



# Group Telephone Banking – Registration 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.**

**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.

Section 1 – Service Owner and Contact Person.

**This section must be completed.**

Section 2 – Account and User Access details.

To be completed when adding users, third party accounts.

**This section must be completed.**

Section 3 – Third Party Access Authority.

To be completed by third party account holders to authorise access to their accounts.

Section 4 – Authorisation and Acknowledgment – Service Owner.

**This section must be completed.**

Section 5 – 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](http://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 full names of all individuals, trustees, business proprietor or organisations (company, society, club or association) if applicable. The Group Telephone Banking service will be established under the details entered below.

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

8-digit customer number

Email address

Mailing address

Unit no.

Street no.

Street name or PO Box

City, town or suburb

State

Postcode

Country (if not Australia)

## Section 1a: Contact Person

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

Enter the details of the Contact Person

Title (e.g. Mr, Mrs)

Given name(s)

Surname

Personal 8-digit customer number

Contact number

## Section 2: 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.

The nominated Contact Person must be listed as a User.

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

When establishing Group Telephone Banking using your existing personal customer number, all your personal accounts will need to be included. If not, your personal accounts will no longer be available when accessing Telephone Banking.

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"><li>conduct a balance enquiry;</li><li>obtain transaction details and statements on the account;</li><li>debit the account by:<ul style="list-style-type: none"><li>– funds transfers</li><li>– BPAY® payments</li><li>– periodical payments</li></ul></li><li>change contact details;</li><li>request duplicate statement;</li><li>change the statement cycle;</li><li>make a tracing request;</li><li>stop cheques;</li><li>pausing, resuming and cancelling PayTo® Payment Agreements;</li><li>request Term Deposit advices;</li><li>Confirmation of Payee Opt-out &amp; Opt-in (including Confirmation of Payee service status check).</li></ul>
N	Non value access	<ul style="list-style-type: none"><li>conduct a balance enquiry;</li><li>obtain transaction details;</li><li>report a card lost or stolen.</li></ul>

**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, once the service has been established.

## Section 2a: User details (User 1)

Given name(s)

Surname

User 1 personal 8-digit  
customer number (mandatory field)

1. **What is the primary purpose of the study?**

1. **What is the primary purpose of the study?**

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### 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.

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 3 for each third party account holder

## Section 2b: User details (User 2)

Given name(s)

Surname

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

1. **What is the primary purpose of the study?**

1. **What is the primary purpose of the study?**

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**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"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<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"/> Yes <input type="checkbox"/> No
			V <input type="checkbox"/> N <input type="checkbox"/>	<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 3 for each third party account holder

### Section 3: 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 2, 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 2; and/or
- (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 2 via Group Telephone Banking;
- (c) Westpac is authorised to treat any transaction on my/our account(s) listed in Section 2 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 2;
- (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 2;
- (f) This authority applies to the access of my/our account(s) listed in Section 2 through Group Telephone Banking. It is in addition to and not in substitution to any other notice provided to Westpac concerning the operations on any account 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 3: 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

(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

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

Name

Position

Signature



Date

Personal 8-digit customer number

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

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

Name

Position

Signature



Date

Personal 8-digit customer number (mandatory field)

Personal 8-digit customer number (mandatory field)

## Section 4: 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](http://westpac.com.au/help/telephone-banking).

I/We acknowledge that I/we have read the PayTo Terms and Conditions available at [westpac.com.au/paytoterms](http://westpac.com.au/paytoterms) where PayTo Payment Agreements are being managed through Telephone Banking for my/our eligible accounts.

I/We agree that the accounts that have been listed on this form are to be added to the authorised Group Telephone Banking service detailed on this form.

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.

#### 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)

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

### Westpac use only

#### Verified by (Westpac Approving Officer).

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

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 1a 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 2a and 2b, and/or additional attachments, different to the service owner's name) – If yes, please ensure that Section 4 is completed and signed by each third party.
- If establishing Group Telephone Banking under their personal customer number that all personal accounts requiring access have been added to the Group Telephone Banking registration form. If not, these accounts will not be available to use and view accessing Telephone Banking.

### 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](mailto: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.