



# ANZ Internet Banking Business Maintenance Form

Please fill out this form to make changes to the Entity's ANZ Internet Banking service. Please complete the sections listed next to the changes you would like to make to your ANZ Internet Banking set up or access. Once you have completed the relevant sections, please send the original copy of this form to your local ANZ branch or office. The address details for your local ANZ branch or office is located on the last page of this form. You will need to complete a separate maintenance form for each entity whose ANZ Internet Banking set up or access you are changing.

ANZ's provision of ANZ Internet Banking is subject to regulatory approval and therefore may not be available in the jurisdiction in which your ANZ accounts are held and opened with ANZ at the time of your completion of this form. ANZ will notify you as and when the service is available in your jurisdiction. Please contact your ANZ branch for full details. ANZ recommends that you read the instructions for each section carefully. If you require assistance in completing this form or do not understand any aspect of this form please contact your ANZ Relationship Manager, or the ANZ Internet Banking Support Centre on toll-free number +800 6622 3388, 7am-midnight Singapore Standard Time, Monday to Friday (call rates may apply for mobile and payphones). International callers please dial +65 6506 1500 (international call rates may apply).

(Please print in BLOCK LETTERS)

**Change you would like to make** (please tick the box(es) that apply)

**Sections to complete**

<input type="checkbox"/> Changing your business e-mail address	1, 2 and 10
<input type="checkbox"/> Changing your business contact person	1, 3 and 10
<input type="checkbox"/> Changing the ANZ accounts you have linked to ANZ Internet Banking	1, 4 and 10
<input type="checkbox"/> Changing ANZ Internet Banking access for existing Authorised Users	1, 5 and 10
<input type="checkbox"/> Adding Authorised Users to ANZ Internet Banking	1, 5 and 10
<input type="checkbox"/> Removing Authorised Users from ANZ Internet Banking	1, 6 and 10
<input type="checkbox"/> Amending your Business Limit	1, 7 and 10
<input type="checkbox"/> Cancelling your registration to ANZ Internet Banking	1, 8 and 10

## Section 1 – Customer Details

Name of Entity:	
Business or Company Registration Number:	

## Section 2 – Business e-mail address

Please list a new contact e-mail address for the business.

Business e-mail address:	
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## Section 3 – Business contact person

Please nominate a new contact person who is authorised by you to speak to ANZ about ANZ Internet Banking.

Contact name:	
Contact telephone number (including country and area codes):	

Please nominate below an ANZ Internet Banking Security Code for the contact person. This security code is required when contacting the ANZ Internet Banking Support Centre regarding ANZ Internet Banking. The security code can be letters or numbers, or a combination of both.

Security Code (between 6 to 16 characters):

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**Fold this section inwards to ensure privacy**



# ANZ Internet Banking Business Maintenance Form (cont.)

## Section 4 – Account(s) linking to ANZ Internet Banking

In this section, you can add, maintain and remove ANZ accounts the Entity would like to be linked on ANZ Internet Banking by selecting the relevant options below. Subject to regulatory approval, these ANZ accounts may be based in China, Hong Kong, Japan, Philippines, Singapore or Taiwan. ANZ does not guarantee that all ANZ accounts listed below will be linked on ANZ Internet Banking and/or when they will be linked on ANZ Internet Banking. ANZ will notify you in writing as and when the ANZ account(s) listed below has been successfully linked on ANZ Internet Banking.

For each ANZ account, you must also nominate:

- (a) one (1) account to be the Prime Account. **This is only required when removing an account that is currently the Prime Account.** The mailing address for this account will also be used for all correspondence related to the ANZ Internet Banking service. ANZ reserves the right to select a different Prime Account from the nominated accounts in Section 4 to ensure compliance with the rules outlined below and the ANZ Internet Banking Terms and Conditions;
- (b) the Access Level for each ANZ account linked on ANZ Internet Banking, which can either be:
  - (i) **Value:** can fully operate and transact on the nominated ANZ account on ANZ Internet Banking;
  - (ii) **Non-Value:** can only view information about the nominated ANZ account on ANZ Internet Banking.

**Please note:**

- › ANZ accounts that the Entity does not currently have authority to access should not be listed below. Please contact ANZ for further assistance.
- › If one or more accounts opened and held with ANZ in Singapore are to be linked on ANZ Internet Banking, one of those accounts must be nominated as the Prime Account.

### Account 1

**Amendment type** (please tick)  Add  Maintain  Remove

Account name:			
Account number (max 11 digits):		Currency:	
Branch where account is held:		Office use:	

**Linked account settings**  
(please tick applicable boxes – N/A when removing account)

Prime account:  Make Prime Account

Access level:  Value - OR -  Non-Value

### Account 2

**Amendment type** (please tick)  Add  Maintain  Remove

Account name:			
Account number (max 11 digits):		Currency:	
Branch where account is held:		Office use:	

**Linked account settings**  
(please tick applicable boxes – N/A when removing account)

Prime account:  Make Prime Account

Access level:  Value - OR -  Non-Value

### Account 3

**Amendment type** (please tick)  Add  Maintain  Remove

Account name:			
Account number (max 11 digits):		Currency:	
Branch where account is held:		Office use:	

**Linked account settings**  
(please tick applicable boxes – N/A when removing account)

Prime account:  Make Prime Account

Access level:  Value - OR -  Non-Value



# ANZ Internet Banking Business Maintenance Form (cont.)

## Account 4

Amendment type (please tick)  Add  Maintain  Remove

Account name:			
Account number (max 11 digits):		Currency:	
Branch where account is held:		Office use:	

### Linked account settings

(please tick applicable boxes  
– N/A when removing account)

Prime account:  Make Prime Account  
Access level:  Value - OR -  Non-Value

If more than four account changes are required, copy this section and Section 5 as required, correctly renumber the accounts and attach the pages to this form.

## Section 5 – Adding Authorised Users and changing access for existing Authorised Users

For each person listed below, please select:

Where possible, ANZ will endeavour to link the selected ANZ accounts below to a single ANZ Internet Banking User ID for each Authorised User. If this is not possible, ANZ may issue the Authorised User with multiple ANZ Internet Banking User IDs. If multiple ANZ Internet Banking User IDs are required, please complete separate ANZ Internet Banking - Authorised User Registration forms listing only the ANZ accounts to be linked on ANZ Internet Banking registration.

**Please note:** Due to regulatory requirements, ANZ accounts opened and held with ANZ in Japan and certain accounts opened and held with ANZ in Singapore will be linked to separate ANZ Internet Banking User IDs.

- (1) whether you wish to add or maintain this person as an Authorised User;
- (2) the Function Level;
- (3) the ANZ accounts you wish this person to access on ANZ Internet Banking;
- (4) the Access Level for each ANZ account this person is authorised to access on ANZ Internet Banking; and
- (5) the Authorisation Limit if this person is permitted to authorise transactions on ANZ Internet Banking.

### Function Levels

- › Authorised Signatory (Level 1) – Can view, initiate and authorise transactions on ANZ Internet Banking;
- › Authorised Signatory (Level 2) – Can view and authorise transactions on ANZ Internet Banking;
- › Business Administrator (Level 1) – Can set up Business Operators\*, view, initiate and authorise transactions on ANZ Internet Banking;
- › Business Administrator (Level 2) – Can set up Business Operators\*, view and initiate transactions on ANZ Internet Banking;
- › Business Administrator (Level 3) – Can set up Business Operators\*, and view transactions on ANZ Internet Banking.

\* Business Operators are created by Business Administrators within ANZ Internet Banking and therefore not listed on this form. Business Operators are permitted to view transactions or view and initiate transactions on ANZ Internet Banking only.

### Access levels

- › Value – Can fully operate and transact on the nominated ANZ accounts on ANZ Internet Banking, subject to the Authorised User's Authorisation Limit and multiple authorisation requirements nominated by the account holder for authorisations of transactions.
- › Non-value – Can only view information about the nominated ANZ accounts on ANZ Internet Banking.

### Authorisation Limit

This is the maximum limit (per transaction) that applies to transactions authorised by the Authorised User on ANZ Internet Banking. The Authorisation Limit is the lesser value of the applicable amount referred to in Section 7; or the lowest limit granted to the Authorised User under each Account Authority that is held by ANZ for the accounts listed in Section 4.

Total requested number of new Authorised Users:	<input type="text"/>
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### Adding Authorised Users

#### Please note:

- › Each Authorised User added MUST also complete an ANZ Internet Banking – Authorised User Registration form. For security purposes ANZ recommends each form is sent separately.



# ANZ Internet Banking Business Maintenance Form (cont.)

- › If there are insufficient Authorised Users assigned to authorise transactions, certain ANZ Internet Banking features may be unavailable.
- › All Authorised Users (excluding Business Operators) must:
  - (a) be signatories to the ANZ account(s) specified in this form (as reflected on the relevant account authority for each ANZ account); and
  - (b) satisfy ANZ's customer identification and verification requirements.

You need only select the details you want to change. If you added an account in section 4, you will need to amend any Authorised User you want to be able to access the account on ANZ Internet Banking.

**Authorised User 1**

Add new Authorised User       Maintain existing Authorised User

Existing ANZ Internet Banking User ID: \_\_\_\_\_

Surname:		First/given name(s):	
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**Function Level** (please tick only one)

<input type="checkbox"/> Authorised Signatory (Level 1) [CI]	<input type="checkbox"/> Business Administrator (Level 1) [AV]
<input type="checkbox"/> Authorised Signatory (Level 2) [CA]	<input type="checkbox"/> Business Administrator (Level 2) [AI]
	<input type="checkbox"/> Business Administrator (Level 3) [AA]

**Authorised User's account access**

Referring to the ANZ accounts listed in section 4, please set out the **new additions** and **changes** to the ANZ account(s) you wish this person to access on ANZ Internet Banking, including the Access Level.

Branch where account is held	Account number	Currency	Value	Non-Value	Remove
<i>Eg. Singapore</i>	<i>Eg. 123456 12345</i>	<i>Eg. SGD</i>	<i>Eg. ✓</i>		

**Authorisation Limit**

Select one of the following options to set the Authorisation Limit.

Not required for Business Administrator (Level 2 & 3).

- As per Account Authorities held by ANZ (ANZ will apply the lowest limit applicable for ANZ accounts selected above)
- Other: \_\_\_\_\_ (Must be lower than the Business Limit referred to in section 7 or the lowest limit applicable for the ANZ accounts selected above as per Account Authorities held by ANZ)

**Authorised User 2**

Add new Authorised User       Maintain existing Authorised User

Existing ANZ Internet Banking User ID: \_\_\_\_\_

Surname:		First/given name(s):	
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**Function Level** (please tick only one)

<input type="checkbox"/> Authorised Signatory (Level 1) [CI]	<input type="checkbox"/> Business Administrator (Level 1) [AV]
<input type="checkbox"/> Authorised Signatory (Level 2) [CA]	<input type="checkbox"/> Business Administrator (Level 2) [AI]
	<input type="checkbox"/> Business Administrator (Level 3) [AA]



# ANZ Internet Banking Business Maintenance Form (cont.)

## Authorised User's account access

Referring to the ANZ accounts listed in section 4, please set out the **new additions** and **changes** to the ANZ account(s) you wish this person to access on ANZ Internet Banking, including the Access Level.

Branch where account is held	Account number	Currency	Value	Non-Value	Remove

### Authorisation Limit

Select one of the following options to set the Authorisation Limit.

Not required for Business Administrator (Level 2 & 3).

As per Account Authorities held by ANZ  
(ANZ will apply the lowest limit applicable for ANZ accounts selected above)

Other: \_\_\_\_\_  
(Must be lower than the Business Limit referred to in section 7 or the lowest limit applicable for the ANZ accounts selected above as per Account Authorities held by ANZ)

## Authorised User 3

Add new Authorised User

Maintain existing Authorised User

Existing ANZ Internet Banking User ID: \_\_\_\_\_

Surname:		First/given name(s):	
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**Function Level**  
(please tick only one)

Authorised Signatory (Level 1) [CI]

Business Administrator (Level 1) [AV]

Authorised Signatory (Level 2) [CA]

Business Administrator (Level 2) [AI]

Business Administrator (Level 3) [AA]

## Authorised User's account access

Referring to the ANZ accounts listed in section 4, please set out the **new additions** and **changes** to the ANZ account(s) you wish this person to access on ANZ Internet Banking, including the Access Level.

Branch where account is held	Account number	Currency	Value	Non-Value	Remove

### Authorisation Limit

Select one of the following options to set the Authorisation Limit.

Not required for Business Administrator (Level 2 & 3).

As per Account Authorities held by ANZ  
(ANZ will apply the lowest limit applicable for ANZ accounts selected above)

Other: \_\_\_\_\_  
(Must be lower than the Business Limit referred to in section 7 or the lowest limit applicable for the ANZ accounts selected above as per Account Authorities held by ANZ)



# ANZ Internet Banking Business Maintenance Form (cont.)

## Authorised User 4

Add new Authorised User       Maintain existing Authorised User

Existing ANZ Internet Banking User ID: \_\_\_\_\_

Surname: \_\_\_\_\_ First/given name(s): \_\_\_\_\_

**Function Level**  
(please tick only one)

Authorised Signatory (Level 1) [CI]

Business Administrator (Level 1) [AV]

Authorised Signatory (Level 2) [CA]

Business Administrator (Level 2) [AI]

Business Administrator (Level 3) [AA]

### Authorised User's account access

Referring to the ANZ accounts listed in section 4, please set out the **new additions** and **changes** to the ANZ account(s) you wish this person to access on ANZ Internet Banking, including the Access Level.

Branch where account is held	Account number	Currency	Value	Non-Value	Remove

### Authorisation Limit

Select one of the following options to set the Authorisation Limit.

Not required for Business Administrator (Level 2 & 3).

As per Account Authorities held by ANZ  
(ANZ will apply the lowest limit applicable for ANZ accounts selected above)

Other: \_\_\_\_\_  
(Must be lower than the Business Limit referred to in section 7 or the lowest limit applicable for the ANZ accounts selected above as per Account Authorities held by ANZ)

## Section 6 – Removing Authorised Users

To remove Authorised Users so they can no longer access your ANZ accounts on ANZ Internet Banking, please record their details below. If you would like to change the authorised signatories on your ANZ accounts, please speak to your ANZ Relationship Manager.

**Please note:** Changes to Business Operators must be made by a Business Administrator within ANZ Internet Banking.

Existing ANZ Internet Banking User ID	Functional Level	Full name



# ANZ Internet Banking Business Maintenance Form (cont.)

## Section 7 – Business limit

This is the maximum daily cumulative amount for all transactions initiated by all Authorised Users through ANZ Internet Banking, excluding funds transfers between linked ANZ accounts in the same country and denominated in the same currency. Please select below to enable the Standard Business Limit, Non-Value Access, or to discuss your Business Limit with ANZ.

The Business Limit is indicated in the local currency of the country where your ANZ Internet Banking Prime Account is opened and held with ANZ. Where you have accounts in more than one country, ANZ will apply the lowest currency equivalent Business Limit value. If the Entity requires different limits for each country, we recommend submitting separate registrations where required. ANZ also reserves the right to implement a lower Business Limit to honour account permissions.

Country of Prime Account	Standard Business Limit
China	RMB1,187,500
Hong Kong	HKD1,357,500
Japan	JPY17,515,000
Philippines	PHP8,227,500
Singapore	SGD257,500
Taiwan	TWD499,999

Standard Business Limit

Non-Value Access

ANZ to contact and discuss limit

## Section 8 – Cancellation of ANZ Internet Banking service

Please tick the box below if you wish to cancel the Entity's, including the nominated Authorised Users', registration and access to the nominated ANZ accounts on ANZ Internet Banking.

Cancel ANZ Internet Banking service

## Section 9 – Confidential Information and Privacy

By applying for and continuing to use the ANZ Internet Banking service, ANZ is likely to 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 explains below when and how ANZ may collect and use your Information.

### Collection of your Information by ANZ

ANZ may, to the extent permitted by 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 or investigate any fraud or crime (or a suspected fraud or crime); and as required by relevant laws, regulations and external payment systems.

### Absence of relevant Information

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

Subject to ANZ's general duties of confidentiality towards ANZ's customers and to the extent permitted by law, by applying for and continuing to use the ANZ Internet Banking service, you agree that ANZ may use and disclose your Information to: any branch or agent of ANZ, including 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"); any office, branch, affiliate, subsidiary, employee or agent of an ANZ

Group Member or to its auditors or legal advisers; credit reporting or debit collecting agencies; any outsourced provider, agents and contractors which ANZ or any ANZ Group Member engages to carry out or assist its banking functions and activities, including the ANZ Internet Banking service; regulatory bodies, government agencies, law enforcement bodies and courts; other parties ANZ is authorised or required by law to disclose Information to; other banks and financial institutions; your authorised agents or your executor, administrator or legal representative; any person where in ANZ's view, the disclosure is necessary or desirable for the purpose of allowing ANZ to perform its duties and exercise its powers and rights under these Terms and Conditions; and any person as ANZ shall in its absolute discretion think fit.

You further agree and acknowledge that any ANZ Group Member may, to the extent permitted by law, transfer any of the above Information to any party to whom it is authorised to disclose the same referred to above notwithstanding that such party's principal place of business is outside the jurisdiction in which you are domiciled or that such Information will be collected, held, processed or used by such party in whole or in part outside the jurisdiction in which you are domiciled.

### Accessing your Information held by ANZ

To the extent permitted by law, you may access and request correction of your Information at any time by asking to do so at any ANZ branch.

This clause applies in addition to any Privacy Statement which ANZ may issue to you in the jurisdiction in which your account is opened and held with ANZ at Account Opening or notified by ANZ from time to time.



# ANZ Internet Banking Business Maintenance Form (cont.)

## Section 10 – Customer Agreement

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

- (1) I/we and my/our Authorised Users will be bound to the ANZ Internet Banking Terms and Conditions when using the ANZ Internet Banking service and acknowledge that I/we and my/our Authorised Users have been given an opportunity to read, understand and accept the same;
- (2) I/we (as the entity named on this form) are liable for the use of ANZ Internet Banking by my/our Authorised Users and that I/we are responsible for ensuring that each Authorised User complies with all obligations imposed on me/us and my/our Authorised Users under the ANZ Internet Banking Terms and Conditions;
- (3) I/we warrant that:
  - (a) in the case that the Entity is a company or an incorporated body, a resolution was passed in accordance with the Entity's Constitution or Memorandum of Association: or
  - (b) I/we are duly authorised;
 to request the changes noted on this form to be made for the use of ANZ Internet Banking subject to the ANZ Internet Banking Terms and Conditions;
- (4) I/we agree that the contents of this form are true and correct and that my/our signature below evidence my understanding of and consent to all matters set out in this form, including the Confidential Information and Privacy statement above.

The ANZ Internet Banking Terms and Conditions can be accessed online on ANZ's website, at any ANZ branch and at initial log on of ANZ Internet Banking.

SIGNED for and on behalf of the Customer by:

Signature/chop of Authorised Officer 1:	Signature/chop of Authorised Officer 2:
Print name of Authorised Officer 1:	Print name of Authorised Officer 2:
Position of Authorised Officer 1:	Position of Authorised Officer 2:
Date signed:	Date signed:

ANZ Use Only			
CDB No.	<input type="text"/>	Branch	<input type="text"/>
Actioned by	<input type="text"/>	Date Actioned	<input type="text"/>
Verified by	<input type="text"/>	Date Verified	<input type="text"/>



# ANZ Internet Banking Business Maintenance Form (cont.)

## ANZ branch and office addresses

To help ensure this form is received and processed by ANZ promptly, please send this form to the branch or office where your Prime Account is located.

All mail must be addressed to **ATTN: ANZ Internet Banking Registrations**

<b>China</b>	<i>Beijing</i> ANZ Beijing Branch 17th Floor, Tower 2, Beijing Bright China Chang An Building No. 7 Jianguomen Nei Avenue Dong Cheng District Beijing, P.R. China 100005	<i>Shanghai</i> ANZ Shanghai Branch 22F Raffles City, 268 Xizang Middle Road Shanghai, P.R. China 200001
<b>Hong Kong</b>	ANZ Banking Group Limited 31F One Exchange Square 8 Connaught Place Central Hong Kong	
<b>Japan</b>	<i>Tokyo</i> Corporate and Institutional Banking Australia and New Zealand Banking Group Limited, Tokyo Branch 33rd Floor, Marunouchi Building 4-1 Marunouchi 2-chome, Chiyoda-ku, Tokyo 100-6333 JAPAN	<i>Osaka</i> Australia and New Zealand Banking Group Limited, Osaka Branch 17th Floor, Hilton Plaza West Office Tower 2-2 Umeda 2-chome, Kita-ku, Osaka 530-0001 JAPAN
<b>Philippines</b>	ANZ Operations Level 9 MCC Centre 6778 Ayala Avenue Makati City Philippines	
<b>Singapore</b>	1 Raffles Place #32-00 OUB Centre Singapore 048616	
<b>Taiwan</b>	Suite 1208 12th Floor, 333 Keelung Road, Section 1 Taipei 11012 Taiwan	