



HOW TO ACCESS AND COMPLETE THE

# ANZ BUSINESS ONE MAINTENANCE FORM

To make changes to your ANZ Business One account, you need to complete an ANZ Business One Maintenance Form. The below guide walks you through how to open and complete this smart form.



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**Before you get started**

Install [Adobe Acrobat Reader](#) (if you don't already have it on your computer). You'll need this free PDF viewer to complete the form.

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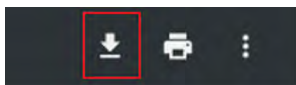
## OPENING THE FORM

- 1 Click on [ANZ Business One Maintenance Form](#) (hint: you can also find the form [here](#)).
- 2 The form should download automatically. If it doesn't or if sections are missing and an error message appears, then please download manually.

### TO DOWNLOAD MANUALLY:

#### Google Chrome browser

Select the 'download' icon in the top right corner of the browser.



#### Microsoft Edge web browser

Select the 'save' icon in the top right corner of the browser.



#### Other browsers

Refer to your browser support for instructions on how to download files.

- 3 Save to your computer's local drive (e.g., Desktop or Documents).
- 4 Open the saved file with Adobe Acrobat Reader (hint: if Acrobat Reader isn't your default PDF viewer, right-click on the file to open with the Adobe Acrobat Reader application). Always download a new form for each request and do not use previously saved desktop forms to ensure the latest version is applied and correct dropdown boxes are selected for specific requests.



## COMPLETING THE FORM

The ANZ Business One Maintenance Form is a smart form, which means the fields within the form can change depending on your answers.

If you select the 'Make changes to existing account' radio button on page 1, a list of options will appear beneath the button. You can then select which changes you want to make, and new sections will appear on the following pages of the form.

Or, if you select the 'Close entire account' radio button, an 'Account closure' section will appear on page 2 of the form.



### Prefer a printed form?

If you would like to print out the form and complete by hand, please select the changes you would like to make **before** selecting the 'Print Blank Form' button. This will ensure all relevant sections and fields are added to the form before it is printed.



## RETURNING YOUR FORM TO ANZ

If you are returning via email, please make sure all the pages are included and compiled in one PDF document.

- The version number must appear at the bottom of the page
- The form must be in PDF format (no photos or JPEGs)

Once you have completed and signed the form, please return to ANZ via email or mail.

**Email:**

commercialc@anz.com

**Mail:**

ANZ Commercial Cards  
Locked Bag 10  
Collins St West PO  
Melbourne  
VIC 8007



## NEED HELP?

For any assistance, please call our Commercial Cards Servicing Team on **1800 032 481** between 8am to 6pm Monday to Friday.

**Important Information**

This is general information only so it doesn't take into account your objectives, financial situation or needs. ANZ is not giving you advice or recommendations (including tax advice), and there may be other ways to manage finances, planning and decisions for your business.