Under 18s: check & confirm personal and financial details

In this document, "the Bank", "we", "us" and "our" means Teachers Mutual Bank Limited (TMBL) and "you" means the person applying for or with one or more of our products and services.

Keeping the child's account(s) safe and protecting them is our top priority. To do this, we need to check their personal information is up to date. Having their current information helps to ensure that we're meeting our regulatory obligations under the 'Know Your Customer' requirements. It also helps us to quickly identify and stop any unusual activity that may occur on their account.

All fields are mandatory unless otherwise specified.

Declaration

To meet our regulatory requirements, only an authorised signatory on the minor's account is permitted to complete and submit this information.

- **Section A** (If you tick 'yes', please complete sections A and B. If you tick 'no', please complete section B only.)

1. Are you submitting these details as a representative for the minor?

☐ Yes ☐ No

- **Section B**

2. Are you an authorised signatory on the minor's account?

☐ Yes ☐ No

3. Please provide your member no. ________

What are the child's personal details?

Full name as per the child's identity document

Title: ☐ Mr ☐ Miss ☐ Ms ☐ Other ________ Member no.

Given name(s) | Last name

Also known as (if applicable) | Date of birth

Country of birth | Countries of citizenship

Residential address (mandatory – PO Box is not accepted)

No/Street | Suburb/Town/City

State/Territory | Postcode | Country

Postal address (if different)

No/Street | Suburb/Town/City

State/Territory | Postcode | Country

Contact details – Mobile and Email fields are mandatory to enable the account to be set up

Home phone | Work phone

Mobile phone | Email

Financial details

By confirming the child's financial details, you're helping us meet our legal obligations under the 'Know Your Customer' (KYC) requirements. These requirements help us protect the child's account(s) and leads to a safer financial system.

Employment type – Please select the employment type that reflects the child's current situation.

☐ Employed Occupation

☐ Unemployed

☐ Student

☐ Child/baby

Source of wealth – What is the child's main source of savings or investments? (Please select one option)

- [ ] Business profits
- [ ] Dividends and returns
- [ ] Donations
- [ ] Employment income
- [ ] Funds from council
- [ ] Funds from government
- [ ] Funds from state
- [ ] Gifts
- [ ] Inheritance
- [ ] Investment income
- [ ] Lottery or gambling winnings
- [ ] Pension
- [ ] Property sales
- [ ] Trust funds

Source of funds – Where does the majority of money entering the child's account(s) come from? (Please select one option)

- [ ] Business profits
- [ ] Dividends and returns
- [ ] Employment income
- [ ] Gifts
- [ ] Inheritance
- [ ] Investment income
- [ ] Loans
- [ ] Rental income
- [ ] Sales of assets
- [ ] Savings

Reason for banking with us – What is the child's main reason for banking with us?

- [ ] Transactional
- [ ] Savings
- [ ] Short-term borrowing
- [ ] Long-term borrowing
- [ ] Investment

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
- manage our risks and help identify and investigate inappropriate and illegal activity, such as fraud
- comply with our legal obligations (including to assist law enforcement agencies or regulators where we are required to do so)
- 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, banking services, data and transaction processing, information technology support, document storage, legal and accounting services
- 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
- 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 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)[1] 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.

- **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).

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.

In this sub-section, "you" or "your" mean the proposed mortgagor(s). Subject to your consent, our identity verification is performed by a service provider, OCR Labs Pty Ltd (ACN 603 823 276) trading as IDVerse. 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 IDVerse. For further details about how IDVerse may collect, hold, use or disclose your personal and sensitive information please refer to IDVerse'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

Your signature and date

Signature*

Date (DD/MM/YYY)*

Returning this form

kycrefresh@tmbl.com.au

Teachers Mutual Bank Limited, Reply Paid 7501,
Silverwater NSW 2178