

# ACCOUNT & SERVICE APPLICATION



Membership Name:

Member Number/s:

## ACCOUNT AND ACCESS FACILITY SELECTION

I / We apply to open the following accounts and services and these to be linked to my / our membership number/s:

New account to be established	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access facilities applied to existing account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Account Type</b>	<b>Day to Day/ Business Account (circle)</b>	<b>FREEstyle Student Account</b>	<b>Christmas Club Account</b>	<b>Senior Saver Acct/ Savings Investment Acct (circle)</b>	<b>Money Management Account</b>	<b>Other</b> _____
rediCARD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	n/a	<input type="checkbox"/> Yes <input type="checkbox"/> No	n/a	<input type="checkbox"/> Yes <input type="checkbox"/> No
Visa Debit	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	n/a	<input type="checkbox"/> Yes <input type="checkbox"/> No	n/a	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cheque Book	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	n/a	<input type="checkbox"/> Yes <input type="checkbox"/> No	n/a	<input type="checkbox"/> Yes <input type="checkbox"/> No
Statements	<input type="checkbox"/> *Monthly <b>OR</b> <input type="checkbox"/> Six-monthly <input type="checkbox"/> Paper <b>OR</b> <input type="checkbox"/> eStatement <small>*required if Visa or Cheque facility attached to accounts</small>					

## AUTHORISED SIGNATORIES

In addition to the account owners, the following signatories are authorised to operate/authorise access facilities on the account. Signatories who are not existing members will need to complete the 'Authority To Operate' form.

Member Number	Name	Signature
<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"/>

## INTERNET/MOBILE BANKING Required Y N

Each account owner or authorised signatory must apply for Internet Banking access via their individual client number.

Member Number	<input type="text"/>	Member Name	<input type="text"/>
Please specify account			
<input type="checkbox"/>	All account types, or	<input type="checkbox"/> Full Access <input type="checkbox"/> View Only	<input type="checkbox"/> One Time Password
Member Number	<input type="text"/>	Member Name	<input type="text"/>
Please specify account			
<input type="checkbox"/>	All account types, or	<input type="checkbox"/> Full Access <input type="checkbox"/> View Only	<input type="checkbox"/> One Time Password
Member Number	<input type="text"/>	Member Name	<input type="text"/>
Please specify account			
<input type="checkbox"/>	All account types, or	<input type="checkbox"/> Full Access <input type="checkbox"/> View Only	<input type="checkbox"/> One Time Password

## PAYID Required Y N

PayID Type:	<input type="checkbox"/> Mobile <input type="checkbox"/> Email <input type="checkbox"/> ABN <input type="checkbox"/> Organisation ID (Details must be recorded on the membership)
Linked to account:	<input type="text"/>
PayID Type:	<input type="checkbox"/> Mobile <input type="checkbox"/> Email <input type="checkbox"/> ABN <input type="checkbox"/> Organisation ID (Details must be recorded on the membership)
Linked to account:	<input type="text"/>

SERVICE ONE Mutual Limited ACN 095 848 598 (SERVICE ONE) is an agent of Bendigo and Adelaide Bank Limited (Bendigo Bank) ACN 068 049 178 AFSL/Australian Credit Licence 237879 for the distribution of SERVICE ONE Alliance Bank® branded products and services.

SERVICE ONE also has arrangements with other third parties as detailed in the Financial Services Guide.

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**TELEPHONE BANKING** Required Y  N

We will provide you with an initial access code for our phone banking service. *If the account requires more than one to sign only balance enquires are permitted.*

**METHOD OF OPERATION**

Any one to sign  All parties to sign  Other (Specify) \_\_\_\_\_

**JOINT ACCOUNT STATEMENT, LETTER, TFN OPTION**

Member No:							Statements		Letters		*Tax File Number or exemption to be applied to this account	
							Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
							Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

\* Please note that it is not compulsory to supply a Tax File number but Withholding Tax may be deducted from your interest if you do not quote your TFN or claim an exemption. For Joint account, each TFN is required or Withholding Tax will apply. The Federal Government grants an automatic exemption for children under 16 years of age.

**FOREIGN TAX (FATCA & CRS) - COMPLETION OF THIS SECTION IS MANDATORY**

Do any individual applicants have any tax obligations outside Australia?  No  Yes - if yes please complete section below.

Applicant Name: \_\_\_\_\_ Country/Jurisdiction of Tax Residence: \_\_\_\_\_ Tax Identification Number (TIN) or Equivalent: \_\_\_\_\_

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If no TIN has been supplied, tick this box as confirmation that the country of tax residence does not issue TINs to its residents. If there is another reason why a TIN is not available, please state that reason.

**PRIVACY DISCLOSURE**

**Privacy Disclosure Statement and Privacy Act Authorisation**

SERVICE ONE Mutual Limited (SERVICE ONE) ACN 095 848 598 have a strategic alliance with Bendigo and Adelaide Bank Limited (Bendigo Bank) ACN 068 049 178 AFSL/Australian Credit Licence 237879. We act as an agent of Bendigo Bank and Bendigo Bank is the product provider in relation to the products and services obtained through us. We therefore share all personal information we collect in relation to products, and applications for products, with Bendigo Bank. The information that follows describes how we and Bendigo Bank collect, use and disclose personal information, and all references in it to 'we', 'us' and 'our' are references to both us and Bendigo Bank unless otherwise stated.

**1. Collection of your personal information**

We collect your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to us or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

**2. Collection of personal information about third parties**

We may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information, and that in most cases they can access and seek correction of the information we hold about them.

**3. Use and disclosure of your personal information**

We may use your personal information to perform our business functions (for example internal audit, operational risk, product development and planning). We may also use your personal information to confirm your details (for example contacting your employer to confirm your employment and income details).

We treat your personal information and credit-related personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include joint account holders, account operators and account applicants, insurers, intermediaries and government

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authorities. Your information may also be disclosed to our related entities or other third parties on whose behalf we provide products and services, where its confidentiality will be maintained at all times.

Other agents of Bendigo Bank using the Alliance Bank® registered trademark could potentially access your personal information by reason of their access to Bendigo Bank's online systems. However, they are bound by contractual obligations to Bendigo Bank that prohibit them from accessing such information.

#### **4. Disclosure of personal information to overseas organisations**

Some of the organisations we disclose your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

#### **5. Access to and correction of your personal information**

In most cases you can gain access to and seek correction of your personal information and credit-related personal information. Should you wish to do so, or if you have any queries about your information, please contact SERVICE ONE on 1300 361 761.

#### **6. Direct marketing**

We may use your personal information to inform you about financial products and services that are related to those you have with us or other products and services we think you may be interested in. These may be products and services provided by us, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us please tick here

#### **7. Provide personal information to CUSCAL Ltd (CUSCAL)**

We may disclose your personal information to CUSCAL so that CUSCAL can provide electronic payment services to us. Without your personal information, CUSCAL may not be able to provide the services to us.

Generally CUSCAL will collect and use your personal information for the following purposes:

- complying with legislative and regulatory requirements such as anti-money laundering laws;
- performing administrative operations, including accounting, risk management, record keeping, archiving, systems development and testing, and staff training;
- managing their rights and obligations in relation to external payment systems;
- conducting market or customer satisfaction research; and
- developing, establishing and administering alliances and other arrangements (including rewards programs) with other organisations in relation to the promotion, administration and use of their respective products and service.

Subject to what is permitted by law, the types of third parties that CUSCAL may disclose your personal information to include:

- their agents, contractors and external advisers whom they engage from time to time to carry out, or advise on, their functions and activities;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- other organisations with whom they have alliances or arrangements (including rewards programs) for the purpose of promoting their respective products and services (and any agents used by them and their business partners in administering such an arrangement or alliance);
- anyone supplying goods or services to you in connection with a rewards program associated with a facility they provide;
- debt collecting agencies;
- other financial institutions;
- external payment systems operators; and
- their insurers or prospective insurers and their underwriters;

In some cases, they may need to transfer your personal information outside Australia. Countries where their suppliers might hold personal information overseas currently include the United States of America, England and Italy.

If at any time you wish to know what personal information CUSCAL holds about you, you may request your details by writing to the Privacy Officer, Cuscal Limited at GPO Box 4720 Sydney NSW 2001.

#### **8. Privacy Policy and Credit Reporting Policy**

You should also read our Privacy Policies. Our Privacy Policies contain information about:

- a. how you can access and seek correction of your personal information;
- b. how you can complain about a breach of the privacy laws by us and how we will deal with a complaint;
- c. if we will disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

Our Privacy Policies are available on our websites [serviceone.com.au](http://serviceone.com.au) and [bendigobank.com.au](http://bendigobank.com.au) or by telephoning 1 300 361 761.

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**ACKNOWLEDGEMENT & SIGNATURE BY ACCOUNT OWNER/S**

I/We have received, read, understood and accept the Terms and Conditions of this product/s and/or service/s for which I/We have applied. If applying for an Internet/Mobile or Phone Banking facility, I/We understand that an initial access code be issued to me which I will change to a new password of my choice during my first session using Internet or Phone Banking.  
I will be deemed to have accepted the terms and conditions when I access the Internet or Phone Banking facility.

**Applicant 1**

Signature	Date
Member:	/ /

**Applicant 2**

Signature	Date
Member:	/ /

**Office Use Only (Please tick each box to indicate all actions have been completed)**

<input type="checkbox"/> Applicant; owner or ATO of each account	<input type="checkbox"/> Pension event loaded for Pension/Retirement accounts (if applicable)	Access code(s) generated	Y <input type="checkbox"/>	NA <input type="checkbox"/>
<input type="checkbox"/> Signature(s) checked & verified ID updated	<input type="checkbox"/> Load Statement Cycle	OTP request loaded	Y <input type="checkbox"/>	NA <input type="checkbox"/>
<input type="checkbox"/> Disclosure Documents	<input type="checkbox"/> TFN applied to new account if loaded	OTP issued	Y <input type="checkbox"/>	NA <input type="checkbox"/>
<input type="checkbox"/> Membership details confirmed current/correct		PayID setup (and Terms of Use issued)	Y <input type="checkbox"/>	NA <input type="checkbox"/>
Completed by	Op No	Signature	...../...../.....	