



Add/Remove Administrator form – Online Banking

Complete this form and submit it to your local branch or Relationship Manager to nominate a User on the Network as an Administrator, or to remove Administrator access from a User for your Personal or Business Network. Words that are defined in the Online Banking Terms and Conditions have the same meaning when used in this form. All sections must be completed.

User not on the Network? Refer to westpac.com.au/manageusers to add a new User and register their Security device to the Network prior to completing this form. An Administrator requires a Security device to access User administration.

Section 1 – Network Owner

Please provide the full name of the Organisation or the individual name under which the Network has been established.

Full name of the Network Owner (e.g. John Smith Pty Ltd or Susie Jones)

8-digit customer number of Network

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Section 2 – User details

Please provide details of the User you want to grant access or remove access as an Administrator.

All fields are mandatory.

User name (first name, surname)

User 8-digit customer number

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User email address

Do you want to add or remove Administrator access from this User?

☐

Add

(User must have a Security device registered to the Network)

☐

Remove

(Once the Administrator access has been removed, you can also remove the User if required via User administration)

The User must be identified by Westpac to Westpac's customer identification standard. If the User has not been identified they must attend a Westpac branch before submitting this form.

Section 3 – Authorisation and acknowledgement

This section is to be completed by the Executive Officer(s)/Office holder(s) Network Owner.

Adding an Administrator Authorisation and Adding an Administrator to a Business Network.

I/We authorise the User nominated to be an Administrator on behalf of the Network Owner in respect of all Users and accounts in Online Banking. I/We authorise the Administrator to manage the Network and complete administrator tasks as described in the Online Banking Terms and Conditions.

I/We acknowledge that this authority will continue until Westpac receives written notice requesting removal of the Administrator(s). Such notice should be provided as soon as practicable.

Where the Network detailed is a Business Network, I/We also agree that:

- Westpac may accept instructions through Online Banking from any Administrators in the Network regarding Business Servicing Requests; and
- the Administrators are authorised to add and manage Users, and assign an access group for each User to perform tasks and transactions (e.g. to open accounts and manage payments).

Section 3 – Authorisation and acknowledgement (continued)

Removing an Administrator.

I/We undertake to advise Westpac as soon as practicable should the nomination of Administrator or User be revoked (e.g. the User ceases to be an employee of the business).

Where I/we have requested to remove Administrator access, I/we request the Administrator access to be removed from the User.

I/We acknowledge that:

- the individual will continue to be a User on the Network;
- the remaining Administrator(s) in the Network can manage the User's access to the accounts through User administration; and
- the Security device registered to the Network won't be cancelled by revoking Administrator access and the User can continue to use their Security device for the accounts they're permitted to access.

Additional authorisation and acknowledgements.

I/We acknowledge and agree that:

- any Administrator, or any User granted the ability to perform a task or make a transaction, may receive disclosures relating to the account and/or Merchant Facility and can accept the terms and conditions of the servicing request or account, including interest rates and fees and charges, for and on behalf of the Network Owner. Such disclosures and terms and conditions may be communicated to an Administrator or User electronically, including through Online Banking;
- any Administrator (where applicable) may set the approval requirements for servicing requests for and on behalf of the Network Owner in accordance with the Online Banking terms and conditions. **Note:** If the account authority requires a greater number of approvers, that number will apply (rather than the number as set by the Administrator);
- any instruction given or acceptance provided by an Administrator or a User in accordance with this authority doesn't need to be verified by Westpac, and is issued with the full authority of the Network Owner and will bind the Network Owner as if they had issued the instruction themselves;
- any account opened in accordance with this authority will be automatically added to the Network with a default of any one to operate. Withdrawals on an account won't be effected through a Branch or other physical channel until the Network Owner establishes an Account Operating Authority with Westpac for the specific account;
- this authority is in addition to any other authority that the Network Owner has provided to Westpac to open or operate accounts and it doesn't alter or replace any such authority;
- any account or Merchant Facility opened in accordance with this authority will be opened in the name of the Network Owner, notwithstanding any existing relationship the Network Owner may have with Westpac.

I/We indemnify Westpac against any claims, losses, damages or costs suffered or incurred by Westpac as a result of Westpac acting in accordance with this Authority, including but not limited to any claims for breaches of privacy or confidentiality, or fraud caused, or contributed to, by an Administrator or User. This indemnity survives cancellation of this authority. Westpac is released from all actions, suits, proceedings, claims, costs and demands that may be made, brought or incurred by or against Westpac arising from any unauthorised or incorrect instructions or requests to effect transactions via Online Banking on Accounts and Services in accordance with what is permitted under this Authority. This release and indemnity doesn't apply to the extent that liability and loss arises because of our negligence, wilful misconduct or fraud, or a breach of a Banking Code obligation or mandatory statutory obligation to act fairly and/or reasonably.

I/We represent and warrant all things necessary, including obtaining any approvals or corporate authorisations, to enter into this authority and the transactions it contemplates have been done.

Section 3 – Authorisation and acknowledgement (continued)

Privacy Statement.

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at westpac.com.au/privacy/privacy-statement or by calling us on 132 032. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

Signed by and on behalf of the Network Owner

Executive Officer/Office holder/Network Owner #1		Executive Officer/Office holder/Network Owner #2	
Full name	<input type="text"/>	Full name	<input type="text"/>
Position	<input type="text"/>	Position	<input type="text"/>
Signature	<input type="text" value="X"/>	Signature	<input type="text" value="X"/>
Date	<input type="text" value="/ /"/>	Date	<input type="text" value="/ /"/>

Section 4 – Westpac Use Only

Verified and Approved By (Westpac Approving Officer).

Name	<input type="text"/>	Salary No.	<input type="text"/>
Position	<input type="text"/>	BSB	<input type="text"/>
Signature	<input type="text" value="X"/>	Date	<input type="text" value="/ /"/>

Westpac Employee Checklist.

- ☐ I have verified all the required signatures in Section 3 against the Account Opening form(s).
- ☐ I have completed all of the fields in the 'Verified and Approved By' section above.
- ☐ I have confirmed the User is a member with a Security device registered to the Network.
- ☐ Request does not leave the Network with insufficient Administrators.

Westpac Use Only



Confirm the 'Westpac Use Only' section has been completed and all signatures have been verified.

Important Note This document is a permanent customer record and must be retained for the period stated in the Records Management policy.