Request for Refund of Unclaimed Monies

INSTRUCTIONS

Please read these instructions, the Identification Document Checklist and Certification Requirements below, then complete Sections 1-6 of this form.

Once completed, send an email to **AccountMaintenance@cards.boq.com.au** that includes:

- Your completed and signed request form
- Your certified identification document(s)
- Any document(s) confirming account ownership

If claiming on behalf of a deceased estate, please contact our Bereavement Services team:

- Call: 1300 338 026, Monday to Friday, 8:00am to 5:00pm (AEDT)
- Email: **bereavementservices@cards.boq.com.au**

IDENTIFICATION DOCUMENT CHECKLIST

We are required to collect and verify identification documentation (ID) from you.

PART A: ACCEPTABLE PRIMARY PHOTOGRAPHIC IDENTIFICATION DOCUMENTS

Select **ONE** document from this section. If you do not hold a document from this section, then provide documents from Part B or C.

Acceptable primary photographic identification documents

- A current and valid physical driver's licence issued by a State or Territory of Australia containing a photograph (digital driver's licences or renewal receipts cannot be accepted)
- A current and valid Australian passport or one that expired within the last two years
- A valid Australian Proof of Age or Proof of Identity card issued by a State or Territory containing a photograph of the person and date of birth or residential address.

PART B: ACCEPTABLE PRIMARY NON-PHOTOGRAPHIC IDENTIFICATION DOCUMENTS

Should only be completed if you do not hold a document from Part A. You must present one primary non photographic document and one secondary identification document

Acceptable primary non photographic identification documents

Select **ONE** document from this section:

- Australian birth certificate issued by a State or Territory of Australia
- Australian citizenship certificate issued by the Commonwealth of Australia
- A current and valid physical Pension, Health Care or Seniors Health card issued by a State or Territory of Australia containing the name and date of birth or residential address (Department of Veterans Affairs Cards are not acceptable)

PART B: ACCEPTABLE PRIMARY NON-PHOTOGRAPHIC IDENTIFICATION DOCUMENTS (CONT)

Secondary identification documents

Select **ONE** document from this section:

- Financial Benefits statement – a document issued by the Australian Commonwealth or a State or Territory no more than 12 months old, that records the provision of financial benefits to the individual, and which contains the individuals name and residential address e.g. Child Care Subsidy, Disability Support Pension, JobSeeker Payment, ABSTUDY/Austudy, Aged Care means tests, Assistance for Isolated Children Scheme, Partner Allowance, Bushfire Allowance
- Australian Taxation Office notice – a document issued by the Australian Taxation Office, no more than 12 months old, which contains the individuals name and residential address, e.g. Notice of Assessment (taxation returns are not accepted). The document also must record a debt payable to or by the individual by or to (respectively) the Commonwealth under a Commonwealth law relating to taxation
- Rates notice – a notice issued by a local government body and no more than three months old (from date of issue) and contains the applicant's name and residential address
- Utility bill – a document issued by a utility provider, less than 3 months old from the date of issue, which contains the individuals name and residential address e.g. electricity bill, water bill, gas bill
- A current and valid physical Australian Medicare card issued by the Australian Government.

PART C: ACCEPTABLE FOREIGN IDENTIFICATION DOCUMENTS*

Should only be completed if you do not hold a document from Part A and B.

Primary photographic foreign identification documents

Select **ONE** document from this section:

- A current and valid foreign driver's licence issued by a foreign government containing a photograph (international licence/permit is not acceptable)
- A current and valid foreign passport issued by a foreign government, the United Nations or an agency of the United Nations containing a photograph and either the signature of the person or unique identifier (ID number)
- A current and valid ID card issued by a foreign government, the United Nations or an agency of the United Nations containing a photograph, and either the signature of the person or the unique identifier (ID number), and date of birth or residential address

OR

Primary non-photographic foreign identification documents

Select **ONE** document from this section plus **ONE secondary document** from **Part B**

- A foreign birth certificate issued by a foreign government, the United Nations or an agency of the United Nations
- A foreign citizenship certificate issued by a foreign government, the United Nations or an agency of the United Nations

***English translation services for foreign identification documents**

If primary photographic and primary non-photographic Identification documents are written in a language other than English, an accredited translation is required. This translation must be prepared by an Accredited Translator (search **www.naati.com.au** for certified translator) in Australia, or performed to a standard comparable to the Australian NAATI accreditation.

ACCEPTABLE CERTIFICATION OF ID DOCUMENTS

A certified copy is a document that has been approved as a "true" copy of an original document. Certification must be completed by a person engaged in the professions detailed in the Approved Certifiers List below.

Certified documents can be accepted within 12 months of the original certification.

To complete certification, the authorised person must record all of the following on each copy of the ID:

- "This is to certify that this is a true copy of the original which I have sighted"
- First name and last name e.g. Michelle Helena Citizen; unless the industry standard for the role type allows initials such as police/correctional officer, doctor or a JP i.e. Steve Bould may be S. Bould, Constable S. Bould, Constable Bould or Dr Bould.
- Date the document was certified
- Signature of the approved certifier
- The capacity in which they have certified the document (e.g. JP, police officer, etc)
- Registration Number, if applicable
- If the approved certifier is overseas, in addition to the above, the following is required:

  The scanned certified document must:

  - be sent directly to us by the certifier, OR
  - be emailed to the customer by the certifier, and then forwarded to us without alteration.

Some approved certifiers will use their own Industry Standard stamp that records the required information. If a stamp is used, any of the information from the above that is missing must be added by the certifier.

If certifying documents with multiple pages, the certification can be placed on the first page and the certifier can leave an attestation stating X pages are true and original i.e. "This is to certify that the following 6 pages are true copies of the original which I have sighted", or the certifier can certify each page with all of the above requirements.

APPROVED CERTIFIERS

Who can certify identification documents in Australia?

- Persons before whom a statutory declaration may be made per Part 1 of the Statutory Declaration Regulations 2023 include:
  - Legal Practitioner
  - Medical Practitioner
  - Dentist
  - Pharmacist
  - Financial advisor or planner
- Persons before whom a statutory declaration may be made per Part 2 of the Statutory Declaration Regulations 2023 include:
  - Justice of the Peace
  - Police Officer
  - Judge of a Court
  - Magistrate, Sheriff
  - Commissioner of Declarations
  - Clerk of a Court
  - A permanent employee of the Australian Postal Corporation with five or more years of continuous service who is employed in an office supplying postal services to the public
  - An agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
  - A member of the Institute of Chartered Accountants in Australia, Certified Practising Accountants (CPA) Australia or the Institute of Public Accountants; or
  - An officer/Banker with, or authorised representative of, a holder of an Australian Financial Services licence, having two more continuous years of service with one or more licensees
  - An officer with, or a credit representative of, a holder of an Australian credit licence, having two or more years of continuous service with one or more licensees
  - Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961, etc
  - A notary public (for the purpose of the Statutory Declaration Regulations 1993)
  - An Australian Consular officer or an Australian diplomatic officer within the meaning of the Consular Fees Act 1955

For the full list refer to **Statutory Declarations Regulations of 2023**.

Who can certify identification documents outside of Australia?

- A notary public (for the purpose of the Statutory Declaration Regulations 1993)
- A person authorised as a notary public in a foreign country
- An Australian Consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)
- A person in a foreign country who is authorised by law in the jurisdiction to administer oaths or affirmations or to authenticate documents

SECTION 1: Account Holder Details

Title

First Name

Middle Name (Optional)

Surname

Date of Birth (DD/MM/YYYY)

/ /

Account Number (Optional)

Residential Address including country (PO Box is not acceptable)

Unit

Street Number

Street Name

Suburb/Town

State

Postcode

Country

Mobile Number

Email Address

Account Holder(s) Residential Address when Account was Opened (if different)

Unit

Street Number

Street Name

Suburb/Town

State

Postcode

Country

ASIC OTN (This can be retrieved from ASIC's Moneysmart website at **www.moneysmart.gov.au**)

SECTION 2: Refund Details

Refund Amount

Refund Account Name

BSB

Account Number

Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence 244616 ("BOQ"), promotes and distributes the Bank of Queensland Credit Cards ("Credit Cards"). National Australia Bank Limited ABN 12 004 044 937 Australian Credit Licence 230686 ("NAB") is the credit provider and issuer of the Credit Cards. Our/us/we/The BOQ Credit Cards Team means NAB. BOQ does not and will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards.

Please refer to the **BOQ Credit Cards Privacy Notice** for information about our personal information handling practices and about how you can lodge a privacy-related enquiry, request or complaint.

If you are applying for (or already have) a BOQ Credit Card, NAB's Privacy Policy and Credit Reporting Policy will also apply. These policies are located at **nab.com.au/common/privacy-policy** (see Attachment 1 for Credit Reporting).

SECTION 3: Verifying Account Ownership

☐ Attach certified copy of document showing proof of account ownership relating to account transferred as unclaimed (e.g. bank statement)

OR

☐ Attach certified proof of connection to address relating to account where unclaimed monies were held (e.g. council rates notice, utilities bill)

If claiming on behalf of a Power of Attorney (POA) customer:

☐ Attach certified copy of document showing proof of Power of Attorney (if applicable)

SECTION 4: CheckList

☐ Sections 1-3 completed

☐ Certified documents required as per Identification Document Checklist have been submitted

☐ I am aware that refunds from ASIC can take up to three months

SECTION 5: Declaration

I, the undersigned, make the following declaration to National Australia Bank Limited ("NAB").

I had an account issued by NAB, the money from which I believe has been transferred to ASIC.

The account details were as stated above.

I am the true owner of the money that was in the account identified above and am entitled to claim the money that transferred to ASIC; or I am an attorney for the true owner acting under a power of attorney granted by the true owner.

I request NAB to act on my behalf to recover the money held as unclaimed money with respect to the account identified above and request the Treasurer to pay the proceeds to NAB.

Important – It is an offence under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to give false or misleading information or documents.

SECTION 6: Authorisation

All signatories or executors to print name and sign in accordance with signing instructions on the account(s).

Name

____

Signature

✕

Date

/ /

Name

____

Signature

✕

Date

/ /

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