

# Identification Form - Individuals (indirect relationship)

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the credit provider and issuer of Citi branded financial and credit products. NAB has acquired the business relating to these products from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to provide transitional services.

Our/us/we means NAB unless the context otherwise requires it.

"Citi", "Citibank", "Citigroup", the Arc design and all similar trade marks and derivations thereof are used temporarily under licence by NAB from Citigroup Inc. and related group entities.

## Section 1: Personal Details of Individual (indirect relationship)

Title	Full Given Name(s)	Surname	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Date of Birth (dd/mm/yyyy)	Mother's Maiden Name	Occupation	
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	<input type="text"/>	
Nationality	Country of Birth		
<input type="text"/>	<input type="text"/>		
Residential Address including Country (PO Box is not acceptable)		Existing Customer? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Street	Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Country	Phone	Mobile	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Do you or an immediate family member hold a public office position? If Yes (please specify position, e.g. politician/diplomat)		<input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="text"/>			
Signature of Indirect Individual		Date	
<input type="text"/>		<input type="text"/> / <input type="text"/> / <input type="text"/>	

We collect Your information to enable us to assess your request to act on the account holder's behalf and for us to deal with You as appointed representative of the account holder. If You provide us with information of a third party (including the account holder), You assure us that you have the authority to do so and have provided a copy of our Privacy Notification and Consent, which sets out further details on how we handle personal information.

### Identifying you for the purposes of the AML Act

We may provide Your name, residential address and date of birth to a credit reporting body for the purpose of verifying Your identity in accordance with the requirements of the AML Act which is not a credit check. As part of providing that information to the credit reporting body, We may request the credit reporting body to provide an assessment of whether the personal information held matches (in whole or part) personal information held by the credit reporting body. The credit reporting body may prepare and provide an assessment to Us and may use the names, residential addresses and dates of birth held by the credit reporting body, for the purpose of preparing such an assessment. Although You have agreed to Us making this request and disclosure of Your personal information for this purpose, if You don't wish for Us to use this method to verify Your identity, You may contact Us for an alternative method.

## Section 2: Account details of customer that the indirect individual will be connected to

Record the details of the customer/account you are requesting to be connected to

Account Holder Name	Account Holder Customer/Account Number
<input type="text"/>	<input type="text"/>
Account Holder Name	Date of Birth
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Type of relationship to the Account holder (e.g. Power of Attorney, Executor of a Deceased Estate, Bankruptcy Trustee, etc.)	
<input type="text"/>	

Please provide original or original certified copy of the relationship authority document (i.e. Will, Probate, Power of Attorney form, etc.)

## Section 3: Required Identification Documents

We need to verify the individual's full legal name; date of birth; residential address and Government ID number and expiry date where applicable. Provide a document from Part I or if the individual does not own a document from Part I, then provide a document from Part II. Please provide original certified copy of the below acceptable Identification documents.

### PART I - Primary Documents (must be Photographic ID)

Provide ONE (or more) from this section

- Current Australian Driver Licence (must include name, date of birth and government issued ID number)
- Current Australian or Foreign Passport with signature
- Current Australian Proof of Identity/Age/Birth Card (Australian only) (must include name, date of birth and government issued ID number)
- Current Foreign Driver Licence (must include name, date of birth and government issued ID number)\*
- Current National ID Card issued by a foreign government (must include name, date of birth and government issued ID number)\*

### PART II - Secondary Documents (Non-Photographic ID)

Should only be provided if the individual does not own a document from Part I

Provide ONE (or more) from this section

- Australian Citizenship Certificate
- Centrelink Health Care Card or Pensioner
- Concession Card or Commonwealth Seniors Health Card

If identification provided in PART I does not contain current residential address, provide ONE from the below

- Utility bill with name and address of the customer (e.g. water, electricity, gas) issued within the preceding 3 months
- Council rates notice with name and address of the customer issued within the preceding 3 months
- Firearms Licence
- Telephone landline (not mobile) bill with name and address of the customer issued within the preceding 3 months
- Australian Taxation Office (ATO) Notice of Assessment with name and address of the customer issued within the preceding 12 months
- Current defence forces identification card with photo (Australian issued only)

If identification provided in PART II does not contain current residential address, provide ONE from the below

\*Documents that are written in a language other than English must be accompanied by an English translation prepared by an accredited translator.

## Privacy Consents and Notifications

**This section sets out important privacy consents that you give us when completing this form. It also sets out important information about our collection, use, disclosure and management of your personal information.**

In this Privacy Consent and Notification "we/us/our" means (collectively, or separately where the context requires):

- National Australia Bank Ltd ("**NAB**") and its related companies that assist it to provide its services; and
- Citigroup Pty Limited ("**Citi**") and its related companies that assist it to provide its services.

### Purposes for which we collect, use and disclose your personal information

1) We collect, use and disclose your personal information:

- to action your instructions to us, including to assess any application for credit and to provide and administer the Customer's credit facilities and related services;
- to conduct reviews of the Customer's facility;
- to comply with applicable laws both in Australia and overseas including (a) the National Consumer Credit Protection Act; and (b) the Anti-Money Laundering and Counter-Terrorism Financing Act (**AML Act**); and
- for other purposes as listed in our respective Privacy Policies and Credit Reporting Policies (where applicable) (see "Our Policies").

If you do not provide us with the information we ask for or the information provided is incorrect or incomplete, we may not be able to act on your instructions to provide or manage the products or services that you are (or if you are not the account holder, that the account holder is) seeking.

2) We usually collect your personal information directly from you. However, sometimes we may need to collect personal information about you from third parties for example, where to assist us to process your instructions or to assist us to locate or communicate with you.

3) Where you provide information about another person, it is important in order to protect their privacy, that you let them know you are sharing their information with us, and ensure they are aware of what is in this notice.

We do not normally collect sensitive information from you about other people, but you may want to give us this type of information in certain situations (for example, you might tell us about medical or health issues of people in your family when you ask us for financial hardship assistance). It is important that you only give us their sensitive information if the person has agreed to you sharing it with us.

4) Your telephone calls and conversations with our customer service representatives may be recorded and monitored for quality, training and verification purposes.

### **Disclosures of your personal information**

- 5) We may disclose to, and obtain from, the following organisations personal information about you for the purposes described above (as well as otherwise permitted by the Privacy Act):
- our affiliates, sales agents and organisations that carry out functions on our behalf including card schemes, mailing houses, printers, data processors, researchers, administration or business management services, consultants, auditors, marketing service providers, data and document management providers and collection agents;
  - between us (being NAB and Citi);
  - our partners and reward providers including Airline partners and their service providers;
  - other credit providers;
  - any signatory or guarantor to the facility held by the Customer;
  - any broker, introducer, financial, legal or other adviser acting in connection with the Customer's facility or application;
  - regulatory and tax authorities in Australia and overseas;
  - credit reporting bodies and other information providers. We may disclose the Customer's information for the purposes of assessing or approving a hardship application, and credit reporting bodies for the purposes of reporting if the Customer has a hardship arrangement (see "Exchange of information with credit reporting bodies" below);
  - any external dispute resolution body;
  - any insurer relating to the Customer's facility;
  - organisations that have acquired, or are wishing to acquire an interest in any part of our business; and
  - as further set out in our respective Privacy Policies and Credit Reporting Policies (where applicable) (see "Our Policies").

### **Identifying you for the purposes of the AML Act**

- 6) We may provide your name, residential address and date of birth to a credit reporting body for the purpose of verifying your identity in accordance with the requirements of the AML Act which is not a credit check. As part of providing that information to the credit reporting body, we may request the credit reporting body to provide an assessment of whether the personal information matches (in whole or part) personal information held by the credit reporting body.
- 7) The credit reporting body may prepare and provide an assessment to us and may use the names, residential addresses and dates of birth held by the credit reporting body, for the purpose of preparing such an assessment. Although you agree to us making this request and disclosure of your personal information for this purpose, if you don't wish for us to use this method to verify your identity, you may go to your local Australia Post Bank@Post outlet with appropriate forms of identification in order for your identity to be verified in person.

### **Disclosures to overseas recipients**

- 8) Some of the recipients to whom we disclose your personal information may be based overseas.
- 9) For a list of countries where such recipients are located, refer to:
- NAB's Privacy Policy at [nab.com.au/common/privacy-policy](http://nab.com.au/common/privacy-policy); and
  - Citi's Privacy Policy at [citibank.com.au/privacy](http://citibank.com.au/privacy).

### **Exchange of information with credit reporting bodies ("CRB") and other information services**

- 10) We may disclose personal information about the Customer (including credit information, such as details about the credit that we provide to the Customer, repayment history and any repayment defaults) to, and obtain credit reporting information about the Customer from CRBs. You can review the relevant policies at the following links: [nab.com.au/common/privacy-policy](http://nab.com.au/common/privacy-policy) or [citibank.com.au/privacy](http://citibank.com.au/privacy). These policies contain information about credit reporting, including the CRBs with which we may share the Customer's personal information, their contact details, the type of credit reporting information we share, and the Customer's rights in relation to them.
- 11) We have the right to conduct reviews of the Customer's facility from time to time and at our sole discretion. You acknowledge that we will provide the Customer's personal information to a credit reporting agency as permitted by the Privacy Act for each review and that a credit report may be obtained from a credit reporting agency for the purpose of any such review.

### **Our policies (including how to access and correct information and make a complaint)**

- 12) You can review the relevant NAB and Citi policies at the following links:
- NAB's Privacy Policy at [nab.com.au/common/privacy-policy](http://nab.com.au/common/privacy-policy); and
  - Citi's Privacy Policy at [citibank.com.au/privacy](http://citibank.com.au/privacy).

These policies include information as to how you can access and/or seek correction of the personal information we hold about you and the Customer, how you can complain about a breach by us (meaning NAB and Citi) of the Privacy Act (including where relevant, the credit reporting provisions in Part IIIA and the Credit Reporting Code) and how we will deal with such a complaint. There is no charge for making an access request but an administration fee may apply for providing access in accordance with your request. Your request will usually receive a response within 30 days.

### **Call recording**

- 13) Your telephone calls and conversations with our customer service representatives may be recorded and monitored for quality, training and verification purposes.

### **Contacting Us**

If you wish to find out more information, or raise any specific or general concerns about Us and our Privacy Policies, the contact details are as follows:

#### **Privacy Officer**

GPO Box 204

Sydney NSW 2001

Telephone: 13 24 84

Email: [privacy.officer@citi.com.au](mailto:privacy.officer@citi.com.au)

**Bank Office/Authorised Representative: Documents Sighted**

Type of Document			
Document Number			
Full name appearing on document			
Address on Document (if shown)			
Date of Birth	/ /	/ /	/ /
Place of Issue/Issuing institution			
Date of Issue	/ /	/ /	/ /
Date of Expiry	/ /	/ /	/ /

By completing and signing this Record of Identification and Verification Procedure I declare that I have verified the identity of the Individual in section 1 as required by AML/CTF requirements and that this identification and verification procedure has been performed by an AFSL/Credit licence holder or an authorised representative of an AFSL/Credit licence holder. I confirm that I have sighted the originals and/or original certified copies of the identification documents detailed above submitted to National Australia Bank Limited (NAB) and have not made any unauthorised alterations.

Name of Bank Officer/Authorised Representative

Signature of Bank Officer/Authorised Representative

Date Verification Completed