

# Add a PayID

**USE THIS FORM TO:** Add a new PayID on your account.

## 1 YOUR DETAILS

Customer number

First name

Surname

## 2 PAYID DETAILS

Pay IDs can only be added by the owner of a personal account or signatory to a business account.

**Select one:**

Mobile phone number

Phone number:

Email

Email address:

Australian Business Number

ABN/ACN:

## 3 ACCOUNT DETAILS

Advise the account details of the account to be linked to the above PayID:

Account number

Name of account

## 4 AUTHORISATION

I agreed to the PayID's terms and conditions provided below. I also confirm that I have the right to use this PayID and if requested, will provide evidence of such ownership.

Name

Signature

Date

Name

Signature

Date

## Once you have completed this form:



Email completed form via  
secure email in Online Banking



Drop it into a branch



**Mail it to:**  
Great Southern Bank  
GPO BOX 100, Brisbane QLD 4001

## We're here to help

If you need assistance completing this form, call us on **133 282** or drop into your local branch.

### OFFICE USE ONLY

Signature verified:	Yes
Ownership of PayID verified by:	
- Recorded in Nucleus	Yes
- Mobile phone – Confirmed by calling customer back on mobile number requested as PayID	Yes
- Email – Individual – reflects the account name	Yes
- Email – business – Email domain reflects the business name	Yes
- Email – business only - by online search of business	Yes
- Email – business only – via document evidence (copy retained)	Yes
- ABN/ACN search via <a href="http://www.abr.business.gov.au">www.abr.business.gov.au</a>	Yes
Manual name of PayID recorded in Nucleus	
Confirm name represents CIF name:	Yes
Terms and Conditions page handed to customer:	Yes
Record interaction:	Yes
Scan documents to Global Viewpoint:	Yes
Processed by:	
Staff initial    Staff ID                      Date	

## PAYID TERMS AND CONDITIONS

When reading these Terms and Conditions you will need to be familiar with the following words and phrases:

**NPP Payments** are payments cleared and settled via the New Payments Platform (NPP).

**PayID** is a unique identifier used for NPP Payments.

**PayID Name** means the name that identifies a user of the PayID Service. People sending money using NPP Payments will see the recipients PayID Name before confirming the transaction.

**PayID Service** means the addressing service for sending and receiving NPP Payments.

**PayID Type** means the type of unique identifier used for NPP Payments. PayID Types include phone numbers, email addresses, Australian Business Numbers and other organisational identifiers.

**we, us** and **our** means Great Southern Bank

**you** and **your** means a customer who uses the PayID Service

- 1.1 PayID is the addressing service that enables payers to make NPP Payments without using a BSB and account number.
- 1.2 Before you can register a PayID for your account, you must satisfy us that you own or have the right to use the PayID.
- 1.3 You (and signatories on your account) may send NPP Payments from your account using the PayID of an intended recipient if both we and the payee's financial institution support the particular NPP Payment service, and if the payee's account is eligible to receive the particular NPP Payment.
- 1.4 Our General Information Terms and Conditions, available via the "Terms and Conditions" link at [greatsouthernbank.com.au](https://greatsouthernbank.com.au), contains information on how to make NPP Payments, when accounts will be debited or credited, obligations relating to inputting the correct PayID and checking the payee's PayID Name and your right to recover Misdirected Payments and unauthorized (including fraudulent) NPP Payments.
- 1.5 The General Information Terms and Conditions also include important information on how to create, transfer and cancel PayIDs. Notably, by registering a PayID on your account, you agree to notify us if you no longer have the authority to use that PayID. You also agree to us locking your PayID if we reasonably suspect that it is being used to obtain NPP Payments fraudulently.
- 1.6 PayID Types we accept include mobile numbers, email addresses and ABN/ACN.
- 1.7 You may create a PayID as long as it is a PayID Type we support. Some PayID Types are restricted to certain classes of customer. For example, ABN/ACN are restricted to business customers and organisations.
- 1.8 Your PayID Name may be displayed to payers who send NPP Payments to you. At the same time you create your PayID, we will either issue you a PayID Name or enable you to select your own PayID Name, such as your business name.
- 1.9 We will not register a PayID Name that we consider could mislead or deceive a payer into sending you NPP Payments intended for another payee, or that we otherwise deem inappropriate.
- 1.10 By creating your PayID you consent to us recording your PayID and account details in the PayID Service to enable payers to make NPP Payments to you, and to the extent that such recording and use constitutes a disclosure and use of personal information within the meaning of the Privacy Act 1988, consent to that disclosure and use.