

New Account Application – Personal

Account Details

New account number

Account title

Date

Number to Sign to Operate

Any of the customers specified below can operate on this account.

Tax File Numbers

Unless other wise directed, a Tax File Number, where provided, will be applied to all accounts opened under this account name.
The providing of Tax File Numbers is optional under taxation legislation. If you do not quote a tax file number, tax may be deducted from the interest earned on the account at the highest marginal rate. Further information can be obtained from the Australian Taxation Office.

Customer Details

Please note: If existing Customer, update only where details have changed *Indicates Mandatory fields

Customer 1

Title*

Given name (s)*

Surname*

Residential address*

State Postcode

Mailing address ☐ If same as Residential Address

State Postcode

Phone (Home / Work)

Mobile

Email

Date of birth*

Password

Occupation

Employer

Customer 2

Title*

Given name (s)*

Surname*

Residential address*

State Postcode

Mailing address ☐ If same as Residential Address

State Postcode

Phone (Home / Work)

Mobile

Email

Date of birth*

Password

Occupation

Employer

Customer Details cont'd: If existing Customer, update only where details have changed) *Indicates Mandatory fields

Customer 3

Title*

Given name (s)*

Surname*

Residential address*

StatePostcode

Mailing address

☐ If same as Residential Address

StatePostcode

Phone (Home / Work)

Mobile

Email

Date of birth*

DD / MM / YYYY

Password

Occupation

Employer

Customer 4

Title*

Given name (s)*

Surname*

Residential address*

StatePostcode

Mailing address

☐ If same as Residential Address

StatePostcode

Phone (Home / Work)

Mobile

Email

Date of birth*

DD / MM / YYYY

Password

Occupation

Employer

Term Deposit Details

☐ Term Deposit

Amount\$Term length monthsInterest rate %

Interest Payment Instructions (must be a Suncorp Bank Account)

Pay interest

☐ Monthly☐ Quarterly☐ Half yearly☐ Annually☐ Maturity (not available for terms longer than 12 months)

BSBTo Suncorp Bank Account NumberSuncorp Bank Account Name (if not same as Term Deposit)

Maturity Instructions (not applicable to Negotiated Deposits)

Please note, automatic reinvestment only available for terms between 1 and 18 months. Automatic reinvested term deposits will renew for the nominated term at the then current interest rates (which may be lower than today's rates).

☐ Automatically reinvest principal and interest for the same term at the then current interest rates

☐ Automatically reinvest the principal for the same term at the then current interest rates and pay interest to Suncorp Bank account number

☐ Mature Term Deposit

Principal Payment Instructions (must be a Suncorp Bank Account)

☐ Please pay the principal and interest into account number upon maturity

Deposit Account Details

Product name

If Everyday Options sub accounts are required, how many? Choose up to 9 sub accounts

Account description (eg. Holiday Account)

Statement details

A statement of account will be sent in accordance with the terms and conditions of Suncorp Bank Deposit Accounts.

Interest Payment Method (Everyday Options sub)

☐ Reinvest in this account

☐ Redirect to another Suncorp Bank account

Account name

Mortgage Offset (Everyday Options only)

Loan Account Number (Existing loan customers only)

Insufficient Funds Sweep

Is this account to be added to an Insufficient Funds Sweep Group?

☐ No☐ Yes Complete an Insufficient Funds Sweep Authority

Lodgement Reference

☐ No☐ Yes

Card Order Details

Please note: Only accounts with any one to sign to open and operate can be issued with a Suncorp Bank Card.

Customer 1

New/existing card number

Primary ☐ Savings ☐ Credit ☐ Additional
Card type ☐ Visa debit card

Customer 3

New/existing card number

Primary ☐ Savings ☐ Credit ☐ Additional
Card type ☐ Visa debit card

Customer 2

New/existing card number

Primary ☐ Savings ☐ Credit ☐ Additional
Card type ☐ Visa debit card

Customer 4

New/existing card number

Primary ☐ Savings ☐ Credit ☐ Additional
Card type ☐ Visa debit card

Privacy Statement

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 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.

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

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

Declaration & Consent

I/We understand it is an offence under the “Anti-Money Laundering and Counter Terrorism Financing Act 2006” to make a false or misleading statement.

I/We agree to be bound by the Terms and Conditions detailed in the Product Disclosure Statement/Product Information Document in relation to accounts opened under the above account name. I/We confirm the details supplied are correct.

By signing this application, I/We agree to Suncorp Bank collecting, using and disclosing my/our personal information, including sensitive and health information if applicable, in accordance with the Privacy Statement included in this document and the Suncorp Bank Privacy Policy and I/we will ensure that the Privacy Statement is provided to any individual I/we have provided personal information about in this form.

Sometimes, Suncorp Bank might use personal information to make product-related material on a range of financial products and services available to our customers. A customer may elect not to receive product-related material by indicating in signature block below.

I/We agree to Suncorp Bank transmitting my/our personal information by electronic means as well as contacting me by SMS Messaging and/or E-mail regarding my account where I have included my mobile telephone number or E-mail address as part of this application. I accept that there is a risk that information may come into the possession of another person not entitled to receive it and acknowledge that while Suncorp Bank will take all reasonable steps to protect my privacy it accepts no liability for breach of confidentiality or damages for loss I might suffer, except to the extent that the loss is caused by Suncorp Bank's fraud, negligence or wilful misconduct (including that of its officers, employees, agents or contractors) and provided Suncorp Bank can show it communicated only to me at the electronic address or number provided by me.

I/We acknowledge that the information contained in this form and information regarding the Account Holder and any Reportable Account(s) may be provided to the tax authorities of the country/jurisdiction in which this account(s) is/are maintained and exchanged with tax authorities of another country/jurisdiction or countries/jurisdictions in which the Account Holder may be tax resident pursuant to intergovernmental agreements to exchange financial account information.

I/We will update Suncorp Bank promptly if my/our tax status for the purposes of FATCA and/or the Common Reporting Standard is to change in the future.

I/We understand that the Suncorp Bank Everyday Options Account can be overdrawn. I/We will contact Suncorp Bank if I/we want to prevent overdrawing on my/our account. I/We understand that overdrawing may still occur where it is impossible or reasonably impractical for Suncorp Bank to prevent it.

Applicant 1

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). ☐

Are you a U.S. citizen, U.S resident or a resident of another foreign country for tax purposes? ☐ Yes ☐ No

If you ticked 'Yes' please complete the **Foreign Tax Liability** table below

Signature	<div></div>
Date	<div>DD / MM / YYYY</div>
Name	<div></div>

Applicant 3

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). ☐

Are you a U.S. citizen, U.S resident or a resident of another foreign country for tax purposes? ☐ Yes ☐ No

If you ticked 'Yes' please complete the **Foreign Tax Liability** table below

Signature	<div></div>
Date	<div>DD / MM / YYYY</div>
Name	<div></div>

Applicant 2

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). ☐

Are you a U.S. citizen, U.S resident or a resident of another foreign country for tax purposes? ☐ Yes ☐ No

If you ticked 'Yes' please complete the **Foreign Tax Liability** table below

Signature	<div></div>
Date	<div>DD / MM / YYYY</div>
Name	<div></div>

Applicant 4

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). ☐

Are you a U.S. citizen, U.S resident or a resident of another foreign country for tax purposes? ☐ Yes ☐ No

If you ticked 'Yes' please complete the **Foreign Tax Liability** table below

Signature	<div></div>
Date	<div>DD / MM / YYYY</div>
Name	<div></div>

Foreign Tax Liability

Applicant name	Country/jurisdiction of tax residence	Taxpayer Identification Number (TIN) or equivalent	If no TIN available enter Reason A, B or C
<div></div>	<div></div>	<div></div>	<div></div>
<div></div>	<div></div>	<div></div>	<div></div>
<div></div>	<div></div>	<div></div>	<div></div>
<div></div>	<div></div>	<div></div>	<div></div>

If a TIN is not available, please provide the appropriate reason A, B or C where indicated above:

Reason A - The country/jurisdiction does not issue TINs to its residents.

Reason B - The Account Holder is otherwise unable to obtain a TIN or equivalent.

Reason C - No TIN is required. *Relevant jurisdiction does not require the TIN to be disclosed.*

For frequently asked questions regarding Foreign Tax Liability, please visit our Foreign Tax Liability website <https://www.suncorpbank.com.au/help-support/foreign-account-tax-compliance-act.html>

Internal Use Only

Branch/Agent name	<div></div>		
Control officer code	<div></div>	Broker code	<div></div>
Negotiated Rate Term Deposit	Name of Treasury Officer <div></div>		
Negotiated rate code	<div></div>	Promo code	<div></div>
Hold/s applied	<div></div>	Signature Capture Form completed for each new customer <input type="checkbox"/>	

Processed and Verified By

Name	<div></div>	Signature	<div></div>
User ID	<div></div>	Date	<div>DD / MM / YYYY</div>

Processing Instructions

- Do not fax this form.
- If correct signature has not been captured, obtain customers signature on a Signature Capture form and scan to record the image online.
- If "No" is selected for Product Material, update Direct Market indicator through the Privacy Survey located in CRM.

Filing Instructions

- File in Branch Archive Envelope in date order for archiving.

Proof of Identity

It is a requirement that the identity of all new account holders is verified under the Anti-Money Laundering and Counter Terrorism Financing Act 2006. Suncorp Bank reserves the right to request additional information to satisfy our requirements.

In Branch you'll need the following documents:

- One (1) item from Part A
- Or, at least One (1) item from Part B + One (1) item from Part C

Full Name, Address and Date of Birth, where shown on any identification document, must be in English. If the document is not in English, it must be accompanied by a translation from an accredited translator who is accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI).

Documents must be presented in original form (e.g. physical card, notice, letter etc.) when opening an account in person at the branch, or via mailed Certified Copies if you are unable to present them in person.

PART A – primary photographic identification documents

- A current driver's licence
- A current Australian passport (or one which has expired within the last two years)
- A current Proof of Age Card issued by an Australian State/Territory (including 18+ Cards)
- A current foreign passport or similar travel document issued by a government, the UN or agency of the UN (also containing your signature)
- A National Identity Card issued by a foreign government, the UN or agency of the UN (also containing your signature)
- Current Government Issued Identity card with a Photo (e.g. Keypass)

PART B – primary non photographic identification documents

- An Australian birth certificate/extract
- A Citizenship Certificate (Australian or Foreign)
- A foreign birth certificate issued by a foreign government, the UN, or agency of the UN
- Concession Card (e.g. Centrelink Card)

PART C – secondary identification documents

- Australian Government Card/Notice showing entitlement to financial benefits (issued within the last 12 months)
- Current Medicare Card
- Income Tax Assessment Notice (issued by ATO within the last 12 months)
- Council Rates Notice or Utilities Bill (eg gas, phone, electricity) (issued within the last 3 months)

Additional identification documents for person under 18 years old:

- Current school identification card containing your photograph
- Immunisation History Statement
- A letter from your principal, with your name and residential address, written within the last 3 months, recording how long you attended that school

Alternative Identification Documents for Aboriginal and Torres Strait Islanders

If you are of Aboriginal and/or Torres Strait Islander heritage and unable to produce identification under the parts above, a statement or letter (using the letterhead stationery of an Authorised Referee's Organisation) from an Authorised Referee that addresses the following matters:

- Authorised Referee's knowledge of the customer's full name (or any other names), date of birth (actual or approximate) and residential address
- Capacity in which the Authorised Referee knows the customer
- Length of time the Authorised Referee has known the customer
- Date on which the reference was given

The statement or letter must be witnessed by a Community leader or Elder. The statement or letter may include a photo of the individual.

Alternatively, Suncorp Bank can provide you with a template, please contact us for a copy.

An Authorised Referee can be:

- Chairperson, Secretary or CEO of an Aboriginal/Torres Strait Islander Organisation, or a board member of a local Aboriginal Land Council
- School principal or School counsellor
- A Minister of Religion
- Health Professional or Manager in Aboriginal/Torres Strait Island Medical Services
- Police officer
- Another person before whom a statutory declaration can be made
- Community leader or Elder (who is not a parent, sibling, or child of the individual)
- The individual's current employer or manager

Internal use only

Identification Details

New Customers:

Complete KYC verification

Existing Customers:

Verify Signature

IMPORTANT: Certified Copies are only accepted in certain circumstances. Refer to the KM for further details.

Applicant 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			

Applicant 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			

Applicant 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			

Applicant 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			

Verification of ID conducted by

Verifier's name		User ID number	
Verifier's organisation		Verification date	DD / MM / YYYY