

Account switching consent form

Complete and return this form along with the supporting documents to support@heartlandbank.com.au.

Or mail to: **Heartland Bank Australia Limited, PO BOX 18134, Collins Street East, Melbourne VIC 8003.**

If you require assistance in completing this form, contact us on **1300 221 479**

Section 1 - Account holder details

Customer number

Heartland bank account

BSB number

Account number

First & middle name

Surname

Section 2 - Old account details

Please close the following account:

BSB number

Account number

Account Name

Section 3 - Customer instructions

Switch all regular payments to the above account and send me the list for my records

OR

Send me the regular payments list by post and I'll outline which payments to switch myself. If this option is chosen, please fill in postal address below

Send me the regular payments list via post:

Postal address

Street address

Suburb

State

Postcode

Section 4 – Consent to switch direct debts to bank and privacy acknowledgement

Please read and consider the General Terms and Privacy Policy as applicable. Copies of these documents are available on our website heartlandbank.com.au or by contacting our office on **1300 221 479**.

You agree and/or acknowledge:

- you've read and considered the Heartland Bank Australia Limited (**Heartland Bank, we, us, our**) General Terms, as applicable and agree to accept them by signing this application;
- to your old financial institution compiling a regular payments list, and providing that list to us, showing regular payments to and from your old account (as listed in this application);
- the regular payments list includes our personal information;
- that the old account (as listed above) is a personal account held in your name, and that you're authorised to operate this account;
- that when this form is provided (together with the details of your instructions) to each debit user or credit user, this will change the account details set out in your direct debit arrangements and direct credit arrangements with them. The other terms of your original direct debit request and direct credit arrangements aren't affected;
- to instruct each debit /credit user to use the new Heartland Bank account details provided above for your direct debts/credits with immediate effect;
- that all information provided on this form may be shared with your old financial institution and each debit/credit user, through its sponsor or user financial Institution as the case may be, for the purpose of switching your account.

In relation to your personal information:

- You acknowledge reading our Privacy Policy and are aware that until you inform us otherwise, you'll be taken to have consented to all the uses of your personal information (including marketing) contained within. You declare that any third-party information in this application has been provided with the third party's consent and have shown that third-party the Privacy Policy.
- You understand that if you fail to provide any information requested in this application form or do not agree to any of the possible uses or disclosures of your information as detailed in the Privacy Policy (except in relation to direct marketing material), your application may not be accepted by us and you agree to release and indemnify us in respect of any loss or liability arising from its inability to accept an application due to inadequate or incorrect details having been provided.

Signature of primary account holder

Date

Signature of secondary account holder

Date

Need to talk to us? We'd be happy to help.

1300 221 479 | heartlandbank.com.au | PO Box 18134, Collins Street East VIC 8003

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