

# Account Information Only Authority

## Account Details

Account name/s

### Authority

- I/We authorise the person nominated below to obtain –  
Account balances, details of transactions, statements of account, even where a fee may be applicable on the below indicated account/s.
- Please cancel the “Account Information Only” authority for the person nominated below on the following account/s:

Account number/s

   

## Details of Authorised “Account Information Only” Person

**New Customer: Complete section below in full**

**Existing Customer: Update current details**

**\*Mandatory information**

Title

Last name\*

Given name(s)\*

Customer number (Office Use Only)

**Residential address** (sorry - we can't accept PO Boxes)

Address

State

Postcode

**Postal address** (if different from above)

Address/

PO Box

State

Postcode

Daytime phone number

Work

Fax

Mobile

### Personal Details

Date of birth\*

Employer

Occupation

Residential status

- Own/Buying  Renting  With parents  Caravan  Board  Other

## Declaration & Consent by “Account Information Only” person

I understand it is an offence under the “Anti-Money Laundering & Counter Terrorism Financing Act 2006” to make a false or misleading statement.

I confirm the details supplied are correct.

By signing this authority, I agree to Suncorp Bank collecting, using and disclosing my personal information, including sensitive and health information if applicable, in accordance with the Suncorp Bank Privacy Statement included in this document and the Suncorp Group Privacy Policy.

Sometimes, Suncorp 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 below.

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

Signature of Account Information Only person

Date

### Personal Deposit Accounts – Account Owner/s or Authorised Person/s MUST Sign in accordance to “Number to Sign to Operate”

Name of Authorised Person/s

Signature/s

Name of Authorised Person/s

Signature/s

Name of Authorised Person/s

Signature/s

Name of Authorised Person/s

Signature/s

### 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 correction 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.

**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.

**OFFICE USE ONLY**

**Account Information Only Identification Details**

**New Customers – Record Identification Details**

**Existing Customers – Verify Signature**

Document Type	Document Number	Date of Issue	Place of Issue	Date of Birth	Expiry Date

**Personal Deposit – Branch to Process:**

**Processing Checklist**

**NEW SETUP**

- Customer to Account Relationship added to nominated account/s
- "Direct Market" indicator to be completed in the "Privacy Survey Page" through CRM
- Do not fax this form.** If correct signature has not been captured, obtain customer's signature on a Signature Capture form and fax to Banking Operations.

**CANCELLATION**

- Customer to Account Relationship added to nominated account/s

**Processed and Verified by**

Name  Signature

User ID  Branch/Agent name  Date

**Filing Instructions:**

For Deposit accounts File Original Form in Branch  
Archive Envelope in Date Order for Archiving