# Business Telephone Banking – Administration form

**Our privacy policy is available at [westpac.com.au](westpac.com.au) or by calling 132 032 and covers how we handle your personal information.**

Complete this form each time you want to remove or add accounts and/or Users; amend User(s) access levels: for your existing Business Telephone Banking Service. This form may also be used to cancel a Business Telephone Banking service.

| | | |
|---|---|---|
| **Completed form** | ▶ | **For fastest connection**<br>Return to the branch for signature verification and approval. |

If you need help completing this form – please call Business Direct on 132 142.

**Please read the instructions below carefully before completing this form.**

| | |
|---|---|
| Section 1 – Changes to be made. | **This section must be completed.** |
| Section 2 – Service Owner. | **This section must be completed.** |
| Section 3 – Change or Remove Details. | To be completed when making changes to the mailing address, contact details or removal of accounts or Users. |
| Section 4 – Account and User Access Details. | To be completed when adding Users, Third Party accounts and/or accounts, or User access. |
| Section 5 – Third Party Access Authority. | To be completed when requesting access to a new Third Party account. |
| Section 6 – Authorisation and Acknowledgement. | **This section must be completed.** |
| Section 7 – Westpac Use Only. | This section is for Westpac staff use only. |

## Section 1 – Changes to be made

**What would you like to change?**

☐ I want to make changes to my existing Business Telephone Banking service.

☐ I want to cancel my Business Telephone Banking service (complete Sections 2 and 6 only).

## Section 2 – Service Owner

**This section must be completed.**

Please provide the Service Owner details under which your existing Business Telephone Banking is established.

Full Name of Service Owner (e.g. John Smith Pty Ltd or John Smith Trading As J S Plumbing)

Organisation 8 digit customer number

**Business Telephone Banking – Administration form.**

## Section 3 – Change or remove details

▶ Only complete the sections relevant to make the required changes to your existing service.

### Section 3a – Change Contact Details

Please enter the updated contact details or new Contact Person for your service.

Title (e.g. Mr, Mrs)    Given name(s)    Surname

8 digit customer No    Contact phone number    Email address

### Section 3b – Change Mailing Address

Please enter the new mailing address for correspondence for this service.

Unit no    Street no    Street name or PO Box    City, Town or Suburb

State    Postcode    Country (if not Australia)

### Section 3c – Remove Account(s)

Please remove the accounts listed below from all current Users of this service (service nominated in Section 1).

If you want to change or remove access for some Users, please complete Section 4.

| | BSB | Account number | | Credit card number |
|---|---|---|---|---|
| 1. | | | 5. | |
| 2. | | | 6. | |
| 3. | | | 7. | |
| 4. | | | 8. | |

### Section 3d – Remove User(s)

Please remove the Users listed below from my service (service you nominated in Section 1).

Removing a User will remove all access to all accounts for that person.

| | Given name(s) | Surname | User 8 digit customer no |
|---|---|---|---|
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |

## Section 4 – Account and User Access Details

In this section, provide the details of up to two Users and nominate their levels of access to each account via Business Telephone Banking.

To add more than two Users or more accounts, complete a blank copy of the following page and add to this form.

| Code | Access Level for Users | Business Telephone Banking |
|------|------------------------|----------------------------|
| **V** | Value Access | Allows a User to:<br>• Conduct a balance enquiry;<br>• Obtain transaction details and statements on the account;<br>• debit the account by;<br>  – funds transfers<br>  – BPAY payments<br>  – periodical payments<br>• change contact details;<br>• order cheque and deposit books;<br>• order voucher retrievals;<br>• request duplicate statement;<br>• change the statement cycle;<br>• make a tracing request;<br>• stop cheques;<br>• request Term deposit advices;<br>• create and maintain a PayID. |
| **N** | Non Value Access | Allows a User to:<br>• Conduct a balance enquiry;<br>• Obtain transaction details. |
| **NO** | No Access | |
| **M** | Account Maintenance | Account Maintenance is no longer available, but is supported for customers who registered prior to 20 August 2007. The designated Contact Person who was granted and retains this access level can automatically access in Business Telephone Banking all of the accounts linked to the service and can perform each function of a value access User except for debiting the account, stopping cheques and requesting term deposit advices. |

**Note:** If you are adding multiple accounts for different Third Parties, and either you or one or more of these Third Parties do not wish for their details to be disclosed to the other Third Parties, you may add these accounts through a separate Administration Form.

## Section 4a – User details – User 1

**User details.**

| Given name(s) | Surname | User 1 personal 8 digit customer no |
|---|---|---|
|  |  |  |

Is this User a new or existing User on this service?

☐ New    ☐ Existing

Existing Westpac customers can find their customer number on any bank account statement. If the nominated User does not have an 8 digit customer number, they must visit a Westpac branch to obtain one.

**List accounts to be accessed by User.**

Nominate the level of access that this User will be given to each account via Business Telephone Banking.
The account access levels are defined in the table on page 3.

| Account name | BSB | Account number | Access level Telephone Banking (Tick ✓ one per account) | Is the account name identical to the service owner name? |
|---|---|---|---|---|
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |

| Credit card owner | Credit card number | | | |
|---|---|---|---|---|
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐ N ☐ NO ☐ | ☐ Yes ☐ No |

**Please note the following access restrictions:**

| Account type | Maximum level of access (Account Holder) | Maximum level of access (other users) |
|---|---|---|
| Mortgages and personal credit cards | Value | Non Value |
| Business Choice Billing accounts and Employee Benefits Cards | Value | Non Value |
| Business or Commercial credit cards | Non Value | Non Value |

If 'No' is selected, ensure a Third Party Access Authority is completed in Section 5 for each Third Party Account Holder

## Section 4b – User details – User 2

**User details.**

| Given name(s) | Surname | User 2 personal 8 digit customer no |
|---|---|---|
|  |  |  |

Is this User a new or existing User on this service?

☐ New      ☐ Existing

Existing Westpac customers can find their customer number on any bank account statement. If the nominated User does not have an 8 digit customer number, they must visit a Westpac branch to obtain one.

**List accounts to be accessed by User 2.**

Nominate the level of access that this User will be given to each account via Business Telephone Banking.
The account access levels are defined in the table on page 3.

| Account name | BSB | Account number | Access level Telephone Banking (Tick ✓ one per account) | Is the account name identical to the service owner name? |
|---|---|---|---|---|
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |

| Credit card owner | Credit card number | | | |
|---|---|---|---|---|
|  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |
|  |  | V ☐  N ☐  NO ☐ | ☐ Yes ☐ No |

**Please note the following access restrictions:**

| Account type | Maximum level of access (Account Holder) | Maximum level of access (other users) |
|---|---|---|
| Mortgages and personal credit cards | Value | Non value |
| Business Choice Billing accounts and Employee Benefits Cards | Value | Non Value |
| Business or Commercial credit cards | Non Value | Non Value |

If 'No' is selected, ensure a Third Party Access Authority is completed in Section 5 for each Third Party Account Holder

## Section 5 – Third Party Access Authority

This section is to be completed by Third Party Account Holders to authorise access to their accounts, through Business Telephone Banking, which are listed in Section 4, in accordance with the terms of this authority.

A Third Party account is an account which is in a different name to the Service Owner. Westpac's Business Telephone Banking primary relationship is with the Service Owner, hence additional Account Holders whose accounts are linked to this service are considered Third Parties to that relationship, regardless of ownership, control or signatories for those Account Holders.

Please ensure that each separate Account Holder that is different to the Service Owner completes and signs an authority in this section.

**Execution of Third Party Access Authority.**

It is mandatory for the Executive Officers of each Third Party Account Holder to complete this section.

We agree that:

(a)   The Service Owner (through its Executive Officers) is authorised to appoint and/or remove User(s)' access to my/our accounts listed in Section 4 via Business Telephone Banking and such other access means as considered appropriate by Westpac;

(b)   Westpac is authorised to act upon all instructions and requests made by the authorised Service Owner, through its User(s), to effect transactions on my/our account(s) listed in Section 4 via Business Telephone Banking;

(c)   Westpac is authorised to treat any transaction on my/our account(s) listed in Section 4 and effected via Business Telephone Banking made by the authorised Service Owner, through its User(s), as a transaction that is undertaken with my/our authority without Westpac being required to verify my/our authority in any case;

(d)   Westpac is not required to check the accuracy of any instructions, requests to effect transactions, notifications or requests made by the authorised Service Owner, through its User(s), effected via Business Telephone Banking on my/our account(s) listed in Section 4;

(e)   In consideration of Westpac so acting I/we release Westpac 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 through Business Telephone Banking on my/our account(s) listed in Section 4;

(f)   This authority applies to the access of my/our account(s) listed in Section 4 through Business Telephone Banking. It is in addition to and not in substitution to any other Notice of Authority provided to Westpac concerning the operations on any account(s) or service held by me/us. Amendments to other authorities that I/we may have with Westpac now or in the future will remove this authority if the method of operation on the Joint Account is changed to 'All to Sign' by any of the Account Holders;

(g)   By a legally constituted meeting of the Third Party Account Holder(s) or Directors of the company (as the case may be), authority was given to Westpac and the authorised Service Owner to act in accordance to the terms of this authority.

The Third Party Account Holder gives authority to Westpac and the authorised Service Owner to act in accordance with the terms of this authority.

## Section 5 – Third Party Access Authority (Continued)

Each separate Third Party whose accounts are linked to this service must complete and sign a Third Party Account Holder section on this page. This page allows two Third Party Account Holders to sign the form. If you require space for more Third Parties or signatories, please copy a blank version of this page and attach it to the end of this form.

**Third Party Account Holder #1.**

(name of the Account Holder that owns the account(s) and is granting access via this authority e.g. John Smith Pty Ltd or John Smith Trading as J Smith Plumbing).

8 digit customer No

**This authority is signed for and on behalf of the Third Party Account Holder.**

Account Holder / Executive Officer #1
(e.g. Sole Trader, Partner, Director, Trustee).

Account Holder / Executive Officer #2
(e.g. Sole Trader, Partner, Director, Trustee).

Name

Name

Position

Position

Signature

✗

Signature

✗

Date
/    /

Personal 8 digit customer number

Date
/    /

Personal 8 digit customer number

**Third Party Account Holder #2.**

(name of the Account Holder that owns the account(s) and is granting access via this authority e.g. John Smith Pty Ltd or John Smith Trading as J Smith Plumbing).

8 digit customer No

(8 digit Customer Number of the Third Party Account Holder).

**This authority is signed for and on behalf of the Third Party Account Holder.**

Account Holder / Executive Officer #1
(e.g. Sole Trader, Partner, Director, Trustee).

Account Holder / Executive Officer #2
(e.g. Sole Trader, Partner, Director, Trustee).

Name

Name

Position

Position

Signature

✗

Signature

✗

Date
/    /

Personal 8 digit customer number

Date
/    /

Personal 8 digit customer number

## Section 6 – Authorisation and Acknowledgement – Service Owner

▶ Executive Officer(s) of the Service Owner must read and sign this section.

**Acknowledgement.**

I/We acknowledge that I/we have read the Business Telephone Banking Term and Condiitons.

I/We authorise Westpac to act upon the my/our instructions given in this Authority to amend or cancel the Business Telephone Banking service detailed in this Authority.

I/We undertake to ensure that we will inform the Third Party Account Holder(s) as soon as practicable should any changes be made to the User(s), their access revoked or the individual cease to be an employee of the authorised Service Owner of this Business Telephone Banking service.

I/We declare that the information that has been provided in this form is to the best of our knowledge and belief true and accurate.

**Signed for and on behalf of the Service Owner.**

| Service Owner / Executive Officer #1 (e.g. Sole Trader, Partner, Director, Trustee). | Service Owner / Executive Officer #2 (e.g. Sole Trader, Partner, Director, Trustee). |
|---|---|
| Name | Name |
| Position | Position |
| Signature ✗ | Signature ✗ |
| Date / / | Personal 8 digit customer number | Date / / | Personal 8 digit customer number |

**Note:** If you require space for more signatories, copy a blank version of this page and attach to the end of this form.

## Section 7 – Westpac Use Only

**Verified and Approved By** (Westpac Approving Officer).

Verifying
Branch Stamp
Required

Name

Position

Salary No

BSB

Fax No

Signature

*X*

Date

/ /

**Westpac Employee Checklist** (Branch).

☐ Are all the required signatures present and verified against the Account Opening form(s)?

☐ Is the customer requesting access to one or more Third Party accounts? (i.e. Are the Account Names listed in sub-sections 4a and 4b, and/or additional attachments, different to the Service Owner's Name) – If yes, please ensure that Section 5 is completed and signed by each Third Party.

☐ Have you completed all fields in the 'Verified and Approved by' section above? (If this section is incomplete this request will be returned to you for completion).

☐ Have you placed your branch stamp in the 'Verified and Approved by' section above? (If this section is not stamped this request will be returned to you for completion).

☐ Are all Users (new and existing) identified appropriately with the identification status of 'WBC Identified'?

☐ Confirmed if the operating rule on a joint account is "All to Sign" Telephone Banking Access has been removed.

**Westpac Use Only** ▶ Once the 'Westpac Use Only' section has been completed by the branch or Relationship Manager and all signatures have been verified, please send this form to the Access Authorities Team at aatnewrequests@westpac.com.au
**Note to customers:** Please do not send this form directly to the email above.

**Note:** If the persons signing the form cannot produce an 8 digit Customer Number, please confirm if they are existing Westpac customers. If they are not please identify the customer accordingly and issue a new 8 digit Customer Number.

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