

## Change of Linked Account Request

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### Important Note

If you are simply wanting to transfer funds into your Rabobank Online Savings account from another bank, you do not need to change your linked account. Funds can be paid directly into your Rabobank Online Savings account as a direct credit payment initiated through your other bank. The easiest way to achieve this is as a 'pay anyone' transaction initiated through your other bank's internet banking solution.

### 1. Intermediary Details

Intermediary name

Broker code

Contact name

Phone number

### 2. Account Details

Account name

Account number

142-201-																						-00
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### 3. EXISTING Linked Account Details

Name of financial institution

Branch name

BSB

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Account number

Has this account been closed?

 Yes    No

### 4. NEW Linked Account Details

**Note:** The new linked account must be in the same name as your Rabobank Account

Name of financial institution

Branch name

BSB

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Account number

### 5. Authorisation, undertaking and acknowledgment from Account Owner(s)

I/We authorise Rabobank to:

1. Change my linked account details on my/our account as set out in this form and, where my account (identified by the Customer Number) is a trust, business or DIY super account, I confirm that I am authorised by the owner/trustees to change the linked account.
2. Delete all existing regular and future dated transfers set up against the old linked account.

#### Privacy Notice

Rabobank will handle the personal data Rabobank obtains and hold as set out in our Privacy Policy (available on our website or in hard copy upon request) and the Privacy Notice and Acknowledgment which formed part of the application process for your product. You understand and acknowledge that Rabobank will collect, use, hold and disclose personal data in the manner Rabobank has set out, both at the time of application and ongoing during our relationship with you.

#### Privacy Acknowledgement

I/We agree that Rabobank may give to and seek from the Financial Institution(s) named in this form or supporting documents, personal data that would be reasonably required to confirm that:

1. Both the old and new linked account name and account number details are correct;
2. You are authorised to debit these accounts; and
3. The new linked account can accept direct debits.

## 5. Authorisation, undertaking and acknowledgment from Account Owner(s) continued

### Direct Debit Authority (if applicable)

This authority applies to any initial amount(s) specified in this request and or any other ongoing payment instructions from you.

I/We authorise and request Rabobank Australia Limited (User 319181), until further notice in writing, to arrange for my/our linked account to be debited via the Bulk Electronic Clearing System with any amounts set out in the above application form and any further amounts I/we instruct Rabobank Australia Limited to debit from time to time.

I/We have read the Direct Debit Authority Service Agreement in the RaboDirect Terms and Conditions and agree to its terms.

#### Signature of Owner/Authorised Signatory 1



Name

Date

#### Signature of Owner/Authorised Signatory 2



Name

Date

## 6. Request Checklist

### Document checklist

To complete this change of linked account we need the following documents (use the below list as a checklist)

- Signed request form
- Confirmation of your **new** and **existing** linked account, this can be:
  - A copy of a recent bank statement (within 6 months); or
  - An encoded bank deposit slip for your linked account; or
  - A printout of an online transaction summary that shows **your name** and the **account number**
- For closed account** – a closing statement or letter from your bank confirming the closure of the account which has been stamped or certified by your bank.

### Next steps

#### 1. Documentation

Send your documents to:

#### 2. Changing linked account

1. A minimum of 2 business days is required to process your request.
2. Changes within 30 days of a prior change or account opening may be refused by Rabobank.
3. Changes to your linked account will only be processed upon Rabobank being satisfied, at its discretion that both the old and new linked accounts are in your name. To confirm ownership, Rabobank may choose to either;
  - (a) Obtain such confirmation either verbally or in writing from the other financial institution(s).
  - (b) Where we are not able to obtain the confirmation referred in (a), we may elect to credit a random monetary value to each of your accounts, which we will then request you to confirm within 7 business days of the transaction by calling our Customer Contact Centre.

### Questions

#### Intermediaries

Please call Rabobank Adviser Services on **1800 791 079** (9am – 5pm Sydney time, Monday to Friday)

#### Clients

Please call us on **1800 445 445** (8am – 7pm Sydney time, Monday to Friday)