



Group Telephone Banking – Administration form

Completed form



Return to the branch.

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

Words that are defined in the Telephone Banking Terms and Conditions have the same meaning when used in this form.

Complete this form to add or remove accounts or users, change user access levels, or cancel your Group Telephone Banking service. Please read the instructions below carefully before completing this form.

To meet identification and security requirements, we require the 8-digit customer number for all parties listed on this form. If any party does not have an 8-digit customer number, they must visit a Westpac branch to obtain one.



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

Section 1 – Service Owner.

This section must be completed.

Section 2 – Changes to be made.

This section must be completed.

Section 3 – Change contact details.

To be completed when making changes to the contact details.

Section 4 – Remove details.

To be completed when removing accounts or users.

Section 5 – Account and User Access details.

To be completed when adding users, accounts or modifying user access.

Section 6 – Third Party Access Authority.

To be completed when establishing access to a new third party account.

Section 7 – Authorisation and Acknowledgment –
Service Owner.

This section must be completed.

Section 8 – Westpac use only.

This section is for Westpac staff use only.

Privacy Statement and Consent Request

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.

Marketing Communications.

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can manage your marketing preferences in your online banking profile, let us know using the contact details in our [Privacy Statement](#) or follow the opt-out instructions in the message.

Section 1 – Service Owner

All fields are **mandatory** and must be completed to process your registration.

Please provide the service owner details under which your existing Group Telephone Banking is established.

Full name of service owner (e.g. John Smith or John Smith trading as JS Plumbing)

8-digit customer number

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Email address

Section 2 – Changes to be made

What would you like to do?

- ☐ Change my Group Telephone Banking service.
- ☐ Cancel my Group Telephone Banking service (complete Section 7 only).

Section 3 – Change contact details

Section 3a – Change Contact Person

When completing this section, all fields are **mandatory** and must be completed to process your changes.

Enter the updated contact details or nominate a new contact person for your service. If you are nominating a new Contact Person, they must be listed as a new User in Section 5.

Title (e.g. Mr, Mrs)

Given name(s)

Surname

Personal 8-digit customer number

Contact phone number

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Section 3b – Change address

Provide the new address.

Unit no.

Street no.

Street name or PO Box

City, town or suburb

State

Postcode

Country (if not Australia)

Section 4 – Remove details

Section 4a – Remove account(s)

List the accounts to be removed from **all** current users of this service. To remove an account from only some users, complete Section 5.

BSB

Account number

Credit card number

1.

5.

2.

6.

3.

7.

4.

8.

Section 4b – Remove user(s)

List the users to be removed from this service. Removing a user will remove their access to all accounts.

	Given name(s)	Surname	User 8-digit customer number (mandatory field)
1.			
2.			
3.			
4.			

Section 5 – 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 Group Telephone Banking.

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

To perform all required telephone banking functions, ensure the correct level of access is assigned to yourself and all other users.

Code	Access Level for Users	Allows a User to:
V	Value access	<ul style="list-style-type: none"> • conduct a balance enquiry; • obtain transaction details and statements on the account; • debit the account by: <ul style="list-style-type: none"> – funds transfers – BPAY® payments – periodical payments • change contact details; • request duplicate statement; • change the statement cycle; • make a tracing request; • stop cheques; • pausing, resuming and cancelling PayTo® Payment Agreements; • request Term Deposit advices; • Confirmation of Payee Opt-out & Opt-in (including Confirmation of Payee service status check).
N	Non value access	<ul style="list-style-type: none"> • conduct a balance enquiry; • obtain transaction details; • report a card lost or stolen.
NO	No access	

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 5a – User details – User 1

User details.

Given name(s)	Surname	User 1 personal 8-digit customer number (mandatory field)
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

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

☐ New ☐ Existing

List accounts to be accessed by User 1.

Nominate the level of access that this user will be given to each account via Group 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 <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Credit card owner	Credit card number
	V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
	V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> 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 6 for each third party account holder

Section 5b – User details – User 2

User details.

Given name(s)

Surname

User 2 personal 8-digit customer number (mandatory field)

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

☐ New

☐ Existing

List accounts to be accessed by User 2.

Nominate the level of access that this user will be given to each account via Group 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 <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Credit card owner	Credit card number
	V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
	V <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> 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 6 for each third party account holder

Section 6 – Third Party Access Authority

This section is to be completed by third party account holders to authorise access to their accounts, through Group Telephone Banking, which are listed in Section 5, 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 Group 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 5 via Group 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 5 via Group Telephone Banking;
- (c) Westpac is authorised to treat any transaction on my/our account(s) listed in Section 5 and effected via Group 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 Group Telephone Banking on my/our account(s) listed in Section 5;
- (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 Group Telephone Banking on my/our account(s) listed in Section 5;
- (f) This authority applies to the access of my/our account(s) listed in Section 5 through Group 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 6 – 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 or John Smith trading as J Smith Plumbing).

8-digit customer number

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).

Name

Position

Signature

Date

 / /

Personal 8-digit customer number

Account Holder/Executive Officer #2

(e.g. Sole Trader, Partner, Director, Trustee).

Name

Position

Signature

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 or John Smith trading as J Smith Plumbing).

8-digit customer number

(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).

Name

Position

Signature

Date

 / /

Personal 8-digit customer number
(mandatory field)

Account Holder/Executive Officer #2

(e.g. Sole Trader, Partner, Director, Trustee).

Name

Position

Signature

Date

 / /

Personal 8-digit customer number
(mandatory field)

Section 7 – Authorisation and Acknowledgement – Service Owner

➤ ➤ Executive Officer(s) of the service owner must read and sign this section.

All fields are **mandatory** and must be completed to process your registration.

Acknowledgement.

I/We acknowledge that I/we have read the Telephone Banking Term and Conditions available at westpac.com.au/help/telephone-banking.

I/We authorise Westpac to act upon my/our instructions given in this Authority to amend or cancel the Group 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 Group 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).

Name

Position

Signature

Personal 8-digit customer number
(mandatory field)

Date / /

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

Name

Position

Signature

Personal 8-digit customer number
(mandatory field)

Date / /

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

Section 8 – Westpac use only

If this section is incomplete, this request will be returned to you for completion.

Verified by (Westpac Approving Officer).

Name

Position

Salary number

BSB

Signature

Date

Westpac Employee Checklist.

- ☐ All required signatures have been verified.
- ☐ All parties are identified appropriately with the identification status of 'WBC Identified'.
- ☐ All fields in Section 1 & Section 2 have been completed.
- ☐ The nominated Contact Person is listed as a User.
- ☐ You have confirmed that any accounts listed with an operating rule of 'multiple to sign' have the access level of non-value.
- ☐ Is the customer requesting access to one or more third party accounts (i.e. are the Account Names listed in sub-sections 5a and 5b, and/or additional attachments, different to the service owner's name)? If yes, please ensure that Section 6 is completed and signed by each third party.

Westpac use only



Once the 'Westpac use only' section has been completed by Westpac staff 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.

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