

Bank of Queensland Limited
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259 Queen Street, Brisbane 4000
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Telephone 1300 55 72 72
Facsimile (07) 3212 3399
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Customer Access Number
(BANK USE ONLY)

Electronic Banking Administration

APPLICATION FORM

To ensure that your application is processed promptly, please carefully read the “How To Complete The EasyPhone Banking Application” guide notes in conjunction with the instructions on this Application.

If you have difficulty in understanding any of the instructions, please phone our Customer Contact Centre on 1300 55 72 72 for assistance.

1. PERSONAL DETAILS (See Note 1)

Full Name (Mr/Mrs/Ms) _____
 (Only one applicant per application – see Note 1)

Residential Address _____
 (Cannot be a PO Box)

_____ Postcode _____

Postal Address _____
 _____ Postcode _____

Same Postal Address for all bank records (please tick) Yes No

Phone: (H) _____ (W) _____ Facsimile _____

Date of Birth ___/___/___

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**Customer Access Number
(BANK USE ONLY)**

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DECLARATION

I acknowledge that upon approval of my EasyPhone Banking application, I will have to choose a Personal Access Code (PAC) to permit access to my Nominated Accounts. I understand that when I use EasyPhone Banking, I will be bound by the terms and conditions of use contained in:

- For Personal Deposit Accounts – Deposit Products Product Disclosure Statement, Personal Banking Guide to Fees and Charges, Personal Deposits – Interest Rates.
- For Personal Lending Facilities – Personal Lending Supplementary Terms and Conditions, Personal Banking Guide to Fees and Charges.

My acceptance of and agreement to the terms and conditions of use will be indicated by my use of the service.

_____/_____/_____

Customer Signature

HOW To Complete The EasyPhone Banking Application

Note 1.

PERSONAL DETAILS

Applications are to be in one name only. Joint account holders who both wish to access the EasyPhone Banking service must each complete an application in their own name.

Please complete your personal details as shown on the application.

Note 2.

DETAILS REQUIRED TO IDENTIFY YOU

Password

We need a password in case we have to identify you under certain circumstances. For instance we may ask you to confirm your password if you have difficulty whilst using the EasyPhone Banking service and require assistance from our Customer Contact Centre.

The following details are required to strictly identify you the **first time** you use EasyPhone Banking:-

Caller Line Identifier (CLI)

Please record the Area Code and telephone number of the telephone you will be calling from the first time you use EasyPhone Banking. **Do not record a mobile number, PABX or a phone number connected to a system with multiple extensions.** If your telephone is currently set up to restrict others viewing your number, please ensure you dial the digits '1 8 3 2' before dialling the EasyPhone Banking telephone number the first time you call.

After your first call registration, you are free to use mobiles, PABX phones etc to access the EasyPhone Banking system.

Challenge Number

Please nominate an 8 digit challenge number on your application form. We will ask you to verify the number the first time you call.

Memorable Address

If you require assistance from our Customer Contact Centre staff, they may ask you for this address during customer verification. The address can be any address you can easily remember.

Memorable Date

If you require assistance from our Customer Contact Centre staff, they may ask you for this date during customer verification. The date can be any date you can easily remember and can be a past, present or future date.

Mother's Maiden Name

The Mother's Maiden Name only applies to Personal customers. If you require assistance from our Customer Contact Centre staff, they may ask you for this name during customer verification.

Note 3.**NOMINATED ACCOUNT/CREDIT CARD DETAILS****Which Accounts Can I Access Using EasyPhone Banking?**

You can nominate access to any of the following Bank of Queensland accounts where you are an owner and signatory to the account and you have an individual authority to operate on the account:

Transaction & Savings Accounts	Choice Account Ultimate Account Cash Management Account Pension Plus Account Bonus Interest Savings Account
Term Investment Accounts	Easy Investment Premier Investment
Line of Credit	Home Equity Loan Plan (H.E.L.P.) Come-n-Go
Credit Cards	Bankcard Visa MasterCard
Home Loans	
Personal Loans	

Which Accounts Can't I Use?

The EasyPhone Banking service is for personal use only and the following accounts are **not available**:

Firms	Sole Proprietor or Partnerships Company(ies) trading as, solely or with others Company(ies) trading as, as trustee for a Trust
Companies or Corporate bodies	Body Corporate Incorporated Associations
Business Accounts in Personal names	Includes Business Loans and Overdrafts
Co-operative societies	
Government and Semi – Government Instrumentalities	
Clubs, Lodges and Societies	Includes Charitable organisations
Trustees for Trusts etc.	Does not include a person as trustee for another person
Accounts where you have been granted Procuration Powers or Power of Attorney	

Note 4.**BANK OF QUEENSLAND ACCOUNT TYPES/BRANDS**

When completing the application form, it is mandatory to assign a **Type** or **Brand** to your Nominated Accounts. This will ensure we properly identify the account you wish to access using EasyPhone Banking.

Refer to the list of Account Type/Brand options mentioned below. Please choose a type/brand from either the Option 1 or Option 2 column as your **most preferred** reference for each of your Nominated Accounts. For example, if one of your Nominated Accounts is an Ultimate Savings Account, you may choose to refer to it as either 'Ultimate' (as in Option 1) or 'Savings' (as in Option 2).

OPTION 1 – Brands	OPTION 2 – Types
Choice Ultimate Bonus Interest Savings	Savings
Pension Plus	Deeming
Easy Premier	Term Investment
Cash Management Account	
Loan	Home Loan Investment Loan
Personal Loan	
Come-n-Go HELP	Line of Credit
Bankcard Visa MasterCard	Credit Card

EXAMPLES – ACCOUNTS

A/C Type / Brand	Account Number	Account Title
Savings	90123456	B & S Smith
Savings	91123456	B & S Smith
Ultimate	92123456	B Smith
Personal Loan	80123456	B Smith
Home Loan	81123456	B & S Smith

EXAMPLES – CREDIT CARDS

Credit Card	5436 0450 1234 5678	B Smith
Bankcard	5610 5340 1234 5678	B Smith
Visa	4564 4890 1234 5678	B Smith
Visa	4564 4890 3456 7890	B Smith

Note 5.**Labels and Why You May Need To Use Them**

Labelling your Nominated Accounts is a way of distinguishing between *multiple same account type/brand options*, without having to quote account numbers each time you use EasyPhone Banking.

For instance, if you have 3 accounts that you have branded as 'Savings', you need to differentiate between them by labelling each account with one from our list – eg. "No. 1 Account, No. 2 Account and No. 3 Account". These labels are only for use within the EasyPhone Banking system and will not interfere with any existing account "style". If you have previously designated a "style" to your account (eg. House Account, Car Account etc) and you also wish to use it as a label, you may do so, provided it is within the list of acceptable account labels.

Please choose a label from the list below when a specific account type/brand option has been selected for **more than one** nominated account. Labels are optional on an account if it is the only one nominated against a particular Type/Brand.

List of acceptable Account Labels:

Admin Account	Gaming Account	No. 2 Account	Special Account
Baby Account	General Account	No. 3 Account	Spending Account
Bills Account	Holding Account	No. 4 Account	Superannuation Fund Account
Budget Account	Holiday Account	No. 5 Account	Tax Account
Building Account	Home Loan Account	Personal Account	Taxi Account
Car Account	House Account	Personal Loan Account	Travel Account
Cheque Account	Insurance Account	Rates Account	Trust Account
Christmas Account	Interest Account	Rent Account	Unit Account
Everyday Account	Investment Account	Savings Account	Wages Account
Expense Account	Joint Account	School Account	Wedding Account
Family Account	Kids Account	Share Account	Working Account
Farm Account	Medical Account	Sinking Fund Account	
Fundraising Account	No. 1 Account	Social Account	

EXAMPLES

A/C Type / Brand	Label	Account Number	Account Title
Savings	Bills Account	90123456	B & S Smith
Savings	Car Account	91123456	B & S Smith
Ultimate		92123456	B Smith
Personal Loan		80123456	B Smith
Home Loan		81123456	B & S Smith

EXAMPLES – CREDIT CARDS

Credit Card		5436 0450 1234 5678	B Smith
Bankcard		5610 5340 1234 5678	B Smith
Visa	No.1 Account	4564 4890 1234 5678	B Smith
Visa	No.2 Account	4564 4890 3456 7890	B Smith

When Can I Start using EasyPhone Banking ?

We will process your application for EasyPhone Banking as soon as we receive it. We will also mail to your postal address the following documents at the time of processing:

1. *EasyPhone Banking Customer Confirmation*
2. Temporary Personal Access Code and Customer Access Number – (posted separately to item 1)

If you do not receive all of the abovementioned documents within 10 business days of mailing your application to us, please contact our Electronic Banking Administration on 1300 55 72 72 for assistance.
