

# High Yield Investment Account Series 4



## What happens after you mail account opening documentation to Westpac?

1. Agency completes Account Opening documentation (after verifying to checklist) and mails to Westpac.

Government Customer Enquiry Manager  
Global Transactional Banking  
Westpac Institutional Bank  
Level 10, 360 Collins Street  
Melbourne VIC 3000

2. Upon receipt of Account Opening documentation at Westpac, Government Enquiry Team will check documentation and open High Yield Investment Account.

Service Level Expectation is 2 business days.

3. After account has been successfully opened, a welcome letter will be mailed to the Agency advising:
  - High Yield Investment Account number (BSB & 6 digit account);
  - Security Identification Number (5 digit number); and
  - Operating Instructions (including steps on how to calculate the "Security Code").

Service Level Expectation is 1 business day.

4. Once you receive this documentation from Westpac, you will be free to commence depositing / withdrawing at your convenience.

For assistance with initial transaction (calculation of Security Code) or any other matter, please do not hesitate to contact Government Enquiry Team on (03) 9608 3058.