

ANZ INTERNET BANKING FOR BUSINESS MAINTENANCE FORM



This form is used for:

- Making changes to an **existing** ANZ Internet Banking for Business service. It is used to change or update the set up or access of businesses previously registered for ANZ Internet Banking for Business (i.e. currently using the service).
- If you are an existing ANZ Internet Banking for Business Customer and would like to register an additional business (i.e. different Business Name) for ANZ Internet Banking for Business please complete the ANZ Internet Banking for Business Registration Form.

Instructions:

To make changes to your existing ANZ Internet Banking for Business service as fast as possible please:

- Ensure all relevant sections of the form are completed including the Customer Agreement section (please ensure that the required representatives from the Business sign this form).
- Return the **completed and signed form** to your ANZ Representative (preferred option). Alternatively email ibfb@anz.com or fax to 1800 304 131.

If you have any questions about this form, please contact your ANZ Representative.

Please complete the sections listed next to the changes you'd like to make to your ANZ Internet Banking for Business access or set up. You will need to complete a separate maintenance form for each business/company whose ANZ Internet Banking for Business set up or access you are changing.

Change you'd like to make	Sections to complete
Changing the account your ANZ Internet Banking for Business fees are charged to	1, 2, 3 & 10
Changing the accounts you have linked to ANZ Internet Banking for Business. Note: you will also need to complete section 5 or 6 to give Administrators and/or Authorisers access to any accounts you add	1, 2, 4, 5, 6 & 10
Changing ANZ Internet Banking for Business access for existing Administrators or Authorisers	1, 2, 4, 6 & 10
Adding Administrators or Authorisers to ANZ Internet Banking for Business	1, 2, 4, 7 & 10
Removing Administrators or Authorisers from ANZ Internet Banking for Business	1, 2, 8 & 10

1. WHO IS COMPLETING THIS FORM? [BUSINESS/CUSTOMER OR ANZ REPRESENTATIVE TO COMPLETE]

Name

Phone

Email

Are you an ANZ Staff member? Yes No

If Yes, Role:

If No, can you advise who at ANZ has been assisting you regarding your ANZ Internet Banking for Business Application?

Name

Not Applicable

Branch or Business Centre Location

2. BUSINESS/CUSTOMER DETAILS

The address listed below **must** be the same as the current mailing address as listed in our ANZ systems. Please note: All ANZ Security Devices will be sent to this address. The Business Phone Number is used to assist in delivery of ANZ Security Devices.

Business/Customer Name

ABN/ACN

Business/Customer Address

Country

Business/Customer Phone Number (including country code & area code)

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3. FEE ACCOUNT

Please nominate the preferred account to which you direct ANZ to debit any applicable ANZ Internet Banking for Business fees as described in the ANZ Banking Transaction Accounts Fees and Charges Booklet. Depending on when your next fee is due, this change will be effective from the next fee date. If you are unclear on what qualifies as a valid fee account, please contact your ANZ Representative.

Account name	BSB	Account number
<input type="text"/>	<input type="text"/>	<input type="text"/>

4. ACCOUNT DETAILS

Please list the accounts you currently have or would like to have access to via ANZ Internet Banking for Business.

Number	Account name	BSB	Account number
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>

If you have or would like to add additional accounts, please copy this page and attach it to your maintenance form.

Commercial Card Billing Account

Please note: Only Commercial Card Billing Account numbers can be linked to ANZ Internet Banking for Business, not the individual card numbers.

Account Name	Account Number
<input type="text"/>	<input type="text"/>

5. ADDING OR REMOVING LINKED ACCOUNTS

Adding linked accounts

Referring to the numbers in section 4, please tick the boxes of the accounts you would like added to ANZ Internet Banking for Business access. You will also need to complete either sections 6 or 7 to give Administrators or Authorisers access to these accounts.

1 2 3 4 Commercial Card Billing Account

Removing linked accounts

Referring to the numbers in section 4, please tick the boxes of the accounts you would like removed from ANZ Internet Banking for Business access. If you are removing access to the account that your ANZ Internet Banking for Business fees are currently charged to, you will need to nominate a new fee account in section 3.

1 2 3 4 Commercial Card Billing Account

6. CHANGING ACCESS FOR EXISTING ADMINISTRATORS OR AUTHORISERS

Referring to the numbers in section 4, please tick the boxes of the accounts that you would like added to or removed from each Administrator or Authoriser's access. If you don't select any accounts to be added or removed, the accounts the Administrator or Authoriser can currently access using ANZ Internet Banking for Business won't change.

If you would like to change an Administrator or Authoriser's access level, please select a new access level. If you do not select a new access level, their existing access level will not change.

Existing User 1 Details

Current access level Administrator or Authoriser (please tick only one selection)

Customer Registration Number (CRN)	Title	Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Adding linked accounts

Referring to the account numbers in section 4, please tick the boxes of the accounts you would like added to this person's ANZ Internet Banking for Business access.

1 2 3 4 Commercial Card Billing Account

Removing linked accounts

Referring to the account numbers in section 4, please tick the boxes of the accounts you would like removed from this person's ANZ Internet Banking for Business access.

1 2 3 4 Commercial Card Billing Account

New access level Administrator or Authoriser (please tick only one selection)

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Existing User 2 Details

Current access level Administrator or Authoriser (please tick only one selection)

Customer Registration Number (CRN)

Title

Name

Adding linked accounts

Referring to the account numbers in section 4, please tick the boxes of the accounts you would like added to this person's ANZ Internet Banking for Business access.

1 2 3 4 Commercial Card Billing Account

Removing linked accounts

Referring to the account numbers in section 4, please tick the boxes of the accounts you would like removed from this person's ANZ Internet Banking for Business access.

1 2 3 4 Commercial Card Billing Account

New access level Administrator or Authoriser (please tick only one selection)

If you would like to change access for more than two Administrators and/or Authorisers, please copy this page and attach it to your maintenance form.

7. ADDING NEW ADMINISTRATORS OR AUTHORISERS

For each person listed below, you can select one of two access levels:

- **Administrator** - Applies for limits, maintains other users (including Operators*) access and can create, view and authorise transactions and create and manage PayIDs.
- **Authoriser** - Can create, view and authorise transactions.

* Operators are created by Administrators within ANZ Internet Banking for Business and therefore not listed on this form. An Operator can create and view transactions which an Administrator or Authoriser can then approve.

Administrator or Authoriser (please tick only one selection)

ANZ Internet Banking for Business (IB4B) requires enhanced security. There are two security options available:

- ANZ Shield (free security app from App Store or Google Play), each Authorised User must download the app and register via ANZ Internet Banking (eligibility criteria apply#)
- ANZ Security Device (a physical device which is posted to the business address), each Authorised User must register via ANZ Internet Banking

Please select one (1) of the following security options (please tick selection):

ANZ Shield

If selected, ANZ Shield will apply to all linked Customer Registration Numbers (CRNs), including any linked personal CRNs

ANZ Security Device

If selected, does the Authorised User already use an ANZ Security Device Yes No (please tick selection)

Please note: If you do not select one of the above, your security option will automatically default to ANZ Shield. Once registered for ANZ Shield any existing ANZ Security Device(s) will be de-registered.

Title

Name

Date of birth

Email address^

Preferred contact number (mobile)^

^Please note: The Authorised User **may** be sent their new Customer Registration Number via email and their temporary password via SMS. Please leave email and mobile number fields blank if you do not wish this to occur.

Referring to the numbers in section 4, please tick the boxes of the accounts you wish this person to access via ANZ Internet Banking for Business.

1 2 3 4 Commercial Card Billing Account

To change the businesses or your personal accounts that are linked to this CRN at any time, simply complete a Customer Registration Number (CRN) linking form which is available from your ANZ Representative or www.anz.com

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Administrator or Authoriser (please tick only one selection)

ANZ Internet Banking for Business (IB4B) requires enhanced security. There are two security options available:

- ANZ Shield (free security app from App Store or Google Play), each Authorised User must download the app and register via ANZ Internet Banking (eligibility criteria apply*)
- ANZ Security Device (a physical device which is posted to the business address), each Authorised User must register via ANZ Internet Banking

Please select one (1) of the following security options (please tick selection):

ANZ Shield

If selected, ANZ Shield will apply to all linked Customer Registration Numbers (CRNs), including any linked personal CRNs

ANZ Security Device

If selected, does the Authorised User already use an ANZ Security Device Yes No (please tick selection)

Please note: If you do not select one of the above, your security option will automatically default to ANZ Shield. Once registered for ANZ Shield any existing ANZ Security Device(s) will be de-registered.

Title Name Date of birth

Email address[^]

Preferred contact number (mobile)[^]

[^]Please note: The Authorised User **may** be sent their new Customer Registration Number via email and their temporary password via SMS. Please leave email and mobile number fields blank if you do not wish this to occur.

Referring to the numbers in section 4, please tick the boxes of the accounts you wish this person to access via ANZ Internet Banking for Business.

1 2 3 4 Commercial Card Billing Account

To change the businesses or your personal accounts that are linked to this CRN at any time, simply complete a Customer Registration Number (CRN) linking form which is available from your ANZ Representative or www.anz.com

If you would like to add additional Administrators and/or Authorisers, please copy this page and attach it to your maintenance form.

8. REMOVING ADMINISTRATORS OR AUTHORISERS

To remove Administrators or Authorisers so they can no longer access your business's accounts using ANZ Internet Banking for Business, please record their details below. If you would also like to change the authorised signatories on your accounts, please speak to your ANZ Representative.

Customer Registration Number (CRN)	Title	Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

9. IMPORTANT INFORMATION REGARDING ANZ INTERNET BANKING FOR BUSINESS

- Current Pay Anyone Payee details will not be transferred over to your new ANZ Internet Banking for Business registration and, therefore, this information will need to be re-entered. Existing information such as Pay Anyone Payee details will still be available using previous CRNs.
- All Payee details (saved in the Pay Anyone Payees List and Employee List) and BPAY® details (saved in the Biller List) will be accessible by all Administrators, Authorisers and Operators for your Business.
- Any ANZ Security Device used to access ANZ Internet Banking for Business will be sent to the mailing address for the Business set out in this form.
- The Business Phone Number is used to assist in delivery of ANZ Security Devices.

* For ANZ Shield eligibility, including device models and operating software, please visit www.anz.com/shield. If selecting ANZ Shield, once registered, ANZ Shield will be used to authorise transactions on all linked CRNs (including all personal CRNs) and any ANZ Security Device(s) will be de-registered from all linked CRNs (unless previously nominated).

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10. CUSTOMER AGREEMENT

By signing below, I/we the Customer acknowledge and agree that:

- I/we have read and understood, and agree to, all matters set out in this form.
- I/we have read, or been given the opportunity to read, and agree to, the Electronic Banking Conditions of Use (contained in the Terms and Conditions/Product Disclosure Statement for the relevant account(s)) when using ANZ Internet Banking for Business.
- Each person nominated in this form as an Administrator or Authoriser is a signatory to the specified account(s) (as reflected on the relevant account signing authority for the account) and I/we will be liable for the use of ANZ Internet Banking for Business by the signatory.
- Any person nominated as an Administrator or Authoriser in this form is authorised to carry out the functions specified in the Access Control section of the Electronic Banking Conditions of Use and any additional functions listed on anz.com in accordance with that section.
- Each person nominated as an Administrator or Authoriser can choose at any time to amend the security options previously selected within ANZ Internet Banking for Business.
- The information I/we have provided in this form is true and correct in every respect.

Who needs to sign this form:

- If you're a sole trader/proprietor, the owner.
- If you're a company, if only one sole director who is also the only company secretary, that director; if two (2) or more directors by two directors or a director and the company secretary.
- If you're in a partnership, each and every partner.
- If you're a trust, all the trustees in accordance with the trust deed.
- If you're an incorporated association, all signatories in accordance with the constitution.

Full name of signatory	Office/Title	Signature
<input type="text"/>	<input type="text"/>	<input type="text"/>
Full name of signatory	Office/Title	Signature
<input type="text"/>	<input type="text"/>	<input type="text"/>
Full name of signatory	Office/Title	Signature
<input type="text"/>	<input type="text"/>	<input type="text"/>

11. CHECKLIST - IS YOUR FORM READY TO GO?

Before returning your maintenance form please ensure you have:

- Completed your business details in section 2 (and used a separate maintenance form for each business/company whose ANZ Internet Banking for Business set up or access you are changing)
- Completed the sections that relate to the change(s) you would like to make. The sections you need to complete for each change are listed at the start of this form
- Only requested Administrator or Authoriser access for accounts the person listed is a signatory for
- Had the appropriate people sign the form on behalf of your business in section 10.



Please Return the **completed and signed form** to your ANZ Representative (preferred option). Alternatively email ibfb@anz.com or fax to 1800 304 131.