debit Card Access (only available for Any 1 to sign accounts) No ☐ Yes ☐

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- acknowledge that I have been given and agree to be bound by the Terms and Conditions and Product Information Document / Product Disclosure Statement which apply to this account;
- request that the Bank act on this authority (or any variation to it) or any cancellation of it by me / any one of us (in accordance with the Number to Sign to Operate);
- confirm that where this account is operated on behalf of an entity: (1) they have provided the Bank current documents relating to the entity; and (2) they have been duly authorized to sign this authority and the account Terms and Conditions;
- have asked for a Suncorp Bank Business Visa Debit Card and one will be issued to each account holder;
- agree to Suncorp Bank collecting, using and disclosing my personal information, including sensitive and health information if applicable, in accordance with the Privacy Statements included in this document and the Suncorp Bank Privacy Policy; and
- will update Suncorp Bank promptly if my tax status for the purpose of FATCA / and or the Common Reporting Standard change in the future.

Signature

Date signed

Do any of the following circumstances apply?

- any applicant is a U.S. citizen, resident, partnership, corporation or trust, or otherwise governed by US tax laws; or
- any applicant has no residence for tax purposes; or
- a U.S. citizen, U.S. resident or a resident of another foreign country for tax purposes exercises control over any account holder or applicant.

No ☐ Yes ☐ Please complete the Foreign Tax Liability Self Certification Declaration – Entities Form

## Part B - Change Number to Sign to Operate or Add/Delete Registered Business Name (Only for Business Deposit Accounts)

Number to Sign to Operate identifies the number of Authorised Persons required to sign when:

- Performing debit transactions (e.g. withdrawals, transfers etc)
- Adding/deleting individuals to / from the account
- Changing existing number to sign to operate or special signing conditions
- Adding/deleting registered business name to / from the account
- Closing the account

**NOTE:** The number to sign to operate is applied at account level and applicable to that account ONLY. It is **not** applicable when opening a subsequent account for that customer. The existing non-personal application form must be signed in accordance with the signing authority rules for each entity type.

### Change Number to Sign to Operate (e.g. Account Operating Authority)

Please choose one of the options below only if changing the existing operating authority on the above business deposit account/s.

☐ Any 1

☐ Any 2

Or specify other account operating authority (applicable for Branch only)

### Add/Delete Registered Business Name

Registered Business Name

☐ Add

☐ Delete

Registered Business Name

☐ Add

☐ Delete

## Part C - Changes Authorised by

### NOTE

- For Business Deposit Account / Line of Credit / Overdraft – Account Owner/s or Authorised person/s **MUST** sign in accordance to Number to Sign to Operate
- For Term Loan Account – All Borrowers and Director / Trustee Guarantors **MUST** sign

*\*\*To remove Signatory / Account Information Only / Information Only authority, only 1 Authorised person is required to sign the form.*

### By signing and acknowledging:

I/We agree that the execution of this form, and the communication of that execution, by electronic means, including through the DocuSign system and via emails sent from an email address designated by me as the address for communications, is legally binding on me/us even if not authorised.

I/We agree to promptly notify the Bank of any changes to my/our email address.

Name of Authorised Person

Position

Signature

Date signed

Name of Authorised Person

Position

Signature

Date signed

Name of Authorised Person

Position

Signature

Date signed

Name of Authorised Person

Position

Signature

Date signed



Reference to 'we', 'our', 'us' or 'Suncorp Bank' in this statement shall be a reference to and include Suncorp Bank (Norfina Limited ABN 66 010 831 722).

### Privacy is Important...

...especially when you consider the number of ways we communicate and interact these days. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with.

And because it's guided by privacy laws, you can be sure it takes your rights seriously.

Above all, this statement is your assurance that we never take your privacy for granted and that we take the utmost care in protecting your personal information.

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**).

### Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. Suncorp Bank collects personal information so that we can:

- identify you and conduct appropriate checks;
- establish your tax status under any Australian or foreign legislation, regulation or treaty or pursuant to an agreement with any tax authority;
- comply with relevant laws, regulations, codes of practice and external payment systems;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products and services;
- 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, unauthorized use or criminal activity and/or protect our legitimate interests;
- 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; and
- 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.

Your telephone calls and conversations with a customer service representative may be recorded and monitored for quality, training and verification purposes.

### What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, 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 collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related entities or affiliates of Suncorp Bank, including ANZ and its related entities (**ANZ Group**). Those entities may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you.

Some Australian laws may authorise or require us to collect or disclose your personal information, including Anti-Money Laundering and Counter-Terrorism Financing Act; Income Tax Assessment Acts, Tax Administration Act and A New Tax System (Goods and Services Tax) Act, and any regulations made under those Acts.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where a user of our products 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:

- related entities of Suncorp Bank, including entities within the ANZ Group;

- Suncorp Group members, who provide us with certain back-office services (as described in our [Privacy Policy](#));
- any entity where disclosure to, or collection from, such entity is required or authorised by law;
- customer, product, business or strategic research and development organisations;
- data warehouse, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- publicly available sources of information;
- clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- 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. For example; information technology providers, administration or business management services, consultancy firms, auditors and business management consultants, marketing agencies and other marketing service providers, and print/mail/digital/imaging/document management service providers;
- yours or our advisers, agents, representatives or consultants;
- government, statutory or regulatory bodies and enforcement bodies;
- the Australian Financial Complaints Authority or any other external dispute resolution body;
- manufacturers for plastic card production (eg debit cards); and
- any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, e.g. your mother.

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.

### 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?'

The list of countries Suncorp Bank usually disclose personal information to can be accessed through our Privacy Policy. Please go to [www.suncorpbank.com.au/about-us/legal/privacy.html](http://www.suncorpbank.com.au/about-us/legal/privacy.html) to see our Privacy Policy or call 13 11 75.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

### Your personal information and our marketing practices

Every now and then, we and any related entities or affiliates might let you know – including via mail, SMS, email, telephone or online – about 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 in the "Contact Us" section below.

In order to carry out our direct marketing we 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 (you can see the full list of persons and organisations under 'How we handle your personal information'). 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, or related entities, or our service providers already hold about you. We may use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

## **Our Policies**

This Privacy Statement should be read in conjunction with our Privacy Policy. You can obtain a copy of our Privacy Policy. Please use the contact details in the "Contact Us" section if you wish to do so.

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 correct your personal information held by us and you can find information about how to do this in our Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint.

## **Contact us**

For more information about our privacy practices including overseas disclosure or to tell us about your marketing preferences you can visit: [www.suncorpbank.com.au/about-us/legal/privacy.html](http://www.suncorpbank.com.au/about-us/legal/privacy.html).

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

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

## Office Use Only

Disclosure Documents have been provided to the new transactional access party: Yes ☐ No ☐

## Business Payments - Office Use Only

If the customer/account uses Internet Banking Business Payment ensure the following are updated.

- ☐ Add/Modify APCA ID (Mandatory for Business Payments) ☐ Internet Banking Customer Relationships  
☐ Internet Banking Business Payment Account/Personal Limits ☐ Security Token

## Branch use only

Identification Details (if more than 4 attach KYC form) **New Customers:** Complete KYC Verification **Existing Customers:** Verify Signature

Owner/Authorised Officer 1	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Owner/Authorised Officer 2	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Owner/Authorised Officer 3	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Owner/Authorised Officer 4	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Branch name

Number to Sign to Operate Updated (if Changed) ☐ Special Opening Conditions updated (if Changed) ☐

Verifier's name  User Id

Verification date

Verifier's organisation

## Processing Instructions - Office Use Only

- For **Business Deposit Accounts & Line of Credit/Overdraft Accounts** – Branch or Business Service Contact Centre to process. Relationship Managers to send the request to Business Banking Centralisation team to process.  
*\*\*This form cannot be accepted in the Business Service Contact Centre if emailed.*
- For **Merchants**: forward completed form to [MerchantServices@suncorpbank.com.au](mailto:MerchantServices@suncorpbank.com.au)
- For **Multipay**: forward completed form to [Merchant.AcquiringServices@suncorpbank.com.au](mailto:Merchant.AcquiringServices@suncorpbank.com.au)
- For **Term Loans**: email form to the relevant Loans Maintenance team for processing.
  - **Retail and Small Business Loans**: [ECS@suncorpbank.com.au](mailto:ECS@suncorpbank.com.au)
  - **Business Banking Loans**: SOLAR Request

## Filing - Office Use Only

### Branch Only

- For **Business Deposit Accounts/Overdraft and Term Loans** (after emailing the form to relevant Loan Maintenance team) file Original form in the Branch Archive envelope in Date Order for Archiving
- For **Line of Credits** write the account/loan number at the top of the form and write an 'F' after it. Place the file in the Pickfords bag to be inserted into the loan file.  
*\*\*Note: if more than 1 account is recorded on the one request, photocopy the form for each loan/account number and write on account number per form.*

### Business Service Contact Centre and Relationship Managers Only

- For **Business Deposit Accounts/Line of Credits/Overdraft and Term Loans** (after emailing the form to relevant Loan Maintenance team) add a Service Request in CRM on the tax liable entity profile and attach the Original form.