



ANZ Internet Banking Personal Maintenance Form

Please fill out this form to make changes to your existing ANZ Internet Banking service. Please complete the sections listed next to the changes you would like to make. Once you have completed all relevant sections of this form, please send the original copy 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.

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 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)

Change you would like to make	Sections to complete
<input type="checkbox"/> Changing your Security Code for ANZ Internet Banking	1, 2 and 7
<input type="checkbox"/> Changing the ANZ accounts you have linked to ANZ Internet Banking	1, 3 and 7
<input type="checkbox"/> Amending your Daily Limit for ANZ Internet Banking	1, 4 and 7
<input type="checkbox"/> Cancelling your registration to ANZ Internet Banking	1, 5 and 7

Section 1 – Customer Details

Existing ANZ Internet Banking User ID:	
Salutation (please circle):	<input type="checkbox"/> MR <input type="checkbox"/> MRS <input type="checkbox"/> MS <input type="checkbox"/> MISS <input type="checkbox"/> DR <input type="checkbox"/> PROF
Surname:	
Given name(s):	
Preferred name:	
Contact telephone number (including country and area codes):	
Mobile phone number (including country code):	
E-mail address (optional):	

Section 2 – Security Code

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

Security Code (between 6 to 16 characters):

Fold this section inwards to ensure privacy

Section 3 – Account(s) Details

In this section, you can add, maintain and remove ANZ accounts you would like to be linked on ANZ Internet Banking. 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 3 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.



ANZ Internet Banking Personal Maintenance Form (cont.)

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.
- › Business ANZ accounts, or ANZ accounts that you do not currently have authority to access should not be listed below. Please contact ANZ for further assistance.
- › If one or more ANZ accounts opened and held with ANZ in Singapore are to be linked, one of these accounts must be nominated as the Prime Account.
- › For ANZ Accounts listed below that are held jointly with one or more persons and are not single signing authority, you may not transact on those accounts but can only view information about those accounts on ANZ Internet Banking only (Non-Value Access).

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

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, please copy this page as required, correctly renumber the accounts and attach the pages to this form.



ANZ Internet Banking Personal Maintenance Form (cont.)

Section 4 – Daily limit

This is the maximum daily cumulative amount for all transactions initiated through ANZ Internet Banking, excluding funds transfers between your linked ANZ accounts in the same country and denominated in the same currency. Please select below either the Default Maximum Limit, or to select Non-Value Access.

The Daily Limit enabled is in the local currency of the country where your nominated Prime Account is opened and held with ANZ. Where you have accounts in more than one country, ANZ will apply the lowest currency equivalent value. ANZ also reserves the right to implement a lower Daily Limit to honour account permissions.

Country of Prime Account	Daily Limit
China	RMB118,750
Hong Kong	HKD135,750
Japan	JPY1,751,500
Philippines	PHP822,750
Singapore	SGD25,750
Taiwan	TWD499,999

Default Maximum Limit Non-Value Access

Section 5 – Cancellation of ANZ Internet Banking service

Please tick the box below if you wish to cancel your registration and access to the ANZ accounts nominated on this form on ANZ Internet Banking.

Cancel my ANZ Internet Banking service

Section 6 – 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 Personal Maintenance Form (cont.)

Section 7 – Customer Agreement

By signing below, I acknowledge and agree that:

- (1) I will be bound to the ANZ Internet Banking Terms and Conditions when using the ANZ Internet Banking service and acknowledge that I have been given an opportunity to read, understand and accept the same;
- (2) I agree that the contents of this form are true and correct and that my 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.

Customer's Signature:	
Customer's Full Name:	
Date signed:	

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**

China	<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
Hong Kong	ANZ Banking Group Limited 31F One Exchange Square 8 Connaught Place Central Hong Kong	
Japan	<i>Tokyo</i> Personal Banking Australia and New Zealand Banking Group Limited 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
Philippines	ANZ Operations Level 9 MCC Centre 6778 Ayala Avenue Makati City Philippines	
Singapore	1 Raffles Place #32-00 OUB Centre Singapore 048616	
Taiwan	Suite 1208 12th Floor, 333 Keelung Road, Section 1 Taipei 11012 Taiwan	

ANZ Use Only

CDB No.		Branch	
Actioned by		Date Actioned	
Verified by		Date Verified	