

Know Your Customer Reverification

USE THIS FORM TO: Provide information required for verification of know your customer (KYC) legislation requirements. This form is to be used for the purpose of collecting and capturing customer identification details and customers consent to electronic verification. It is to be used for customers with Australian Identification documents only.

1 CUSTOMER DETAILS

All fields are mandatory

Customer number:

First name

Middle name(s) (if applicable)

Surname

Mobile number

Email address

Date of birth

Occupation

Residential Address:

Postal Address:

Same as above

2 AUSTRALIAN ID DOCUMENT TYPE

Kindly provide details of ONE current Australian identification document

Driver's Licence

Full name on document

Driver's Licence card number

Driver's Licence Number

Date of issue (if applicable)

Date of expiry

State of issue

Passport

Full name on document

Document Number

Date of issue

Date of expiry

Medicare Card

Full name on document:

Document Number

Individual Reference Number

Date of expiry

Birth Certificate

Full name on document:

Registration Number

Registration Date

Certificate Number (if applicable) State of issue

3 PRIVACY NOTICE

In this privacy notice, “we”, “us”, “our” means Credit Union Australia Limited (trading as Great Southern Bank), CUA Management Pty Ltd and Credicorp Insurance Pty Ltd (“Great Southern Bank”).

How we collect your personal information

We collect information directly from you and from third parties. Those third parties are listed below. Every time you apply for a product or service we’ll let you know what information we need and who we will collect it from.

Why we collect your personal information

We use your information to identify you, assess your credit worthiness, set up and manage your membership, accounts and relationship with Great Southern Bank (including related rewards and insurance programs) and to undertake research and development. In many instances, collection of your information is required by law, for example, under the Anti-Money Laundering and Counter Terrorism Financing Act 2006, the Insurance Contracts Act 1984 and the National Consumer Credit Protection Act 2009. Without collecting your information we may not be able to provide you with our products.

We also use your information for other purposes, including keeping you informed about products and services issued or distributed by Great Southern Bank and trusted third parties.

Who we share information with

We may collect and disclose your personal information from and to third parties including:

- Our agents, assignees and contractors
- Our service providers including those used for identity verification, software/IT support, account management (including payments), mailing material to you, member and product research and accounting, legal and audit services
- Your referees, employers and tax agents
- Government agencies when required or authorised by law
- Courts and dispute resolution schemes
- Great Southern Bank Group entities
- Credit reporting bodies and other credit providers (including second mortgagees)
- Managers and funding providers of securitisation facilities

- Insurers and re-insurers for policies taken out through Great Southern Bank
- Organisations involved in the administration of our rewards programs
- Debt collection agencies, settlement agencies and valuers
- Guarantors and joint-borrowers
- Other organisations with your consent

We also share limited information, such as your email address, with data aggregators and analysts (including social media and virtual community providers). This helps us provide you with more personalised and timely communications. If you’re uncomfortable with this please let us know and we won’t use or share your information in this way.

We may also disclose your personal information to trusted third parties depending on the products or services you want. We’ll tell you who they are when you apply for that product or service, and refer you to their privacy policy. Some of our service providers are located overseas. Our privacy policy lists the countries where they’re located.

Further information

The Great Southern Bank Group Privacy Policy and our Privacy at Great Southern Bank page, at www.greatsouthernbank.com.au/privacy-policy or in hard copy on request, includes details about:

- how you can access your information;
- how you can correct information you believe to be inaccurate or incomplete;
- credit reporting including the name and contact details of credit reporting bodies to which we disclose your information, the types of information we disclose and your rights in relation to that information;
- what to do if you believe that we have breached the Privacy Act, Australian Privacy Principles or the Privacy (Credit Reporting) Code, and how we will handle your complaint; and information about our rights and your rights in respect of your credit information (including in respect of default, access and correction, direct marketing and fraud).

All privacy queries can be referred to our Privacy Dispute Officer by emailing privacydisputes@gsb.com.au, phoning **133 282**, or writing to **GPO Box 100, Brisbane QLD 4001**.

4 ONLINE IDENTIFY VERIFICATION

We use third party verification services and credit reporting bodies to check the information you’ve provided.

By proceeding with this application you consent to Great Southern Bank:

- Providing your name, date of birth, address and details of your ID documents to third party verification services such as GreenID, Equifax and the government’s Document Verification Service. These services may, in turn, share your information with the issuer or official record holder of your ID documents via third party systems to help them to make a match.
- Providing your name, date of birth and address to credit reporting bodies such as Illion, Equifax or Experian. We may either do this directly or via one of the services mentioned above (please note that this isn’t a credit check and doesn’t in any way affect your credit history).
- Accessing information (including payroll and superannuation information) held by third parties as your intermediary and in accordance with the Australian Privacy Principles and our Privacy Policy for the purpose of identity verification and fraud prevention.

These third parties will assess whether the information you provided matches the information held or accessible by them and will provide us with their assessment. This level of due diligence is required by the Anti-Money Laundering and Counter-Terrorism Act 2006.

If you don’t consent to having your identity verified electronically, we will need to verify your ID manually another way.

5 ACKNOWLEDGEMENTS AND CONSENTS

I agree to each of the acknowledgements, consents, declarations and warranties set out above:

By signing this document you are agreeing to Great Southern Bank verifying this information electronically now and on an ongoing basis.

By continuing with this application you agree to your personal information being collected, used and disclosed in accordance with our Privacy Notice and the Great Southern Bank Group Privacy Policy at www.greatsouthernbank.com.au.

Signature

Date

Once you have completed this form:



Send it via secure message
in Online Banking



Drop it into a branch



Mail to:

Great Southern Bank
Customer Due Diligence
GPO Box 100, Brisbane QLD 4001

We're here to help

If you need assistance completing this form, call us on **1300 282 236** or drop into your local branch.

BRANCH USE ONLY

Signature verified: Yes No

Staff initial

Staff ID

Date