

# Redeem and Close Instructions - Individual Accounts

**USE THIS FORM TO:** Resign your CUA membership, close your Great Southern Bank account/s and transfer the balances from your Great Southern Bank account/s to a non-Great Southern Bank account.

## 1 YOUR DETAILS

Customer number	Date of birth		
Title      Surname	Given name(s)		
Address	Suburb	State	Postcode

## 2 INSTRUCTIONS

Please close all accounts held, resign my membership and forward the residual funds (which includes the value of my member share and accrued interest) to:

BSB:	Account Number:
Account Name:	Institution name:

Please allow up to 30 working days for the funds to be credited to your account at the other financial institution.

**\*\*Great Southern Bank do not accept liability for any loss incurred due to incorrect or incomplete information being provided in this instruction.**

## 3 ACKNOWLEDGEMENTS AND CONSENTS

**I authorise Great Southern Bank to resign my CUA Membership, close my Great Southern Bank account/s and transfer the residual balance of my account/s as instructed above.**

**This form must be signed in pen by hand – we cannot accept digital signatures.**

Name:

Signature:

Date:

## Once you have completed this form:



Drop it into a branch



Email to [redeem@gsb.com.au](mailto:redem@gsb.com.au)



Redeem Instructions

Reply Paid

GPO Box 100

BRISBANE, Qld, 4001

- 1. Change your direct debit arrangements.** If you have any direct debits set up on an account that is being closed you will need to make alternative payment arrangements. Please contact each relevant merchant to make these changes.
- 2. Cancel any direct debits/PayTo.** If you currently have an arrangement with a third party to debit your account directly, please contact the organisation to cancel the debit. Any overdrawn amount resulting from direct debits being processed will need to be repaid before your account closure can be finalised.
- 3. Return or destroy your Visa Debit Card, eftpos Debit Card and cheque books.** You are liable for any outstanding transactions and unpresented cheques that have not been debited to your account(s) at the time your account is closed. Accounts with a Visa Debit Card attached will not be closed for a period of not less than three days from receipt at a Great Southern Bank hub office.

**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

Signatures verified:	Yes	No	Date:
Account holder identified:	Yes	No	Date:
Scan documents to Global Viewpoint:	Yes	No	Date:
<b>Processed by:</b>	Staff Initial	Staff ID	Date