

Change of Name – Individuals

Customer number

USE THIS FORM TO: Advise Great Southern Bank of a change to your name.

1 YOUR DETAILS AS CURRENTLY HELD BY GREAT SOUTHERN BANK

Title Surname Signature

Given name(s)

2 YOUR NEW DETAILS

Title Surname Signature

Given name(s)

Email address (if changed):

3 DETAILS OF CERTIFIER

See over page for categories of acceptable certifiers.

Preferred Title Surname Given name(s)

Occupation: Category of certifier:

Address: Phone number:

4 CERTIFIER'S STATEMENT

I have examined the original identification documents required (listed in step 2 on reverse) to confirm new name (details above) and endorsed the attached copy of each identification document as required. I understand that it is an offence under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to give false and/or misleading information.

I agree for my personal information to be collected, used and disclosed in accordance with the Great Southern Bank Group's privacy policy, solely for the purpose of verifying the change of name as stated in Section 2.

Signature: Date:

5 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
- CUA 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, 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; and
- 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.

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**.

6 CATEGORIES OF CERTIFIERS

Within Australia

1. a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described);
2. a judge of a court;
3. a magistrate;
4. a chief executive officer of a Commonwealth court;
5. a registrar or deputy registrar of a court;
6. a Justice of the Peace;
7. a police officer;
8. an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public;
9. a permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public;
10. an officer with 2 or more years of continuous service with one or more financial institutions;
11. a finance company officer with 2 or more years of continuous service with one or more finance companies;
12. an officer with, or authorised representative of or a holder of an Australian financial services licence, having 2 or more years continuous service with one or more licensees;
13. a member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership.

Outside Australia

- 14. a Notary Public;
- 15. an Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955).

Certified copies can only be accepted where the details of the certifier are complete and verifiable

How to Endorse documents as Certified Copies

Please examine each copy and original document to ensure there are no alterations, omissions, defects or grounds for considering the document to be fraudulent. Each copy should be endorsed as follows (or similar):

This is to certify that this is a true copy of the original which I have sighted.

Name:

Position Title:

Registration number (if any):

Signature:

Date:

Once you have completed this form:

Step1.

Attach documented proof of your legal entitlement to use your new name.

This is required before we are able to process your request.

Step2.

Check that your documents :

- Show the transition between your previous name and your new name, for example, a Marriage Certificate, Change of Name by Deed Poll or Notated Birth Certificate.
- Are originals or acceptable certified copies. (Originals will be returned to you once a certified copy is made.)

Step3.

Return it to Great Southern Bank.



Send it via secure message 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

- Documentary Evidence Held
- Customer records updated
- Relationships amended
- Cheque book sig card attached

STAMP

Processed by:

Staff initial Staff ID Date

Checked by:

Staff initial Staff ID Date

Forward all documents to Customer Support

CUSTOMER SUPPORT

Observations loaded: Staff initial Staff ID Date