

# Financial Management Order

Financial Management Order is a legal decision or order appointing a person to manage the financial affairs of someone who has lost capacity. A Financial Management Order can only be made by a Court or Tribunal.

Please return this completed form to Teachers Mutual Bank Limited with original certified copies of the Financial Management Order and Directions and Authorities document (NSW only) or their equivalent from another State or Territory. Once we have received these documents, we will permit you to have access and operate the managed person's account/s.

## Private financial manager

Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other	<input type="text"/>	Member no.	<input type="text"/>
Given names	<input type="text"/>		
Surname	<input type="text"/>		
Street no. & name			
Suburb	State	Postcode	
Home phone	Work phone	Mobile phone	
Email			
Driver licence number	Licence issuing state		

## Account holder

Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other	<input type="text"/>	Member no.	<input type="text"/>
Given names	<input type="text"/>		
Surname	<input type="text"/>		
Street no. & name			
Suburb	State	Postcode	

## Access facilities required

### Financial Manager

Visa Debit card  Internet Banking

### The card and PIN will be delivered to you by mail

You should contact the Bank if the account holder is to retain limited access to their account/s. Any such access must be permitted by the Financial Management Order or by order of a Court or competent authority.

If the account holder is permitted to transact on their account, the Bank does not accept any responsibility or liability whatsoever whether for allowing or disallowing transactions made by the account holder outside of any access permitted as described above. Transactions must be carried out using a valid access method.

## Privacy Notice

### Collecting personal information about you

Generally, we collect personal information directly from you. We do so when you 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
- ▶ manage our risks and help identify and investigate inappropriate and illegal activity, such as fraud
- ▶ comply with our legal obligations to assist law enforcement agencies or regulators
- ▶ inform you about products or services that we think may be 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:

- ▶ organisations which provide or confirm information to verify your identity
- ▶ contractors for statement production and delivery, card and cheque production
- ▶ brokers, agents and advisers acting for you
- ▶ persons and organisations who assist us in monitoring recorded calls for the purposes of quality assurance, training and acknowledgement

- ▶ lenders' mortgage insurers and valuers
- ▶ 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
- ▶ credit reporting bodies and other credit providers and
- ▶ organisations that help identify and investigate inappropriate

or illegal activity, such as fraud

- ▶ Consumer Data Right accredited data recipients where you have consented to the accredited data recipient collecting the personal information from us and us 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

As noted above, 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 will disclose your name, address and date of birth in order to access identification information electronically held by credit reporting bodies, the government's Documentation Verification Service (DVS)<sup>1</sup> and other public records.

To access such information, we use a service provider registered under the DVS. The service provider, may, for verification purposes on our behalf:

- ▶ 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.

If you do not consent to this process, 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 may complain if you think we may have breached your privacy
- ▶ how you can access personal information about you
- ▶ how we will deal with your complaint and
- ▶ how you can seek correction of that personal information
- ▶ 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")).

One of our LMI insurers, QBE Lenders' Mortgage Insurance Limited ABN 70 000 511 071, sends personal information to its related companies and service providers in India and the Philippines. For more information on QBE LMI's privacy policy, visit their website, qbelmi.com.

### How to contact us

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

### Teachers Mutual Bank Limited

Address: 28-38 Powell Street, HOMEBUSH NSW 2140  
 Phone: **13 12 21**  
 Email: **privacy@tmbl.com.au**  
 Post: PO Box 7501, SILVERWATER NSW 2128

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## Acknowledgement and consent for electronic verification of identity

You confirm that:

- You are authorised to provide the personal details presented and you consent to your information being checked with the document issuer or official record holder via third party systems and services for the purposes of confirming your identity.

## Signature and date

Signature of financial manager

Date


**Office use only**

Operator no

Date actioned

Sig verified by

**Returning this form**

 Teachers Mutual Bank Limited, Reply Paid 7501, Silverwater NSW 2128

**Faxed or scanned documents cannot be accepted**