

# Change Request Add / Remove Additional Access Persons

## Why Use This Form?

Please use this form to enable access to the Merchant facility. For each new person requesting additional access that is not a Suncorp Bank customer, please include a clear copy of drivers licence or passport. If possible please scan image as a pdf or jpeg file and email in for processing of request.

## Merchant Details

Merchant Number	<input type="text"/>	Merchant number can be found at the top of any receipt from the EFTPOS terminal (underneath the suburb) OR on your merchant statement.
Merchant Trading Name	<input type="text"/>	
Contact Name	<input type="text"/>	
Contact Number	<input type="text"/>	The merchant facility will be updated to reflect the above contact name and number.
Email Address	<input type="text"/>	

Providing an email address will enable us to notify you that the requested change has been actioned.

## Add / Remove / Change Persons Approved to Access the Merchant Facility

<b>Additional Access 1</b>	<input type="checkbox"/> Add	<input type="checkbox"/> Remove	<input type="checkbox"/> Change (change an existing persons access)
Title <input type="text"/> Full Name	<input type="text"/>		
Customer Number	<input type="text"/>	<i>(Suncorp Sales Consultant use only)</i>	
Email Address	<input type="text"/>		
Signature	<input type="text"/>		

Please select the Access Level:  Full Access  Partial Access  Restricted Access

Residential Address	<input type="text"/>		
		State	Postcode
Phone (Work)	<input type="text"/>	Phone (Home)	<input type="text"/>
		Mobile	<input type="text"/>
Drivers Licence or Passport Number	<input type="text"/>	Expiry Date	<input type="text" value="DD / MM / YYYY"/>
		Date of Birth	<input type="text" value="DD / MM / YYYY"/>
Self Employed	<input type="checkbox"/> Yes <input type="checkbox"/> No	If 'No', Occupation	<input type="text"/>
Password	<input type="text"/>		

Do not send me product/marketing material or special offers from Suncorp.

<b>Additional Access 2</b>	<input type="checkbox"/> Add	<input type="checkbox"/> Remove	<input type="checkbox"/> Change (change an existing persons access)
Title <input type="text"/> Full Name	<input type="text"/>		
Customer Number	<input type="text"/>	<i>(Suncorp Sales Consultant use only)</i>	
Email Address	<input type="text"/>		
Signature	<input type="text"/>		

Please select the Access Level:  Full Access  Partial Access  Restricted Access

Residential Address	<input type="text"/>		
		State	Postcode
Phone (Work)	<input type="text"/>	Phone (Home)	<input type="text"/>
		Mobile	<input type="text"/>
Drivers Licence or Passport Number	<input type="text"/>	Expiry Date	<input type="text" value="DD / MM / YYYY"/>
		Date of Birth	<input type="text" value="DD / MM / YYYY"/>
Self Employed	<input type="checkbox"/> Yes <input type="checkbox"/> No	If 'No', Occupation	<input type="text"/>
Password	<input type="text"/>		

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## Merchant Facility Access Authorities

**Restricted Access** Access restricted to info only regarding Merchant Facility.

**Partial Access** Ability to perform refunds, access the refund password and access information about the merchant facility. Cannot request changes to the merchant facility, can't change the refund password, can't terminate the merchant facility.

**Full Access** Ability to perform refunds, access & change the refund password and access information about the merchant facility. Ability to request changes and terminate the merchant facility.

### Authorisation - To be completed by a person with FULL access on the merchant facility.

I/we agree that the execution of this form, and the communication of that execution, by electronic means, including through the DocuSign system and via emails sent from an email address designated by me as the address for communications, is legally binding on me/us even if not authorised.

I/we agree to immediately notify the Bank of any changes to my/our email address.

Signature	<input type="text"/>
Date:	<input type="text" value="DD / MM / YYYY"/>
Name:	<input type="text"/>
Signature	<input type="text"/>
Date:	<input type="text" value="DD / MM / YYYY"/>
Name:	<input type="text"/>

**Please note: All fields to be completed before we can process your request**

## How to Lodge

**Fax to:** (07) 3031 2177

**Scan and submit via**

**Email to:** MerchantServices@suncorp.com.au

**Mail to:** Suncorp Bank (4RE007)  
GPO Box 1453  
Brisbane QLD 4001

## Privacy Statement

### Privacy is Important....

...especially when you consider the number of ways we communicate and interact these days. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with.

And because it's guided by privacy laws, you can be sure it takes your rights seriously. Above all, this statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your personal information.

Suncorp-Metway Ltd ("Bank"), is a member of the Suncorp Group, which we'll refer to simply as "the Group".

### Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. The Bank collects personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products and services;
- manage, train and develop our employees and representatives;
- manage complaints and disputes, and deal with dispute resolution bodies; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

### What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

### How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in

'Why do we collect personal information?' in relation to products and services they may provide to you.

Under the following Australian laws we may be authorised or required to collect your personal information: Anti-Money Laundering and Counter-Terrorism Financing Act; Income Tax Assessment Acts, Tax Administration Act and A New Tax System (Goods and Services Tax) Act, and any regulations made under those Acts.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group;
- any of our Group joint ventures where authorised or required;
- any entity where disclosure to, or collection from, such entity is required or authorised by law;
- customer, product, business or strategic research and development organisations;
- data warehouse, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- publicly available sources of information;
- clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- a third party that we've contracted to provide financial services, financial products or administrative services – for example; information technology providers, administration or business management services, consultancy firms, auditors and business management consultants, marketing agencies and other marketing service providers, and print/mail/digital/imaging/document management service providers;
- yours or our advisers, agents, representatives or consultants;
- government, statutory or regulatory bodies and enforcement bodies;
- the Australian Financial Complaints Authority or any other external dispute resolution body;

- manufacturers for plastic card production (eg debit cards); and
- any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, e.g. your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

#### **Overseas Disclosure**

Sometimes, we need to provide your personal information to – or get personal information about you from – persons located overseas, for the same purposes as in 'Why do we collect personal information?'. The list of countries Suncorp usually disclose personal information to is in our Suncorp Group Privacy Policy. Please go to [www.suncorp.com.au/privacy](http://www.suncorp.com.au/privacy) to see our Suncorp Group Privacy Policy or call 13 11 55 to obtain a list of countries Suncorp usually disclose personal information to.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

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#### **Your personal information and our marketing practices**

Every now and then, we and any related companies that use the Suncorp brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

In order to carry out our direct marketing we collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services (you can see the full list of persons and organisations under 'How we handle your personal information'). We may also collect your personal information for marketing through competitions and by purchasing contact lists.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in our Group, or our service providers already hold about you. We may use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

#### **How to access and correct your personal information or make a complaint**

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in Contact Us if you wish to do so.

#### **Contact us**

For more information about our privacy practices including overseas disclosure or to tell us about your marketing preferences you can visit: [www.suncorp.com.au/privacy](http://www.suncorp.com.au/privacy).

Alternatively, you can get in touch directly by contacting us on:

Phone: 13 11 55

Email: [privacyaccessrequests@suncorp.com.au](mailto:privacyaccessrequests@suncorp.com.au)

Mail: Suncorp Bank GPO Box 1453, Brisbane Qld 4001

or by visiting a Suncorp Bank Branch