Customer verification form – Individuals/Sole Trader

All fields are mandatory, unless specified otherwise.

1. Document Checklist

Prior to completing this form, please review this section and ensure you have all required documents ready and obtained the necessary certifications (listed below).

Documents required

☐ Completed Customer Verification form – Individual (this form)	**Who needs to complete** • The Individual
Certified ID Documents ☐ ONE Primary Photographic Identification Document **OR** ☐ ONE Primary Non-Photographic Identification Document **AND** ☐ ONE Secondary Identification Document	**Who needs to provide Certified ID Documents** • The Individual as nominated on this form • The Individual who signs the form. **Acceptable documents** • Valid Australian driver's licence • Medicare card • Australian passport • Australian birth certificate • Foreign passport issued by a foreign government

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2. Steps required

Step 1: Ensure all relevant sections of the form are completed and the customer declaration is signed. All fields are mandatory, unless specified otherwise.

Step 2: Attach all certified copies of supporting documents.

Step 3: Return the completed form and certified copies of supporting documents as per Page 1 by email or post.

Email – businessIDWBC@westpac.com.au

If sending via email:

- Please include "REF: (your reference number)" in the subject line to help us process your request efficiently.
- **Important:** For your security, we can only accept documents sent from the email address currently associated with your customer profile.

OR

Post – If you are located in Australia, please send via Reply Paid to:

Business Identification Team
Reply Paid 91348
SYDNEY NSW 2001

No stamp is required

If you are located outside Australia, please pay for postage and reply to:

Business Identification Team
GPO Box 1806
SYDNEY NSW 2001
Australia

If you have any queries, please call our dedicated Business Identification team on **1800 080 702** then select **option 1**, from anywhere in Australia (or **+61 2 9155 7522** select **option 1** then **option 1** again, if calling internationally), 8am – 6:45pm AEST, Monday to Friday.

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3. Individual/Sole Trader details

Reference Number – You'll find this in the identification correspondence (email or letter) sent by the Bank

Westpac Customer ID (if known) Your Customer ID can be found on your statement in Westpac Online Banking

Title | Full legal name including any middle names | Date of birth (/ /)

Are you known by any other name(s)?

☐ Yes ☐ No other names

Please specify all names

Residential address (please use a street address not a PO Box)

Street

Suburb | State | Postcode

Email address | Mobile number

Employment Type *(Please select the employment type that reflects your current situation best)*

☐ Casual	☐ Social Security Resident	☐ Retired
☐ Dependent Contractor	☐ Temporary	☐ Self-Employed
☐ Full-Time	☐ Other	☐ Student
☐ Independent Contractor	☐ Part-Time	☐ Unemployed

Occupation

Are you a Sole Trader?
(A sole trader is a self-employed person who owns and runs their business as an individual)

☐ No **Go to next question**

☐ Yes Full Business/Trading Name

ABN (if applicable)

Full address of the principal place of business (not a PO Box) (if any)

Street

Suburb | State | Postcode

Main activity of the business

Please provide a brief description of the main activity of the business (for example: Provide hair and beauty services to clients, electrical installation and repairs, general repairs and maintenance for homes or businesses.)

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4. Foreign Tax Residency

Is the Individual a tax resident of any country outside of Australia?

☐ Yes ❯ Please indicate below the country(ies) outside of Australia in which the association is a resident for tax purposes and each country's associated Tax Identification Number (TIN)* (Min 1 – Max 5):

	Country	Foreign TIN
1		
2		
3		
4		
5		

☐ No

* A Foreign TIN is an identifying number or equivalent issued by your country of tax residency that is used for tax purposes. If you're a tax resident in a jurisdiction that doesn't issue a TIN or equivalent, you'll need to provide evidence (which could include publicly available information) from an official authority written in English.

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5. Purpose of Business Relationship/Source of funds/Source of wealth

To meet regulatory requirements, Westpac must keep all customer information accurate and current and is required to collect the following details.

The following section to be completed by Customers only (Not Customer Associates).

Purpose of business relationship (please select one or more options)

This refers to your reasons for engaging with us to obtain products and services. Customers may have multiple reasons for dealing with us. Please indicate **all** your reasons.

- ☐ Transactional
- ☐ Savings
- ☐ Protection
- ☐ Wealth
- ☐ Short-term borrowing
- ☐ Long-term borrowing
- ☐ Correspondent banking
- ☐ Financial markets

Source of funds (please select one or more options)

This refers to the origin of the funds that are the subject of the business relationship between you and us. Many customers have multiple sources of funds. Please indicate **all** your sources of funds.

- ☐ Salary/wages
- ☐ Commission
- ☐ Bonus
- ☐ Loan
- ☐ Business Profits
- ☐ Sale of assets
- ☐ Rental Income
- ☐ Additional sources (please specify)
- ☐ Inheritance
- ☐ Redundancy
- ☐ Liquidation of assets
- ☐ Government Benefits
- ☐ Superannuation/pension
- ☐ Investment income/earnings
- ☐ Business income/earnings
- ☐ Compensation payment
- ☐ Gift/Donation
- ☐ Windfall
- ☐ Tax Refund
- ☐ Insurance payment

Source of wealth (please select one or more options)

This refers to the origin of your total net assets/total net worth. Many customers will have multiple sources of wealth. Please indicate **all** your sources of wealth.

- ☐ Government Benefits
- ☐ Business Profits
- ☐ Rental Income
- ☐ Redundancy
- ☐ Insurance payment
- ☐ Sale of assets
- ☐ Additional sources (please specify)
- ☐ Windfall
- ☐ Inheritance
- ☐ Liquidation of assets
- ☐ Employment income/earnings
- ☐ Superannuation/pension
- ☐ Investment income/earnings
- ☐ Business income/earnings
- ☐ Compensation payment
- ☐ Gift/Donation
- ☐ Owns real estate/property
- ☐ None

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6. Foreign Tax Residency statement

We are required to identify tax residents of a country(ies) other than Australia in order to meet account information reporting requirements under local and international laws.

If at any time after account opening, information in our possession suggests that you, the entity and/or any individual who holds ownership and/or control in the entity of 25% or more (Beneficial Owner/Controlling Person) may be a tax resident of a country(ies) other than Australia, you may be contacted to provide further information on your foreign tax status and/or the foreign tax status of the entity and/or any Beneficial Owners/Controlling Persons. Failure to respond may lead to certain reporting requirements applying to the account.

You certify that if at any time there is a change to the foreign tax status details for you, the entity and/or any controlling persons, you will inform the Bank. You also certify that if at any time there is a change of a controlling person/s in your entity, you will inform the Bank.

A Beneficial Owner/Controlling Person refers to the individual(s) that directly or indirectly owns a legal interest in the entity of 25% or more and/or exercises actual effective control over the entity, whether from an economic or other perspective such as through voting rights. In addition, in the case of a trust, a Beneficial Owner/Controlling Person includes the settlor(s), trustee(s), appointer(s), protector(s), beneficiary(ies) or classes of beneficiaries and in the case of an entity other than a trust, the term includes persons in equivalent or similar positions.

7. Privacy statement and consent request

Privacy Statement.

All personal 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, but, if you don't, we may not be able to continue to provide products or services to the customer for which you are a trustee, partner, representative, beneficial owner, or controlling person.

Consent Request.

You consent to Westpac collecting and holding any sensitive information (such as health information or information about your racial or ethnic origin) which appears on certified copies of your identity documents. You will not be able to withdraw your consent to Westpac holding this information after it has been provided because Westpac is required to retain copies of identification documents under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

If you do not consent to Westpac's collection of any such sensitive information, you may verify your identity in person at any Westpac branch.

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8. Declaration

Customer Declaration.

I acknowledge and declare that to the best of my knowledge, the information I have provided above is true and correct as at the date of this document. I have been duly appointed by the entity and authorised to sign for and on behalf of the entity. I understand that it is an offence to knowingly give false or misleading information or knowingly produce a false or misleading document under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*. I confirm that there have not been any changes or amendments to the certified document on and from the date on which it was certified.

Where I am providing personal information about another individual, I have made them aware:

- that I will be doing this; and
- that Westpac will collect, use, and share their personal information in accordance with its Privacy Statement available at westpac.com.au/privacy/privacy-statement

Where I am providing Westpac with another person's sensitive information, I have obtained their consent to sharing it with Westpac and their consent to Westpac collecting, using and disclosing their sensitive information in accordance with Westpac's Privacy Statement.

Customer signature

✗

Position held

Full name (given name/s and family name)

Date of signature

/ /

Westpac Customer ID (if applicable)

Bank use only

Staff checklist:

☐ All mandatory sections of the CVF have been completed.

☐ Copies of individual ID have been attached, as required.

☐ All ID and verification documents have been certified.

Please forward all of the above to businessIDWBC@westpac.com.au. Please include "REF: (reference number)" in the subject line to help us process the request efficiently. If you have any questions contact the Business Identification Team on **1800 080 702** then select **option 1** between 8am – 6:45pm AEST Monday to Friday.

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