

Request to change your Linked Account

Before you start:

If you are simply wanting to transfer funds into your RaboDirect account from another bank, you do not need to change your linked account. Funds can be paid directly into your RaboDirect 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.

Documents we need from you:

- This "Request to change your Linked Account" 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 accounts** – a closing statement or letter from your bank confirming the closure of the account which has been stamped or certified by your bank.

Please note:

1. Upon receipt of this application **we will direct debit your new linked account** for an amount of \$1.00 and credit this amount to your RaboDirect Master Savings Account. Please ensure there are sufficient funds on this account to cover this transaction.
2. A minimum of 3 business days is required to process your request as it will only be processed upon clearance of the \$1.00 direct debit.
3. Changes within 30 days of a prior change or account opening may be refused by RaboDirect.
4. Changes to your linked account will only be processed upon RaboDirect being satisfied, at its discretion that both the old and new linked accounts are in your name. To confirm ownership, RaboDirect 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.

Please complete this form and post it to:

RaboDirect
GPO Box 4715
Sydney NSW 2001

Note: Faxed instructions will not be accepted.

Should you have any questions please call our Customer Contact Centre on 1800 445 445 between the hours of 8am and 7pm (Sydney time), Monday to Friday.

Regards,

The RaboDirect Team

Request to change your Linked Account

Your RaboDirect account details:

Account name/owner: _____

Customer Number: _____

Account Number: 142-201 - _____ - 00

Existing linked account details:

BSB: _____

Account number: _____

Financial institution: _____

Branch of financial institution: _____

Has this account been closed? Yes No

New linked account details and Direct Debit Authority:

BSB: _____

Account number: _____

Financial institution: _____

Branch of financial institution: _____

Please note:


The new linked account must be in the same name as your RaboDirect account.


This account must allow for Direct Debits which enables funds to be transferred into and out of your RaboDirect account.

I/We authorise and request Rabobank Australia Limited (User number 319181) until further notice in writing, to arrange for my new linked account to be debited via the Bulk Electronic Clearing System with any amounts I 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 account owner(s):

Signature of account owner 1: _____  **Please sign here**
Name: _____ Date: ___ / ___ / _____

Signature of account owner 2: _____  **Please sign here**
Name: _____ Date: ___ / ___ / _____

Account Owner / Authorised Signatory Authorisation:

I/We authorise RaboDirect 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.
3. Upon receipt of this request, debit the new linked account for an amount of \$1.00 and credit my/our RaboDirect Master Savings Account.

A. Privacy Consent


I/We hereby consent to my/our personal information collected in relation to this RaboDirect account being disclosed to Financial Institutions named in this application or any supporting documents.

B. 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 information 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.


Signature of Owner 1 /
Authorised Signatory:

 **Please sign here**

Name:

Date: ___ / ___ / ____

Signature of Owner 2 – for joint
accounts:

 **Please sign here**

Name:

Date: ___ / ___ / ____