



# business savings change of details.

Email: [businessadmin@mebank.com.au](mailto:businessadmin@mebank.com.au) or fax: (03) 9708 4681  
Mail: ME Business Account Services, Reply Paid 1345, Melbourne VIC 8060  
Any questions? Call ME on **1300 658 108** or visit [mebank.com.au](http://mebank.com.au)

If you run out of space, please complete the information requested within a second Business Savings Change of Details form or on a separate sheet and return with this form.

## how to use this form.

Please complete this form if you would like to do any of the following to your account:

- Notify ME of a change in the Registered Business Address or Postal Address of the Account Holder
- Appoint Authorised Representative(s)
- Appoint Designated User(s)
- Remove Authorised Representative(s)
- Remove Designated User(s)

Sections 1 and 2 of this form must only be completed by the Account Holder or an Authorised Representative.

Section 3 of this form must only be completed by the Account Holder.

If any change in circumstances affects the Account Holder's tax residency status, please provide ME with an updated self-certification form within 60 days of such change in circumstances. The self-certification form is available from the ME website [mebank.com.au](http://mebank.com.au)

## business online savings account or business term deposit details.

Account name

Account number

## section 1 – change of address for notices.

Registered office address or address of the trust (PO Boxes not accepted)

State

Postcode

Address of principal place of business/administration if different to the above (PO Boxes not accepted)

State

Postcode

Mailing address

State

Postcode

Email address

## section 2 – account authorised representative(s) or designated user(s)

### section 2.1a – person no. 1 (to be completed by the account holder or existing authorised representative)

Relationship to account holder:

Director  Proprietor  Partner  Trustee  Other (please specify)

Title (Mr/Mrs/Miss/Ms/Other)

Given name(s)

Family name

### Appointment to operate on the account

Please select if you would like Person No.1 to be an Authorised Representative or Designated User on your account(s). Please refer to the Business Online Savings Account and/or the Business Term Deposit Terms and Conditions for a list of everything an Authorised Representative or Designated User can do in relation to your account which includes, in relation to a Business Term Deposit, the ability of an Authorised Representative to open an additional Business Term Deposit in your name provided certain conditions are met.

Authorised Representative  Designated User

Should Person No. 1 be registered for Internet and Phone Banking?  Yes  No

Please note: In order to be registered for Internet and Phone Banking Person No. 1's email address and mobile phone number must be supplied in Section 2.1b.

### Note for Entity Account Holders:

If the individual identified in this section is a Controlling Person of the Account Holder (including, in the case of a trust, each settlor, trustee and beneficiary), and the Account Holder is a Passive NFE or a Financial Institution that is an Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution, the Controlling Person is required to complete a **Self-certification (controlling person) form**. This form can be downloaded from the ME website [mebank.com.au](http://mebank.com.au) and must be returned to us with this change of details form. (For more information consult your tax adviser or the Common Reporting Standard website [oecd.org](http://oecd.org))

**section 2.1b - person no. 1 continued** (to be completed by person no. 1)

**Please have Person No. 1 complete this section.**

Residential address (PO Boxes not accepted)

	State Postcode

Date of birth

Gender

Email address

<input type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="text"/>
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Mobile phone

Home phone

Work phone

<input type="text"/>	<input type="text"/>	<input type="text"/>
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**section 2.1b - person no. 1 continued** (to be completed by person no. 1)

Are you already a ME customer?

No - Please answer questions below  Yes - Please go to the end of this section and provide a signature

Password (used to verify your identity when you call us)

Mother's maiden name

Drivers licence number

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Occupation

<input type="text"/>
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Are you an Australian citizen?

No  Yes - go to Verifying your identity

(complete the information below if you are **not** an Australian citizen)

Are you a permanent resident?

No  Yes

Current passport number

Country of issue

Visa subclass details

<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Verifying your identity**

If you are not an existing ME customer - before we can open an account we are legally required to verify your identity. We may do this electronically using reliable and independent data sources. We will contact you to request identification documents if we cannot verify your identity electronically.

**Credit Information File** This is one of the best electronic data sources we can use to verify your identity. We will not access your credit rating or credit history. We will only check your name, address and date of birth against those held on Dunn & Bradstreet's Credit Information File. If you consent to ME using your Credit Information File to help verify your identity then you need to read and accept the following terms and conditions.

By ticking this box you consent to ME disclosing your name, residential address and date of birth to a credit reporting agency to assist us to verify your identity. We will request and the credit reporting agency may provide an assessment of whether the personal information provided matches (in whole or in part) personal information contained in a credit information file held by the credit reporting agency. In preparing the assessment the credit reporting agency may use the personal information about you and other individuals contained in their credit information files. No other information about your credit information file will be provided to ME. If you don't want your identity verified using your credit information file we will try to verify your identity from other electronic data sources.

Person No. 1 signature

<input type="text"/>
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**section 2.2a - person no. 2** (to be completed by the account holder or existing authorised representative)

Relationship to account holder:

Director  Proprietor  Partner  Trustee  Other (please specify)

Title (Mr/Mrs/Miss/Ms/Other)

Given name(s)

Family name

<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Appointment to operate on the account**

Please select if you would like Person No. 2 to be an Authorised Representative or Designated User on your account(s).

Authorised Representative  Designated User

Should Person No. 2 be registered for Internet and Phone Banking? (not applicable if the account is 'two to sign')  Yes  No

Please note: In order to be registered for Internet and Phone Banking Person No. 2's email address and mobile phone number must be supplied in Section 2.2b.

**Note for Entity Account Holders:**

If the individual identified in this section is a Controlling Person of the Account Holder (including, in the case of a trust, each settlor, trustee and beneficiary), and the Account Holder is a Passive NFE or a Financial Institution that is an Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution, the Controlling Person is required to complete a **Self-certification (controlling person) form**. This form can be downloaded from the ME website [mebank.com.au](http://mebank.com.au) and must be returned to us with this change of details form. (For more information consult your tax adviser or the Common Reporting Standard website [oecd.org](http://oecd.org))

**section 2.2b – person no. 2 continued** (to be completed by person no. 2)

**Please have Person No. 2 complete this section.**

Residential address (PO Boxes not accepted)

 State  Postcode

Date of birth

       

Gender

Male  Female

Email address

Mobile phone

       

Home phone

 (   )       

Work phone

 (   )       

Are you a current ME customer?

No – Please answer questions below  Yes – Please go to the end of this section and provide a signature

Password (used to verify your identity when you call us)

       

Mother's maiden name

Drivers licence number

**section 2.2b – person no. 2 continued** (to be completed by person no. 2)

Occupation

Are you an Australian citizen?

No  Yes - go to Verifying your identity

(complete the information below if you are **not** an Australian citizen)

Are you a permanent resident?

No  Yes

Current passport number

            

Country of issue

Visa subclass details

**Verifying your identity**

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**Credit Information File** This is one of the best electronic data sources we can use to verify your identity. We will not access your credit rating or credit history.

We will only check your name, address and date of birth against those held on Dunn & Bradstreet's Credit Information File.

If you consent to ME using your Credit Information File to help verify your identity then you need to read and accept the following terms and conditions.

By ticking this box you consent to ME disclosing your name, residential address and date of birth to a credit reporting agency to assist us to verify your identity. We will request and the credit reporting agency may provide an assessment of whether the personal information provided matches (in whole or in part) personal information contained in a credit information file held by the credit reporting agency. In preparing the assessment the credit reporting agency may use the personal information about you and other individuals contained in their credit information files. No other information about your credit information file will be provided to ME. If you don't want your identity verified using your credit information file we will try to verify your identity from other electronic data sources.

Person No. 2 signature

**section 2.3a – person no. 3** (to be completed by the account holder or existing authorised representative)

Relationship to account holder:

Director  Proprietor  Partner  Trustee  Other (please specify)

Title (Mr/Mrs/Miss/Ms/Other)

Given name(s)

Family name

**Appointment to operate on the account**

Please select if you would like Person No. 3 to be an Authorised Representative or Designated User on your account(s).

Authorised Representative  Designated User

Should Person No. 3 be registered for Internet and Phone Banking? (not applicable if the account is 'two to sign')  Yes  No

Please note: In order to be registered for Internet and Phone Banking Person No. 3's email address and mobile phone number must be supplied in Section 2.3b.

**Note for Entity Account Holders:**

If the individual identified in this section is a Controlling Person of the Account Holder (including, in the case of a trust, each settlor, trustee and beneficiary), and the Account Holder is a Passive NFE or a Financial Institution that is an Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution, the Controlling Person is required to complete a **Self-certification (controlling person) form**. This form can be downloaded from the ME website [mebank.com.au](http://mebank.com.au) and must be returned to us with this change of details form. (For more information consult your tax adviser or the Common Reporting Standard website [oecd.org](http://oecd.org))

**section 2.3b - person no. 3 continued** (to be completed by person no. 3)

**Please have Person No. 3 complete this section.**

Residential address (PO Boxes not accepted)

State

Postcode

Date of birth

Gender

Email address

Male  Female

Mobile phone

Home phone

Work phone

Are you a current ME customer?

No - Please answer questions below  Yes - Please go to the end of this section and provide a signature

Password (used to verify your identity when you call us)

Mother's maiden name

Drivers licence number

**section 2.3b - person no. 3 continued** (to be completed by person no. 3)

Occupation

Are you an Australian citizen?

No  Yes - go to Verifying your identity

(complete the information below if you are **not** an Australian citizen)

Are you a permanent resident?

No  Yes

Current passport number

Country of issue

Visa subclass details

**Verifying your identity**

If you are not an existing ME customer - before we can open an account we are legally required to verify your identity. We may do this electronically using reliable and independent data sources. We will contact you to request identification documents if we cannot verify your identity electronically.

**Credit Information File** This is one of the best electronic data sources we can use to verify your identity. We will not access your credit rating or credit history.

We will only check your name, address and date of birth against those held on Dunn & Bradstreet's Credit Information File.

If you consent to ME using your Credit Information File to help verify your identity then you need to read and accept the following terms and conditions.

By ticking this box you consent to ME disclosing your name, residential address and date of birth to a credit reporting agency to assist us to verify your identity. We will request and the credit reporting agency may provide an assessment of whether the personal information provided matches (in whole or in part) personal information contained in a credit information file held by the credit reporting agency. In preparing the assessment the credit reporting agency may use the personal information about you and other individuals contained in their credit information files. No other information about your credit information file will be provided to ME. If you don't want your identity verified using your credit information file we will try to verify your identity from other electronic data sources.

Person No. 3 signature

**section 3 - remove authorised representative(s):** (only to be completed by the account holder).

Only the Account Holder may complete this section.

Please complete to cancel an Authorised Representative(s) access to the account.

**Authorised Representative 1** Full Name:

Position/Title:

**Authorised Representative 2** Full Name:

Position/Title:

Note: any standing instruction or other instructions given to us by person(s) affected by the above cancellation (such as future-dated payments) will be processed unless those instructions are cancelled by the Account Holder or an Authorised Representative not affected by the cancellation or suspension.

## section 4 – remove designated user(s):

Please complete to cancel a Designated User(s) access to the account.

**Designated User 1** Full Name:

Position/Title:

**Designated User 2** Full Name:

Position/Title:

**Designated User 3** Full Name:

Position/Title:

**Designated User 4** Full Name:

Position/Title:

**Designated User 5** Full Name:

Position/Title:

Note: any standing instruction or other instructions given to us by person(s) affected by the above cancellation (such as future-dated payments) will be processed unless those instructions are cancelled by the Account Holder or an Authorised Representative not affected by the cancellation or suspension.

## section 5 – privacy notice

### collection, use and disclosure of information

You are providing personal information to ME for the primary purpose of ME contacting you, assessing your application, verifying your identity and then establishing and administering your account. Your personal information may be used and disclosed to third party service providers for these purposes and without this information, ME may not be able to consider or approve your application or provide our services.

You must only give us information about any other person with their permission, and if you have told them about this privacy statement.

Some laws require or authorise our collection of your personal information including (where applicable):

- the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth);
- the Income Tax Assessment Act 1936 (Cth) and the Taxation Administration Act 1953 (Cth).

We also collect your personal information for the purposes of:

- customer relations including management of our relationship with you and market or customer satisfaction research and product development, and to obtain aggregate information for statistical or research purposes;
- our internal operations including record keeping, risk management and auditing, training, file reviews and portfolio analysis;
- information technology systems development and testing;
- investigating, resolving and preventing complaints;
- considering any other application made by you to ME for financial products or services;
- conducting fraud assessments;
- informing you about any of our products, or those of our alliance partners, that may be of interest to you; and
- reporting and data analytics, including for regulatory, management, statistical or research purposes.

We may disclose your personal information for those purposes to:

- our related entities, service providers, contractors, external advisers or alliance partners (for example a union, superannuation fund, insurer, the Co-op or other third parties with which we have arrangements);
- government and regulatory bodies, law enforcement bodies and courts as required by law or in accordance with prudent banking practice;
- external complaint resolution bodies;
- any person we are considering selling part of our banking business to;
- payment system operators; and
- other financial institutions.

We may also disclose your personal information to our third party service providers for them to help us provide banking and related services to you. Our third party service providers may store or access your personal information overseas, including in Canada, USA, New Zealand, Philippines, Singapore, China, Japan, Hong Kong, India, Malaysia, Papua New Guinea, South Africa, United Kingdom, France, Belgium and Germany, as well as the countries listed in our Privacy and Credit Reporting Policy, which may change from time to time. Personal information we are required to disclose to the Australian Taxation Office may be exchanged with tax authorities in other countries pursuant to intergovernmental agreements to exchange financial account information.

### marketing

ME may use your personal information to get in touch with you about ME products and services that may be of interest. If you do not want us to do this, please call us on **1300 658 108** or log in to Internet Banking to send us a secure email.

### access to your personal information and complaints

ME's Privacy and Credit Reporting Policy contains information about how you can:

- access and seek to correct your personal information held by ME; and
- complain about a breach by ME of the Australian Privacy Principles and how ME will deal with the complaint.

ME's Privacy and Credit Reporting Policy is available at **mebank.com.au** or by phoning us on **1300 658 108**.

## section 6 – signed by the account holder

Please follow the instructions below to sign this form.

### Signature Rules:

- **Sole Trader:** Proprietor of business to sign.
- **Company:** A Director and the Secretary or two Directors to sign.
- **Sole Director Company:** Sole Director/Secretary to sign, stating that he or she is the Sole Director and Sole Secretary of the company.
- **Partnership:** All partners to sign (unless ME agrees otherwise in the case of a large partnership).
- **Union:** Authorised Representative(s) to sign in accordance with the registered rules of the Union.
- **Incorporated Association:** Minimum of two office bearers (e.g. the Chairman, Secretary, Treasurer or equivalent officer in each case) to sign in accordance with the rules governing the association.
- **Trust:** All trustees to sign.
- **Government Body:** Individuals authorised by the relevant Government Body.

Signature 1

Position (if required)

Signature 2

Position (if required)

Print name

Date

D	D	M	M	Y	Y	Y	Y
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Print name

Date

D	D	M	M	Y	Y	Y	Y
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# business banking individual identification requirements.

Mail: ME Business Account Services, Reply Paid 1345, Melbourne VIC 8060  
Any questions? Call ME on **1300 658 108** or visit **mebank.com.au**

## individual identification requirements.

To comply with our obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006, the following individuals on a Business Deposit Account need to have their identity verified:

- Each account holder who is a natural person
- Authorised Representatives
- Designated Users
- Individuals who own or control 25% or more of the applicant or the trustee company
- Beneficiaries with an interest of 25% or more in the trust

Please complete one of the following two options.

### option a for identification - bank@post.

An individual can attend a Bank@Post outlet to complete the necessary identification requirements.

Please refer to the following form for instructions.

### option b for identification - documents certified by an approved person.

Individuals can complete the identification requirements by taking required original document(s) together with a photocopy of the original to an Approved Person who will verify your original identification document(s) and certify the photocopy.

#### The following persons can certify a document as a true copy of an original:

- Police Officer, JP or Notary Public
- Barrister or Solicitor
- Australian Consular / Diplomatic Officer
- Judge, Magistrate, Registrar, Deputy or CEO of a Court
- Agent in charge of a Postal Agency
- Post Office Permanent Employee with 2 or more years of continuous service
- Officer with 2 or more years of continuous service with one or more financial institutions
- Officer with 2 or more years of continuous service with one or more finance companies
- Officer or authorised representative of a holder of an Australian Financial Services Licence having 2 or more continuous years of service with one or more licensees
- Member of CPA Australia, Institute of Chartered Accountants Australia, or National Institute of Accountants with at least 2 years membership

### individual 1.

Title (Mr/Mrs/Miss/Ms/other)  Family name

Given name(s)

Date of birth

Residential address (we can't accept PO BOX addresses)

State  Postcode

Signature

Date

### individual 2.

Title (Mr/Mrs/Miss/Ms/other)  Family name

Given name(s)

Date of birth

Residential address (we can't accept PO BOX addresses)

State  Postcode

Signature

Date

**Note** - it is an offence under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) to provide false or misleading information or to produce false or misleading documents.

**Privacy** - the information provided by you on this form to verify your identity is collected in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth). Information may be disclosed to the Australian Transaction Reports and Analysis Centre (AUSTRAC) or as other legislation allows or requires.

**STEP 1:**

Please provide the Approved Person with documents from either option 1 or option 2 listed below:

**option 1.**

(supply one primary photographic identification document)

**Primary Photographic Identification Document:**

- Driving licence or permit (Australian only)
- Passport (Australian or foreign\*)
- Proof of Age card (Australian Only)

**or option 2.**

(supply one primary non-photographic identification & one secondary identification document)

**Primary Non-photographic Identification Document:**

- Birth Certificate (Australian only)
- Birth extract (Australian only)
- Pension card issued by Centerlink
- Citizenship certificate (Australian only)

\* An Australian passport that has expired in the preceding 2 years is acceptable. A foreign passport may be used if it is current and contains a Permanent Residency Visa.

**Secondary Identification Document (must contain your full name and residential address):**

- Government financial benefits notice (issued within the last 12 months)
- Australian Tax Office notice of assessment (issued within the last 12 months)
- Local government or utilities bill (issued within the last three months)

**STEP 2:**

The Approved Person must sight each original identification document and compare the original with the photocopy. The Approved Person must be satisfied the photocopy is a true and correct copy of the original.

If so, the Approved Person is to write the following on the photocopy:

"I certify that this is a true and correct copy of the original".

The Approved Person must also write their full name as well as their qualification/profession and sign and date the photocopy.

**STEP 3:**

Post the certified photocopy of the identification document(s) together with the completed application or change of business details form, or provide details of the applicant or the account holder to: ME Business Account Services, Reply Paid 1345, Melbourne VIC 8060





\*2956 927 01 0 000000000112233 66

# Identity verification form

## Your identity document requirements

You must present one primary document from the list.

Does your primary document contain a photo?

Yes  No additional identification is required.

No  You must also supply one secondary document that contains your current residential address.

To verify your identity, the details in section A and B must exactly match your identification documents including full given name, no initials.

## Primary identification documents

- Australian driver's licence or learner permit (current)
- Australian passport (current or expired within the last 2 years)
- International passport (current) (in English or with NAATI translation)
- Proof of age card / NSW photo card (current and government issued)
- Centrelink pension card (current)
- Australian birth certificate (not an extract)
- Australian citizenship certificate

## Secondary identification documents with residential address

- Utility bill or council rates notice (less than 3 months old)
- Taxation notice or Centrelink statement (less than 12 months old)
- Under 18's letter from a school principal (less than 3 months old)

## How to lodge your application at Australia Post

1. Complete this form and bring it with your original identification documents to any participating post office. To find the nearest participating post office, please call 13 13 18 or go to [auspost.com.au/pol](http://auspost.com.au/pol)
2. Do not complete section C, your signature must be witnessed by the Australia Post verifier.

Please use blue or black ink and print within the boxes in **BLOCK LETTERS**

## A. Details of applicant

Which ME product are you applying for? (e.g. deposit account)

Title (e.g. Mr, Mrs, etc.)      Family name/surname

Given name(s) (full name, no initials)

Date of birth (DDMMYYYY)

Contact phone number

## B. Current residential address of applicant (must be an Australian residential address not a PO Box)

Unit number/street number/street name (with a gap between numbers and words)

Suburb/locality

State

Postcode

## C. Declaration by applicant

**Do not sign until you lodge this form at Australia Post**

**Your signature must be witnessed by the Australia Post verifier.**

I acknowledge that the information on this form is true and correct. The details on this form have been completed by me and not another person.

Please sign in blue or black ink



Applicant to sign at Australia Post

Date (DDMMYYYY)

**Privacy notice** - Australia Post collects your personal information as an agent for ME in order process your application, including the verification of your identity on their behalf. Your personal information will be disclosed to ME to fulfill this purpose. Without this information Australia Post would be unable to provide this service. Your personal information is handled in accordance with Australia Post's Privacy Policy which outlines how to access and / or correct your personal information or make a privacy related complaint. You may contact the Privacy Contact Officer, Australia Post, GPO Box 1777, Melbourne, Vic, 3001 for privacy related queries.

## D. Australia Post use only

I confirm that I have sighted original documentation that verifies the applicant's name, date of birth and / or residential address as required.

Verifier's name

Comments

Date (DDMMYYYY)

Work centre code

Verifier's signature

Identity verified by

