

Fill out this form to make changes to your existing ANZ Internet Banking. Complete the sections listed next to the changes you'd like to make. Once you have completed all required sections of this form, send the original copy to your local ANZ branch. This form can be completed online and printed for signing. If you are not completing this form online, print in BLOCK LETTERS.

If you require assistance in completing this form, contact ANZ Internet Banking Support.

**CHANGE YOU'D LIKE TO MAKE**

**SECTIONS TO COMPLETE**

Change your security code for ANZ Internet Banking	1, 2 and 7
Change the ANZ accounts you have linked to ANZ Internet Banking	1, 3 and 7
Amend your Daily Limit for ANZ Internet Banking	1, 4 and 7
Cancel your registration to ANZ Internet Banking	1, 5 and 7

**SECTION 1: CUSTOMER DETAILS**

Title	Full name		
Telephone number		Mobile number	
Date of Birth	<input type="text"/>	<input type="text"/>	<input type="text"/>

**SECTION 2: SECURITY CODE**

To update your ANZ Internet Banking security code which is required when contacting ANZ Internet Banking Support regarding ANZ Internet Banking, enter a new security code below. Your security code can be letters or numbers or a combination of both.

**Security code** (between 6 to 14 characters)

(Fold and staple this section to ensure privacy)

**Note:**

This is **not** your ANZ Internet Banking password.

If you are also registered for ANZ Internet Banking as an authorised user or business contact person of a business account holder, then you must also use this security code when contacting ANZ Internet Banking Support in relation to accounts linked to ANZ Internet Banking of the business account holder.

**SECTION 3: ACCOUNT(S) DETAILS**

In this section, you can add, maintain and remove ANZ accounts you would like to be linked to the primary account on ANZ Internet Banking.

You must also nominate:

- (a) one (1) account to be the primary account, the address of which will be used to confirm your registration and any future changes to your ANZ Internet Banking access. This is only required when removing an account that is currently the primary account;
- (b) the Access Level for each ANZ account linked to the primary account on ANZ Internet Banking, which can either be:
  - (i) **Value:** For ANZ accounts where you have single signing authority, you can fully transact alone on the nominated ANZ account on ANZ Internet Banking;
  - (ii) **Non-Value:** For ANZ accounts that are held jointly with one or more persons and you do not have single signing authority, you may not transact alone but can only view information about the nominated ANZ account on ANZ Internet Banking.

**Note:**

ANZ accounts that you do not currently have authority to access should not be listed below. Contact ANZ for further assistance.

# ANZ INTERNET BANKING PERSONAL MAINTENANCE FORM

## ACCOUNT 1

Amendment type  Add  Maintain  Remove

Account name  Account number

### Linked account settings

(Tick applicable boxes,  
N/A when removing account)

### Access Level

Value OR  Non-Value

### Primary account

Make primary account

## ACCOUNT 2

Amendment type  Add  Maintain  Remove

Account name  Account number

### Linked account settings

(Tick applicable boxes,  
N/A when removing account)

### Access Level

Value OR  Non-Value

### Primary account

Make primary account

## ACCOUNT 3

Amendment type  Add  Maintain  Remove

Account name  Account number

### Linked account settings

(Tick applicable boxes,  
N/A when removing account)

### Access Level

Value OR  Non-Value

### Primary account

Make primary account

## ACCOUNT 4

Amendment type  Add  Maintain  Remove

Account name  Account number

### Linked account settings

(Tick applicable boxes,  
N/A when removing account)

### Access Level

Value OR  Non-Value

### Primary account

Make primary account

If you have or would like to add additional accounts, copy this page as required, correctly renumber the accounts and attach the pages to this maintenance form.

## SECTION 4: DAILY LIMIT

Your Daily Limit is the maximum daily cumulative amount for all transactions initiated through ANZ Internet Banking, excluding bill payments, funds transfers between your linked ANZ accounts denominated in the same currency and cross currency transfer requests. A default Daily Limit as specified on your ANZ Internet Banking Personal Registration Form will apply or you can request a different Daily Limit by completing the box below for the country where your primary account is held. ANZ reserves the right to lower the Daily Limit to match account permissions.

Country	Requested Daily Limit
<input type="text" value="Cook Islands"/>	<input type="text"/>
<input type="text" value="Fiji"/>	<input type="text"/>
<input type="text" value="Solomon Islands"/>	<input type="text"/>
<input type="text" value="Tonga"/>	<input type="text"/>

Speak to your ANZ Relationship Manager, or contact us via Bank Mail, should you wish to change your Daily Limit.

## SECTION 5: CANCELLATION OF ANZ INTERNET BANKING

Tick the box below if you wish to cancel your access to ANZ Internet Banking.

Cancel my access to ANZ Internet Banking

# ANZ INTERNET BANKING PERSONAL MAINTENANCE FORM

## SECTION 6: CONFIDENTIAL INFORMATION AND PRIVACY

Information you provide to Australia and New Zealand Banking Group Limited ("ANZ") will be kept strictly confidential and will be securely held by ANZ and/or by any ANZ Group Member which term includes ANZ's head office and its branches, agents, representative offices, regional offices or affiliates, or any related corporation of ANZ anywhere in the world ("ANZ Group Member").

ANZ will collect and use some of your information, including details about your transactions, your financial conditions, your account relationship with ANZ and /or your account(s) (herein collectively referred to as "Information").

ANZ may, to the extent permitted law, collect your Information:

- to assist in providing Information about a product or service;
- to consider your request for a product or service;
- to enable ANZ to provide a product or service;
- to tell you about other products or services that may be of interest to you;
- to perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring, staff training and market or customer satisfaction research);
- to prevent and investigate any fraud or crime (or a suspected fraud or crime); and
- as required by relevant laws, regulations and external payments systems, whether inside or outside the country where you live or where your account is held.

If you do not provide some or all of the information requested, ANZ may be unable to provide you with a product or service.

### Disclosures by ANZ

To the extent permitted by law, by applying for the product or service, you agree that ANZ may use and disclose your Information to:

- you, co-borrowers, your agents, authorised signatories, or customers you are an authorised signatory for;
- your parents or guardians — if you're under 18 years old;
- guarantors of any money you owe us;
- brokers, custodians and other parties who introduced you to ANZ, are acting on your behalf, or are otherwise financially advising you;
- any ANZ Group Member;
- any service provider, agent or contractor which ANZ or any ANZ Group Member engages to carry out or assist its banking functions activities and services — for example, mail houses, market research companies, cloud-service providers or data analysis companies;
- marketing companies;
- supervisors and advisors of our schemes;
- any credit reporting company or debt recovery agencies;
- regulatory bodies, government agencies, law enforcement bodies, taxation authorities and courts within and outside the country where you live or where your account is held;
- other parties ANZ is authorised or required to disclose information to by law of the country where you live or where your account is held or by law of another country;
- any reputable companies or organisations we have a continuing relationship with — including those we jointly offer products and services with, or anyone who offers loyalty programmes or services related to our accounts, products, or services;
- other banks and financial institutions — if required when you send money from your account or receive money into it, to confirm or investigate the transaction, and for verification and investigation into such transactions;
- your authorised agents or your executor, administrator or legal representative;
- any person where in ANZ's view, disclosures are necessary or desirable for the purpose of allowing ANZ to perform its duties and exercise its powers and rights under:
  - the ANZ Savings & Transactions Products Terms and Conditions,
  - the ANZ Electronic Banking Conditions and
- any person or entity assisting us to investigate any concerns or complaints or manage any legal action; and
- any other person or organisation as allowed by applicable law.

You agree and acknowledge that any ANZ Group Member may, to the extent permitted by law, transfer any Information to any party referred to above to whom it is authorised to disclose the Information even though that party's principal place of business is outside the country where you live or where your account is held or that such information will be collected, held, processed or used by such party in whole or in part outside the country where you live or where your account is held.

To the extent permitted by law, you may access your Information by enquiring at any ANZ branch and you may also request that it be corrected. A fee may be payable if you ask us to do this.

# ANZ INTERNET BANKING PERSONAL MAINTENANCE FORM

## SECTION 7: CUSTOMER AGREEMENT

By signing below, I acknowledge and agree that:

- (1) I have been given a copy of the ANZ Electronic Banking Conditions at the time of my application for ANZ Internet Banking;
- (2) I will be bound by the ANZ Electronic Banking Conditions when using ANZ Internet Banking and acknowledge that I have read, understood and accepted those ANZ Electronic Banking Conditions;
- (3) I warrant that I am above 18 years of age and acknowledge that ANZ reserves the right to immediately terminate my ANZ Internet Banking access in the event that such access was mistakenly provided to a person under 18 years of age;
- (4) The contents of this maintenance form are true and correct and that my signature below is evidence of my understanding of and consent to all matters set out in this maintenance form, including the Confidential Information and Privacy statement above.

The ANZ Electronic Banking Conditions can be accessed online on ANZ's website, at any branch and when you first log in to ANZ Internet Banking.

Full name

Signature

Date

## BANK USE ONLY

User ID	Customer number	<input type="checkbox"/> Account mandates checked	
<input type="text"/>	<input type="text"/>		
Signatures verified by	Increase in daily limit approved by	Forwarded to DCM by	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
Name and phone number of person completing form	Email of person completing this form		
<input type="text"/>	<input type="text"/>		

## DCM USE

Date received	Actioned by	Date actioned	Checked by
<input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text"/>	<input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text"/>