Name change request

- To change your name on your account, **two (2) forms of identification are required.** Please provide details of your **Driver Licence, Passport and Medicare Card in your new name** so we can verify your identity electronically.
- Please complete all sections of this form including all member numbers where your name appears.
- If you don't have a Driver Licence or Passport in your new name, or have any other questions please call, **1800 862 265** 8am to 7pm, weekdays or 9am to 3pm, Saturday.

What are your previous details?

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other | Member no.

Previous first names | Previous surname

Previous signature

What are your new details?

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other | Member no.

First names | Surname

Country of Birth* | Countries of citizenship*

Occupation*

Street no. & name

Suburb | State | Postcode

Postal address (if different from above)

Suburb | State | Postcode

Home phone | Work phone | Mobile phone

Email | Verbal password

Current Signature | Date

Identity Verification

We collect and use your personal information, including identification information and supporting identity documents, to verify your identity, process your request, protect against fraud and financial crime, and comply with our legal and regulatory obligations, including obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth).

To verify your identity, we may disclose your personal information to government agencies, document issuers, official record holders and service providers that assist us with identity verification and fraud prevention activities.

If you do not provide the requested information, we may be unable to verify your identity or process your application, request, or transaction.

For more information about how we collect, use, disclose and protect your personal information, including your privacy rights and how to make a complaint, please refer to our Privacy Notice and Privacy Policy.

☐ **Identity Verification Consent**

I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

Where I provide personal information about another individual, I confirm that I am authorised to do so and have informed that individual of the purposes for which their information will be used.

Signature | Date

Identification details (please complete so we can verify your identity electronically):

At least two (2) forms of identification are required.

Date of birth

1. Driver licence details:

Full name as shown on Driver licence

Licence no. | State of issue | Licence card no.

2. Passport details:

Full name as shown on Passport | Passport no. | Issuing country

3. Medicare card details:

Full name as shown on Medicare card

Medicare card number (10 digit number)

Individual reference number (single digit number beside your name) | *Card expiry date (MM/YYYY)

What access do you have?

☐ Credit Card ☐ Visa debit card ☐ Pay ID

Any item ticked above will be automatically ordered in your new name. You can continue to use your old card until you receive a replacement.

What other services do you have?

Please tick.

☐ Safe custody
☐ Allianz Insurance with Teachers Mutual Bank Limited
☐ Zurich Ezicover Life Insurance and/or Income Protection Insurance with Teachers Mutual Bank Limited

Privacy Notice

Collecting personal information about you

Generally, we collect personal information directly from you. We do so when you open a membership, open an account, or perform a transaction with us.

We collect, use, hold and disclose personal information about you so that we can:

- establish your identity as required by the *Anti-Money Laundering and Counter Terrorism Financing Act*
- assess your eligibility for membership
- process applications for products and services, including loans
- assess applications at an application level, including where information about other individuals (such as a spouse or partner) is required to assess financial capacity, eligibility or program requirements
- manage our risks and help identify and investigate inappropriate and illegal activity, such as fraud
- support your participation in government programs or schemes (such as Housing Australia)
- comply with our legal obligations (including to assist law enforcement agencies or regulators where we are required to do so)
- facilitate, administer and support payment services, card-based payment solutions, including services provided in partnership with payment schemes, payment processors and technology providers and
- inform you about products or services that we think maybe of interest to you, including those of our business partners.

What happens if you do not provide us with sufficient personal information about you?

If you do not provide us with the personal information we need, we may not be able to provide you with the products or services you are seeking.

To whom do we disclose personal information?

The types of people and entities we disclose personal information about you to include:

- people and entities with whom we have outsourcing or service arrangements, including statement production and delivery, card production, identity confirmation and verification, loan origination, verifying loan applications, auto credit decisioning, payment processing and systems, digital payment service providers, payment schemes, card network operators, banking services, data and transaction processing and related technology providers
- brokers, agents and advisers acting for you
- lenders' mortgage insurers and valuers
- persons and organisations who assist us in monitoring recorded calls for the purposes of quality assurance, training and acknowledgement
- our auditors, insurers and re-insurers
- employers or former employers (to verify employment in the case of loan applications)
- government and law enforcement agencies or regulators
- government program administrators (such as Housing Australia) where you participate in those programs
- credit reporting bodies and other credit providers
- organisations that help identify and investigate inappropriate or illegal activity, such as fraud and

- Consumer Data Right accredited data recipients where you have consented to the accredited data recipient collecting the personal information from us and we disclosing the personal information to the accredited data recipient (see our *Consumer Data Right Policy* which is available on our website and on request for more information).

Electronic verification of identity

- **Section A**

  We are required under the Anti-Money Laundering and Counter-Terrorism Financing Act to collect and verify information relating to your identity. Subject to your consent, we may disclose your name, address, date of birth and other identity information to credit reporting bodies, the government's Documentation Verification Service (DVS)[1] and third party identification verification providers that assist us to verify your identity. Our identity verification providers (ID Verifiers) include OCR Labs Pty Ltd (ACN 603 823 276) trading as "IDVerse", InfoTrack Pty Ltd (ACN 092 724 251), GBG (Australia) Pty Ltd (ACN 097 737 105) trading as "Green ID" and NextGen.Net Pty Ltd (ACN 062 989 753) (ID Verifiers). To access such information, our ID Verifiers are registered to act on our behalf under the DVS to:
  - request that a credit reporting body provide us with an assessment as to whether your personal information matches that held in their credit information files. (In preparing this assessment, the credit reporting body may use the personal information of other individuals);
  - disclose your personal information to the DVS;
  - search other public records.

- **Section B**

  We are also required under the State based real property laws to collect personal information and verify the identity of mortgagors for mortgages (VOI). These laws are: the Electronic Conveyancing (Adoption of National Law) Act 2012 (NSW), Electronic Conveyancing (Adoption of National Law) Act 2013 (Victoria), Electronic Conveyancing National Law (Queensland) Act 2013 (Queensland), Electronic Conveyancing Act 2014 (Western Australia), Electronic Conveyancing National Law (South Australia) Act 2013 (South Australia), Electronic Conveyancing (Adoption of National Law) Act 2013 (Tasmania), Electronic Conveyancing (National Uniform Legislation) Act 2013 (Northern Territory) and Electronic Conveyancing National Law (ACT) Act 2020 (Australian Capital Territory).

  In this sub-section, "you" or "your" mean the proposed mortgagor(s). Subject to your consent, our identity verification may be performed by an ID Verifier. To verify your identity, information about you, including data from your identity document(s), your biometric data and information about your device and location will be provided to an ID Verifier. For further details about how these ID Verifiers may collect, hold, use or disclose your personal and sensitive information please refer to the respective service provider's privacy policy.

If you do not consent to these processes, alternative forms of verifying your identity are available on request.

If we are unable to verify your identity using the above methods, you will be provided with a notice to that effect. You may then be asked to provide further evidence of your identity. If we are unable to verify your identity to our satisfaction, we will not be able to admit you to membership or provide you with the services or products you seek.

Our Privacy and Credit Reporting Policy

Our Privacy and Credit Reporting Policy is available on our website. It contains information about:

- how we collect, use, hold and disclose your personal information
- how you can access personal information about you
- how you can seek correction of that personal information
- how you may complain if you think we may have breached your privacy
- how we will deal with your complaint and
- how we manage credit information.

Sending information overseas

Depending on our commercial arrangements, we may disclose personal information about you to business partners with operations overseas or who store personal information overseas (e.g. providers of Lenders' Mortgage Insurance ("LMI").

How to contact us

If you have any queries regarding privacy, use any of the methods set out below:

Teachers Mutual Bank Limited

Phone: 1800 862 265
Email: privacy@tmbl.com.au
Post: GPO Box 5313, Sydney NSW 2001

OP00996-TMBL-0826

1 The DVS is a national online system that allows personal identifying information about individuals to be compared against government records. Your information will be matched against that held by the relevant government department or agency. You can find out more about the DVS on their website.

Office use only

Operator no
Date actioned
Sig verified by

Returning this form

mso@tmbl.com.au

Teachers Mutual Bank Limited,
Reply Paid 92325, Sydney NSW 2001