

# SWITCHING TO BOQ MADE EASY



Switch of Regular Payments and Notice of Variation of Account Details

## Section 1: My/Our New BOQ Account Details:

Financial Institution	Account Name	BSB	Account Number
Bank of Queensland Ltd		124-001	

### Customer Request and Authority to Disclose Regular Payments List

I/we consent to:

- BOQ obtaining a Regular Payments List from my previous Financial Institution showing regular payments to and from my/our account(s) held with my previous Financial Institution outlined in section 2 below.
- my/our previous Financial Institution compiling a Regular Payments List for the account(s) described in section 2 below, and disclosing the list to BOQ.

I/we understand and acknowledge that:

- the Regular Payments List contains my/our personal information;
- I am/we are authorised to operate the accounts described in section 2 below;
- the Account(s) listed in section 2 below are personal accounts held in my/our name(s); and
- all information, including personal information, provided on this form may be shared with and/or disclosed to the previous Financial Institution and each Debit User and Credit User, through its Sponsor or User FI as the case may be, for the purpose of switching my/our Account.

### Notice of Variation of Account Details

I/we authorise and consent to the following:

- I/we have switched financial institutions and as a result my/our account details, for the purposes of Direct Debits and Direct Credits, have changed.
- I/we authorise BOQ to notify each Debit User and Credit User listed in the Regular Payments List through its Sponsor or User FI, as the case may be, of my/our changed account details on my/our behalf.
- I/we acknowledge that provision of this Notice, together with the relevant schedule, to each such Debit User or Credit User will change the account details set out in my/our direct debit arrangements and direct credit arrangements with them. The other terms of my/our original Direct Debit Request and Direct Credit arrangements are not affected.
- I/we instruct each Direct Debit and Credit user, with immediate effect, to use the new account details provided in section 1 above for my/our Direct Debits/Direct Credits.

## Section 2: My/Our Previous Financial Institution Details:

Previous Financial Institution	Account Name	BSB	Account Number

### Switching Instructions

**Option 1: Switch all regular payments.**

- If this option is selected BOQ will obtain the Regular Payments List from your Previous Financial Institution on your behalf, which is ordinarily provided to BOQ within 5 business days of submitting the request. BOQ will then notify all direct debit users identified in this list of your account change within 2 business days of receiving the Regular Payments list from your Previous Financial Institution. A letter, including a list of switched payments, will be sent to you for your records.

**Option 2: Request the Regular Payments List only.**

- If this option is selected BOQ will obtain the Regular Payments List on your behalf, which is ordinarily provided to BOQ within 5 business days of submitting the request. Once obtained this list will be available to you through your local BOQ branch. You may then choose to complete a Notice of Variation form, with which BOQ can assist in switching some or all regular payments, or you may contact the debit users directly yourself to notify them of the change.

Debit Users and Credit Users are required to verify (by signature comparison or other means) that this form has been properly authorised by the Customer before making any changes to the Customer's Direct Debit or Direct Credit arrangements. Debit Users and Credit Users must action this request promptly and contact the Customer if there is any doubt as to the Customer's authorisation.

I/We confirm that I am/we are authorised to operate the new account represented by the BSB and Account Number shown in section 1 above (My/Our New BOQ Account Details)

**Customer Signature (in terms of the account authority)**

**Customer name**

**Date**

**Customer Signature (in terms of the account authority)**

**Customer name**

**Date**