

By completing this form, you are authorizing ANZ or Esanda to update a user's digital services security profile.

Please complete and submit this form to the email address/fax number for your local Customer Service Centres anz.com/servicecentres

CUSTOMER DETAILS

Legal Entity Name

Business Identifier Number (if applicable)

USER DETAILS

User ID (if known)

Preferred Name

First Name

Middle Name

Surname

Country Calling Code

Mobile Number*

Country Calling Code

Other Phone number

Email Address

Address Line 1

Address Line 2

Suburb / City

State / Province / Region

ZIP / Postcode

Country

*Please remove leading zero

Providing an email address and mobile phone number will allow the user to take advantage of online features as they become available (e.g. initial activation, password reset). The user's details will not be used for marketing purposes. For more information, please contact your ANZ or Esanda representative.

ADDITIONAL ACTION(S) REQUIRED

Leave this section blank if the only required action is to update contact details with those provided above and/or enable self-service functions. A user will lock their ability to activate their security profile online if they have incorrectly entered their security credentials or contact details multiple times when attempting to perform their initial security profile activation.

Security Question Reset

By checking this box you are requesting an ANZ or Esanda representative contact the user on the phone number provided above during business hours, and replace all existing Security Questions with those provided on the call. These questions will be used to verify the user's identity when they contact ANZ or Esanda in the future or use Global Digital Services.

Re-enable User ID

By checking this box you are requesting that ANZ or Esanda re-enable the User ID stated above. You are also acknowledging that the user will also have their security questions reset as per option above.

EXECUTION

This form may be signed by any person authorised by the Customer in such form as is acceptable to ANZ or Esanda to act on its behalf or by any person who can bind it generally. By signing this form, the Customer is confirming that all information contained in this form is accurate and true in all respects.

DECLARATION (ANZ AUSTRALIA CUSTOMERS ONLY)

The Customer declares that it has provided any individual whose Personal Information has been included in this form with a copy of ANZ's privacy statement attached to this form so that those individuals will know how ANZ may use and disclose their Personal Information.



AUTHORISED SIGNATORIES

Full Name

Full Name

Title (e.g. Director, Partner, etc)

Title (e.g. Director, Partner, etc)

Signature

Signature

Date (DD/MM/YYYY)

Date (DD/MM/YYYY)

BANK USE ONLY ANZ representative confirms that the form has been correctly executed.

Name

Date (DD/MM/YYYY)

Signature

Request Actioned? Yes No



ANZ BRANCH DETAILS

Jurisdiction	Bank
Australia	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Fiji	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Hong Kong	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
India	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Japan	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Laos	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Philippines	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Singapore	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
Taiwan	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
United Kingdom	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.
United States of America	Australia and New Zealand Banking Group Limited ABN 11 005 357 522.

ANZ SUBSIDIARY DETAILS

Country	Details
China	Australia and New Zealand Bank (China) Company Limited (the “ Subsidiary ”) is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL), which is incorporated in Australia. The Subsidiary is incorporated in the PRC with limited liability and is licensed by China Banking Regulatory Commission (“ CBRC ”) to do deposit taking, lending and other business as approved by CBRC in the PRC. The Subsidiary is not an authorised deposit taking institution within the meanings of the laws of Australia. Deposits or liabilities with the Subsidiary are not deposits or other liabilities of ANZBGL and ANZBGL is not required to meet the obligations of the Subsidiary.
Indonesia	PT Bank ANZ Indonesia is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL). ANZBGL is incorporated in Australia, and is an authorised deposit taking institution (Bank) under Australian law. PT Bank ANZ Indonesia is incorporated and licensed in Indonesia with limited liability, and is not a Bank under Australian law. Deposits or liabilities with PT Bank ANZ Indonesia are not deposits or other liabilities of ANZBGL or its related group companies, and none of them stand behind or guarantee PT Bank ANZ Indonesia.
New Zealand	ANZ Bank New Zealand Limited (ANZ NZ) is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL), which is incorporated in Australia. ANZ NZ is a registered bank in New Zealand under the Reserve Bank Act 1989 (New Zealand). ANZ NZ is not an authorised deposit taking institution within the meaning of the laws of Australia. Deposits or liabilities with ANZ NZ are not deposits or other liabilities of ANZBGL and ANZBGL is not required to meet the obligations of ANZ NZ.
Papua New Guinea	Australia and New Zealand Banking Group (PNG) Limited (ANZPL) is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL), which is incorporated in Australia. ANZPL is incorporated and licensed in Papua New Guinea with limited liability. ANZPL is not an authorised deposit taking institution within the meaning of the laws of Australia. Deposits or liabilities with ANZPL are not deposits or other liabilities of ANZBGL and ANZBGL is not required to meet the obligations of ANZPL.
Thailand	ANZ Bank (Thai) Public Company Limited (ANZTH) is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL), which is incorporated in Australia. ANZTH is incorporated and licensed in Thailand with limited liability. ANZTH is not an authorised deposit taking institution within the meaning of the laws of Australia. Deposits or liabilities with ANZTH are not deposits or liabilities of ANZBGL and ANZBGL is not required to meet the obligations of ANZTH.
Vietnam	ANZ Bank (Vietnam) Limited (ANZVL) is a subsidiary of Australia and New Zealand Banking Group Limited (ANZBGL), which is incorporated in Australia. ANZVL is incorporated and licensed in Vietnam with limited liability. ANZVL is not an authorised deposit taking institution within the meaning of the laws of Australia. Deposits or liabilities with ANZVL are not deposits or other liabilities of ANZBGL and ANZBGL is not required to meet the obligations of ANZVL.

ESANDA

A division of Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522.

ANZ PRIVACY STATEMENT (ANZ AUSTRALIA CUSTOMERS ONLY)

ANZ means Australia and New Zealand Banking Group Limited (ABN 11 005 357 522).

Customer means the entity to which ANZ is providing a product or service and which has given ANZ your Personal Information.

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable.

PRIVACY AND DISCLOSURE OF INFORMATION

Privacy

(a) If the Customer does not provide ANZ with some or all of the Personal Information that ANZ requests, ANZ may be unable to provide the Customer with any product or service.

(b) ANZ may collect and use Personal Information: (i) to provide the Customer with information about a product or service; (ii) to consider and process the Customer's request for a product or service; (iii) to provide a product or service to the Customer; (iv) to tell the Customer about other products and services; (v) to assist in arrangements with other organisations in relation to the promotion or provision of product or service; (vi) to manage products and services and perform administrative and operational tasks; (vii) to consider any concerns or complaints raised by the Customer against ANZ and/or to manage any legal action involving ANZ; (viii) to identify, prevent or investigate any actual or suspected fraud, unlawful activity or misconduct; (ix) to identify the Customer or establish the Customer's tax status under any Australian or foreign legislation, regulation or treaty or pursuant to an agreement with any tax authority; and (x) as required by relevant laws, regulations, codes of practice and external payment systems.

(c) ANZ's Privacy Policy (available at anz.com/privacy) contains information about: (i) any laws that require or authorise ANZ to collect certain Personal Information and why those laws require ANZ to collect such Personal Information; (ii) the circumstances in which ANZ may collect Personal Information from other sources (including from a third party); and (iii) how an individual may: (A) access their Personal Information and seek correction of their Personal Information; (B) instruct ANZ that the individual does not want to receive information about other products and services; and (C) raise concerns that ANZ may have breached the Privacy Act 1988 (Cth) or related code, and how ANZ will deal with these matters.

Disclosure of information

(a) ANZ may disclose any Personal Information to: (i) any related entity of ANZ which may use the information to: (A) provide, manage or administer products or services; (B) carry out ANZ's functions and activities; (C) manage products and services and perform administrative and operational tasks; (D) promote its own products and services, unless the Customer advises otherwise; and (E) comply with laws, regulatory requirements and prudential standards; (ii) an organisation that is in an arrangement with ANZ to jointly offer products or services and/or has an alliance with ANZ to share information for marketing purposes (and any of its outsourced service providers or agents); (iii) any agent, contractor or service provider ANZ engages to carry out or assist with its functions and activities; (iv) an organisation that assists ANZ to identify, prevent or investigate fraud, unlawful activity or misconduct; (v) regulatory bodies, government agencies, law enforcement bodies and courts; (vi) participants in payments systems (including payment organisations and merchants) and other financial institutions; (vii) other credit providers; (viii) insurers (including mortgage insurers) and reinsurers; (ix) any person who introduces the Customer to ANZ; (x) the Customer's referee(s), employer or representative (including any authorised agent, executor, administrator or trustee in bankruptcy, legal representative or anyone else acting for the Customer in connection with the Customer's product or service); (xi) joint account holders; (xii) any provider of a guarantee, security or other credit support for the Customer's obligations to ANZ; (xiii) other parties ANZ is authorised or required by law or court/tribunal order to disclose information to; (xiv) any professional advisors of ANZ who are under a duty of confidentiality to keep such information confidential; and (xv) any credit reporting bodies (for more information about credit reporting in relation to Personal Information, including the name and contact details of credit reporting bodies and the circumstances in which ANZ may disclose Personal Information to them, refer to anz.com/privacy).

(b) In making the disclosures described above, ANZ may disclose information to recipients (including service providers and related entities of ANZ): (i) located outside Australia; and/or (ii) not established in or not carrying on business in Australia. Details regarding the location of such recipients may be found at anz.com/privacy.

Information about others

If the Customer gives ANZ Personal Information about someone else, or directs someone else to give their Personal Information to ANZ, the Customer must show that person a copy of this ANZ Privacy Statement so that they understand the manner in which their Personal Information may be used or disclosed.