Security password application

Bank Australia

Important information for your records

When you call Bank Australia on **132 888**, you can transact on your account by choosing the following option:

- **Press 1** to speak to a consultant (Monday to Friday from 8am-8pm AEST)

Consultants are available at the Contact Centre from 8am to 8pm Monday to Friday (AEST). You can also access this service from overseas by calling **+61 3 9854 4666** or **+61 3 5127 0555**.

To transact on your account with the help of a consultant, you will require a security password for confidentiality and security reasons. Without this password, your access will be restricted to making general enquiries.

If you have a security password, you may request and authorise the following banking activities. The following banking activities cannot be authorised unless a password is provided:

a) Update personal information (address/contact numbers)

b) Open and close accounts

c) Alter, commence or cancel auto transfer (periodical payment) authorities

d) Alter existing payroll split

e) Order/cancel lost/stolen/damaged cards

f) Activate new card

g) Change the account linked to a Visa card

h) Request internet banking

i) Request eStatements

j) Reset/unlock internet banking codes

k) Complete a mortgage redraw

l) Transfer funds between different customer numbers and to other financial institutions (once-off payments)

m) Alter/provide renewal instructions or open a new term deposit

n) Partial or full redemption of a term deposit

Please retain the information above for your personal records.

Declaration

I have read the Account and access facility conditions of use, and agree to be bound by them. I have also read the privacy notification and consent to the contents therein.

Name

Customer number

Signature

Date

/ /

Please be aware that we require a physical signature on this form, once completed print off and sign before sending.

Please write your unique security password in the space below (alpha/numeric, minimum 4 characters, maximum 16 characters). Obvious words or number sequences (e.g. names, birthdays etc), as well as any passwords that include special symbols, will be rejected.

Please note that your password is similar to a PIN and, as such, should not be disclosed to anyone.