

- Add/Delete Authorised person/s to / from Business Deposit Account (inc. Line of Credit & Overdraft Facility) / Merchant Facility / Multipay > **Complete Part A & Part C**
- Add/Delete Access level of existing or non-related party(ies) on a Term Loan > **Complete Part A & Part C**
- Change 'Number to Sign to Open' or 'Number to Sign to Operate' or Add/Delete Registered / Trading Name (Only for Business Deposit Accounts) > **Complete Part B & Part C**

**NOTE**

- The requested access authority will apply to the account/s specified below. Only one legal entity per form.
- This form cannot be used to change owners of a registered business OR add/delete borrowers or guarantors to/from a term loan.
- Please read the **Privacy Statement** before signing the form.
- This form is DocuSign eligible.

**Account/Loan Details**

Legal Entity/Borrower Name

Account / Loan Number/s

Merchant Trading Name (if applicable)

Merchant ID (if applicable)  Merchant number can be found at the top of any receipt from the EFTPOS terminal (underneath the suburb) OR on your merchant statement.

APCA ID (for Business Payment Only)  Multipay ID (if applicable)

**Important: Quick Reference Guide to determine person/s authorities**

**Business Deposit Account Authorities (including Line of Credit and Overdraft Facility)**

Relationship	Debit Transactions Allowed	Authorised to open and close accounts. Authorised to add and remove parties to account	Obtain Account Information	Internet Banking Access	Eligible to receive Statement (including eStatements)	Business Visa Debit Card
Signing Officer	P	P	P	P	P	P
Signatory	P	0	P	P	P (auto-opted into eStatements Only)	P
Authorised Officer	0	P	P (excludes PayTo Agreements)	0	P (Paper Statements Only)	0 (Only if nominated as Signing Officer)
Account Information Only	0	0	P (excludes PayTo Agreements)	P (View Only)	P (auto-opted into eStatements Only)	0
Trustees	P	P	P	P (Depending on the product)	P	P

**Merchant Facility Authorities**

Relationship	Description
Merchant - 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.
Merchant - 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.
Merchant - Restricted Access	Access restricted to info only regarding the Merchant Facility.

**Term Loan Authorities**

Relationship	Default Access	Change Access Options	Access Options	Direct Transactions Allowed	Obtain Account information via Branch and Contact Centre	Internet Banking Access	Eligible to receive Statements (including e-Statements)
Individual Borrower or Director / Trustee guarantor	Transaction Access (GTS)	Information Only (GTA)	Transaction Access	P	P	P	P
Shareholder / Beneficiary Guarantor or Third Party Guarantor	Limited Access (GTA)	Information Only (OTA)	Information Only	0	P	P	P (auto-opted into eStatements Only)
External party (no relation to the loan)	No Access	Information Only (OTA)	Limited Access	0	P	0	P (Paper Statements Only)

## Part A - Add/Delete Authorised person/s

### NOTE

- An individual can only have one authority per account, merchant facility and loan facility
- For existing customers, only complete mandatory fields (\*) in customer details. If new to bank customer, please complete all customer detail fields.
- **Bank Staff Only, provide customer ID number**

Full name of individual\*

Residential Address  State  Postcode

Date of birth\*

Mobile number\*  Email address

Occupation

Employer

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)	Add	Delete	
Signing Officer	<input type="checkbox"/>	<input type="checkbox"/>	
Signatory	<input type="checkbox"/>	<input type="checkbox"/>	
Authorised Officer	<input type="checkbox"/>	<input type="checkbox"/>	
Account Information Only	<input type="checkbox"/>	<input type="checkbox"/>	
Trustees	<input type="checkbox"/>	<input type="checkbox"/>	
Merchant Authority	Add	Delete	
Merchant - Full Access	<input type="checkbox"/>	<input type="checkbox"/>	
Merchant - Partial Access	<input type="checkbox"/>	<input type="checkbox"/>	
Merchant - Restricted Access	<input type="checkbox"/>	<input type="checkbox"/>	
Multipay Authority	Add	Delete	
Multipay - Full Access	<input type="checkbox"/>	<input type="checkbox"/>	
Term Loan Authority	Access Type	Add	Delete
Director/Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Business Visa Debit Card Access (only available for Any 1 to sign accounts) No  Yes

Sometimes, Suncorp Bank might use personal information to make product related material on a range of financial products and services available to our customers. A customer may elect not to receive product related material by indicating in this box.

### By signing and acknowledging I:

- understand it is an offence under the "Anti-Money Laundering and Counter Terrorism Financing Act 2006" to make a false or misleading statement and confirm that the information I have provided is true and correct;
- acknowledge that I have been given and agree to be bound by the Terms and Conditions and Product Information Document / Product Disclosure Statement which apply to this account;
- request that the Bank act on this authority (or any variation to it) or any cancellation of it by me / any one of us (in accordance with the Number to Sign to Open);
- confirm that where this account is operated on behalf of an entity: (1) they have provided the Bank current documents relating to the entity; and (2) they have been duly authorized to sign this authority and the account Terms and Conditions;
- have asked for a Suncorp Business Visa Debit Card and one will be issued to each account holder over 16 years of age (account holders under 16 years of age will received a Suncorp Bank Eftpos card);
- agree to Suncorp Bank collecting, using and disclosing my personal information, including sensitive and health information if applicable, in accordance with the Privacy Statements included in this document and the Suncorp Group Privacy Policy; and
- will update Suncorp Bank promptly if my tax status for the purpose of FATCA / and or the Common Reporting Standard change in the future.

Signature  Date signed

Customer Number (office use only)

**Part A - Add/Delete Authorised person/s (continued)**

Full name of individual\*

Residential Address  State  Postcode

Date of birth\*

Mobile number\*  Email address

Occupation

Employer

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustees		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority	Access Type	Add	Delete
Director/Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Signature  Date signed

Customer Number (office use only)

**Part A - Add/Delete Authorised person/s (continued)**

Full name of individual\*

Residential Address  State  Postcode

Date of birth\*

Mobile number\*  Email address

Occupation

Employer

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustees		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority	Access Type	Add	Delete
Director/Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Signature  Date signed

Customer Number (office use only)

**Part A - Add/Delete Authorised person/s (continued)**

Full name of individual\*

Residential Address  State  Postcode

Date of birth\*

Mobile number\*  Email address

Occupation

Employer

Business Deposit Account Authority (including Line of Credit & Overdraft Facility)		Add	Delete
Signing Officer		<input type="checkbox"/>	<input type="checkbox"/>
Signatory		<input type="checkbox"/>	<input type="checkbox"/>
Authorised Officer		<input type="checkbox"/>	<input type="checkbox"/>
Account Information Only		<input type="checkbox"/>	<input type="checkbox"/>
Trustees		<input type="checkbox"/>	<input type="checkbox"/>
Merchant Authority		Add	Delete
Merchant - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Partial Access		<input type="checkbox"/>	<input type="checkbox"/>
Merchant - Restricted Access		<input type="checkbox"/>	<input type="checkbox"/>
Multipay Authority		Add	Delete
Multipay - Full Access		<input type="checkbox"/>	<input type="checkbox"/>
Term Loan Authority	Access Type	Add	Delete
Director/Trustee Guarantor	Transaction Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Information Only Access <input type="checkbox"/>		
Shareholder / Beneficiary Guarantee / Third Party Guarantor	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External party (unrelated to the loan)	Information Only Access <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- request that the Bank act on this authority (or any variation to it) or any cancellation of it by me / any one of us (in accordance with the Number to Sign to Open);
- confirm that where this account is operated on behalf of an entity: (1) they have provided the Bank current documents relating to the entity; and (2) they have been duly authorized to sign this authority and the account Terms and Conditions;
- have asked for a Suncorp Business Visa Debit Card and one will be issued to each account holder over 16 years of age (account holders under 16 years of age will received a Suncorp Bank Eftpos card);
- agree to Suncorp Bank collecting, using and disclosing my personal information, including sensitive and health information if applicable, in accordance with the Privacy Statements included in this document and the Suncorp Group Privacy Policy; and
- will update Suncorp Bank promptly if my tax status for the purpose of FATCA / and or the Common Reporting Standard change in the future.

Signature  Date signed

Customer Number (office use only)

Do any of the following circumstances apply?

- any applicant is a U.S. citizen, resident, partnership, corporation or trust, or otherwise governed by US tax laws; or
- any applicant has no residence for tax purposes; or
- a U.S. citizen, U.S. resident or a resident of another foreign country for tax purposes exercises control over any account holder or applicant.

No  Yes  Please complete the Foreign Tax Liability Self Certification Declaration – Entities Form

## Part B - Change 'Number to Sign to Open' or 'Number to Sign to Operate' or Add/Delete Registered Business / Trading Name (Only for Business Deposit Accounts)

### NOTE

Complete this section to change the operating authority on your business deposit account/s. If this section is not completed the existing operating authority will remain in place.

#### Change 'Number to Sign to Open' (i.e. Account Opening Authority)

- Any 1 } of the Account Owners / Authorised Persons can open and close deposit accounts and authorise changes or additions to Signatories, Authorised Persons and Operating Authorities for all accounts opened in the name of the above Non-personal entity. This Authority also extends to affecting changes to details supplied to Suncorp Bank for the Non-personal entity.
- Any 2 }

Or specify other account opening authority (optional)

#### Change 'Number to Sign to Operate' (i.e. Method of Operation)

- Any 1 } of the Account Owners / Signing Officers / Signatories can operate on the above account number in accordance with any "Special Signing Conditions". The "Account Operating Authority" above shall include signing and endorsing cheques, withdrawals, stop payment authorities and transactions with Suncorp Bank on the account except transfer or ownership.
- Any 2 }

Or specify other method of operation (optional)

#### Add/Delete Registered Business / Trading Name

Registered Business / Trading Name

Add  Delete

## Part C - Changes Authorised by

### NOTE

- For Business Deposit Account / Line of Credit / Overdraft – Account Owner/s or Authorised person/s **MUST** sign in accordance to 'Number to Sign to Open'
  - For Term Loan Account – All Borrowers and Director / Trustee Guarantors **MUST** sign
- \*\*Only 1 person is required to sign to Cancel Information Only authority.*

#### By signing and acknowledging:

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 promptly notify the Bank of any changes to my/our email address.

Name of Authorised Person

Position

Signature

Date signed

Name of Authorised Person

Position

Signature

Date signed

Name of Authorised Person

Position

Signature

Date signed

Name of Authorised Person

Position

Signature

Date signed

## 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 (e.g. 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.

## 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. If you do not want us to use and disclose your personal information for the purpose of marketing products and services to you, you should contact us and tell us.

## 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



**Business Payments - Office Use Only**

If the customer/account uses Internet Banking Business Payment ensure the following are updated.

- Add/Modify APCA ID (Mandatory for Business Payments)       Security Token  
 Internet Banking Business Payment Account/Personal Limits       Authorisation to set-up a Business Payment  
 Internet Banking Customer Relationships

**Internal use only**

Identification Details (if more than 4 attach KYC form)    **New Customers:** Complete KYC Verification    **Existing Customers:** Verify Signature

Owner/Authorised Officer 1	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Owner/Authorised Officer 2	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Owner/Authorised Officer 3	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Owner/Authorised Officer 4	Document 1		Document 2		Document 3	
Verified from	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified	<input type="checkbox"/> Original	<input type="checkbox"/> Certified
Document type						
Issuer						
Issue date (if any)						
Expiry date (if any)						
Document number (if any)						
Collection date						

Branch/Agent name

Sales officer code  Broker code

Number to Sign to open Updated (if Changed)  Number to Sign to Operate Updated (if Changed)  Special Opening Conditions updated (if Changed)

Verifier's name  User Id

Verification date

Verifier's organisation

## Processing Instructions - Office Use Only

- For **Business Deposit Accounts & Line of Credit/Overdraft Accounts** – Branch or Contact Centre to process
- For **Merchants**: forward completed form to [MerchantServices@suncorp.com.au](mailto:MerchantServices@suncorp.com.au)
- For **Multipay**: forward completed form to [Merchant.AcquiringServices@suncorp.com.au](mailto:Merchant.AcquiringServices@suncorp.com.au)
- For **Term Loans**: email form to the relevant Loans Maintenance team for processing.
  - **Retail and Small Business Loans**: [ECS@suncorp.com.au](mailto:ECS@suncorp.com.au)
  - **Business Banking Loans**: [LMCLMS@suncorp.com.au](mailto:LMCLMS@suncorp.com.au)

## Filing - Office Use Only

### Branch Only

- For **Business Deposit Accounts/Overdraft and Term Loans** (after emailing the form to relevant Loan Maintenance team) file Original form in the Branch Archive envelope in Date Order for Archiving
- For **Line of Credits** write the account/loan number at the top of the form and write an 'F' after it. Place the file in the Pickfords bag to be inserted into the loan file.
  - \*\* Note if more than 1 account is recorded on the one request, photocopy the form for each loan/account number and write on account number per form.

### Contact Centre Only

- For **Business Deposit Accounts/Line of Credits/Overdraft and Term Loans** (after emailing the form to relevant Loan Maintenance team) add a Service Request in CRM on the tax liable entity profile and attach the Original form.