

# Request For International Telegraphic Transfer

## 1 SENDER'S DETAILS

First Name/s:

Surname/s:

Account number:

Phone number:

Address:  
(no PO box)

City/Suburb:

State:

Postcode:

Source of funds:

(E.g. employment, sale of property etc.)

## 2 BENEFICIARY DETAILS

Beneficiary name:

Beneficiary tax ID:  
(for payments to Mexico)

Beneficiary address:  
(no PO box)

City/Suburb:

Postcode:

Country:

Beneficiary phone number:

Relationship to beneficiary:

## 3 BENEFICIARY BANK DETAILS

Bank name:

Account number:

OR \*IBAN:

BIC/SWIFT code:

ABA routing code:

(Canada, UK, USA)

Address:  
(no PO box)

City/Suburb:

Postcode:

Country:

Reason for transfer:

*A specific reason must be supplied for all transfers. If paying for a purchase or service please provide copy of invoice; if payment is for an investment please specify the nature of the investment*

## 4 INTERMEDIARY BANK DETAILS (IF REQUIRED)

Bank name:

City/Suburb:

Country:

Branch/bank code:

BIC/SWIFT code:

Intermediary Bank Account Number (if supplied):

## 5 OPTIONAL INFORMATION

Message/Special Instructions:

**\* Please note** any information required by receiving countries (such as National Identification Number or Business Number) above in "special instructions", if no instructions are provided your full name will be used.

## 6 PAYMENT DETAILS

Currency Required\*:

Foreign Amount:

OR AUD Amount<sup>1</sup>:

Amount in Words:

All amounts will be converted from AUD and sent in the destination currency unless the destination currency is unavailable or you specify otherwise. Please note that for funds sent in AUD, a higher fee will be applied, funds will take longer to be credited to the beneficiary account, and Great Southern Bank has no control over the exchange rate applied by the recipient's bank. If you still want the funds to be sent in AUD, please tick box: **Send in AUD**

**\*PLEASE STATE CURRENCY REQUIRED** - eg. USD, NZD, etc Please note, not all currencies are available. Your branch representative may contact International Payments Division to confirm availability of requested currency.

## 7 CUSTOMER DECLARATION

I/We hereby confirm that the information supplied is complete and correct to the best of my/our knowledge. I/We understand that all personal details disclosed remain confidential. Information may be disclosed to other financial institutions involved in the transfer of funds as part of business practice and in accordance with legislative requirements. I/We have read and accept the above conditions of this request.

Great Southern Bank may contact you via SMS, Email, or Secure Online Banking regarding your transfer request. Any communications will be made using contact information Great Southern Bank has on file not using contact information provided on this form. Please ensure your contact information on file with Great Southern Bank is up to date before submitting your request.

Please do not send me communications in relation to this transfer by SMS

Please do not send me communications in relation to this transfer by email

Signature

Date

Signature

Date

**Please note:** This request must be signed in accordance with the signing requirements of the account to be debited

## REQUEST FOR INTERNATIONAL TELEGRAPHIC TRANSFER TERMS AND CONDITIONS

**Conditions:** (to be received and read before signing the transfer request)

### Fees

Great Southern Bank will charge a fee for lodging this request, which will be debited from the account specified by you at the time of lodgement (please refer to the Great Southern Bank Schedule of Fees). Please note that an additional fee may apply for funds sent in AUD without conversion. Important - please be aware that other institutions involved in the transmission of these funds may also deduct a handling fee from the amount transmitted. The final amount credited to the beneficiary account may be of a lesser value due to these fees. Should you be paying a specific invoice amount please pay particular attention to the above.

### Processing

Requests for International Telegraphic Transfer of Funds are lodged using on-line services supplied by Convera. 1 All amounts will be converted from AUD & sent in the destination currency unless the destination currency is unavailable or you specify otherwise in Section 6 "Payment Details". For same day lodgement, requests must be received prior to 1:00 PM Queensland time. Once completed please either visit a Great Southern Bank Branch or access your secured

Online Banking to forward your instructions. Please Note: Telegraphic Transfer requests are no longer accepted via fax or email. The first two pages are required to be scanned as a single document under 2MB in size. Should the request be incomplete or require further details before processing, your branch representative will contact you to advise and obtain the necessary information.

### Exchange Rates

By signing this request you accept that the exchange rate used will be that determined by Convera at the time Great Southern Bank lodges your request. Great Southern Bank has no involvement in determining the exchange rate. You will not be advised of the exchange rate prior to Great Southern Bank lodging your request unless you request us to do so under 'Special Instructions'. Any quoted exchange rate, for amounts above the equivalent of AUD25,000, will only be valid for a maximum 20 minutes. Please be aware that exchange rates for Telegraphic Transfers vary from the generic rates advertised in popular media. Great Southern Bank and Convera accept no liability with regard to variances in exchange rates. Please note that in the event that the currency required is unavailable, you will be advised by your branch representative of the alternative currency options.

## REQUEST FOR INTERNATIONAL TELEGRAPHIC TRANSFER TERMS AND CONDITIONS (CONTINUED)

### Transmission Times

Funds transferred to major overseas financial institutions should normally be received within three working days, though this is an estimate only and cannot be guaranteed. Neither Great Southern Bank nor Convera accept liability for delays in transmission beyond our control. Please note that if the sending currency is a minor currency, the timeframe for transfer is approximately 5-10 working days, however this is a guide only. All currencies apart from USD, EUR, JPY, GBP, and CHF are considered minor currencies.

### If a Problem Occurs

If the recipient does not receive the funds after a period of 5 working days, you may request that we lodge a trace with Convera. Requests for alterations or a destination trace may be charged a fee by Convera. If you become aware that details provided on this request are incorrect or incomplete contact Great Southern Bank immediately. Convera can lodge an amendment on transfers should this be necessary. Amendments can take up to 10 working days to be acknowledged by the overseas financial institution and actioned. If it becomes necessary to recall funds or if funds are returned due to incorrect or incomplete details being supplied, Convera will apply the buying rate of the day funds are received which may vary to the original rate. Funds returned to Convera may be less than the original amount transferred due to overseas bank charges. Please note that while Convera can lodge a request to recall funds, this would require debit authorisation from the beneficiary for any release of funds. Should the beneficiary choose not to give debit authority, the recall will not be successful.

### Reporting Requirements

Please be aware that all international money transfers are monitored by government agencies for the purpose of detecting terrorist and criminal activity. It is a requirement that you supply a purpose of the transfer, a physical street address

for the recipient of the funds and a physical street address for the receiving bank. Please note that we are unable to process your request if we do not hold a physical street address for your account.

### IBAN (International Bank Account Number)\*

An IBAN is required when sending funds to the United Kingdom, Republic of Ireland, Israel, Saudi Arabia, Mauritius, European and Scandinavian countries. Your branch representative can contact the International Payments Division to request a "sample only" format of the IBAN for the destination country if so required.

### Beneficiary Tax ID

Convera is required to include the beneficiary tax ID (for individuals and businesses) on all outgoing payments to Mexico. If the beneficiary's tax ID is not captured at the time of processing, the payment will be stopped.

### Further Information

If funds are to be sent in AUD without conversion, it is a Convera recommendation that the sender of funds confirm that the receiving bank will accept AUD, and also if a specific AUD intermediary institution is required. Please note should Convera attempt to send the funds without an intermediary institution and are unsuccessful, the sender of the funds will need to obtain the intermediary bank details to enable delivery of the funds.

Convera can only send a transfer to pay for a credit card bill if the funds are sent to the suspense account of the bank's card division, for further credit to the beneficiary's card. Funds cannot be transferred directly to a credit card. Convera does not offer Telegraphic Transfer services to all countries. Please have your branch representative contact the International Payments Division for clarification if required.

**Please note:** Convera, Austrac, Country, and Currency requirements are subject to change.

## Once you have completed this form:



Drop it into a branch



Access your secured Online Banking to forward your instructions

- Scan pages in black & white into a single document - under 2MB in size
- Submit the file via secure message in your Online Banking
- Select 'Telegraphic Transfer' from the subject field drop down list

## We're here to help

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

### BRANCH USE ONLY

Signature/s verified:	Yes	No	Type of ID:
Instructions verified:	Yes	No	Method (Tel/Person):
Branch name:			Branch Manager Authorisation:

### BRANCH DATE STAMP

Please retain as confirmation of lodgement.

Branch name: