



Unclaimed Monies Refund Request Form

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 products and credit products. NAB has acquired the business relating to these products from Citigroup Pty Limited (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.

About this Form

Please complete this form if the account is in a personal name (i.e. not a Business Entity) and provide documents as indicated to request a refund of Unclaimed Monies.

Please submit this form and certified documents by mail to Customer Service Team, GPO BOX 3483, Sydney NSW 2001

1. Your Details

Full Name of account transferred as Unclaimed Monies

Account Number (or Credit Card Number)

Amount

Account holder(s) current residential address

Suburb

State

Postcode

Account holder(s) email

Account holder(s) mobile phone number

Account holder(s) residential address when account was opened (if different)

Suburb

State

Postcode

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

2. Refund Details (Select only one method)

Pay to an existing Citi branded transaction account issued by NAB (*Please note: this is not applicable for Credit Cards or Ready Credit Accounts*)

Account Name

Account Number

or

Post a cheque in the name of the account holder(s) or estate (No PO Boxes)

Address

Suburb

State

Postcode

3. Declaration

I, the undersigned, make the following declaration to National Australia Bank Limited (NAB) and Citigroup Pty Limited (Citi) (where applicable):

- I had an account with 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.
- I consent and agree to my personal information being collected, used and disclosed as described in the Privacy Consent in section 7.

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

4. Authorisation

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

Name

Name

5. Verifying Account Ownership

Attach certified copy of document showing proof of account ownership relating to account transferred as unclaimed (eg: account statement)

OR

Attach certified proof of connection to address relating to account where unclaimed monies were held (eg: council rates notice, Utilities bill)

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

If claiming on behalf of a deceased estate

Attach Certified copy of Probate/Letters of Administration and suitable identification of Administrator or Executor)

OR

Attach certified copy of Death Certificate, certified copy of Will (if applicable) and suitable identification of Executor(s) or next of kin including deceased indemnity(s)

6. Verifying identity of claimant

Part 1 - Primary Photographic ID Documents - Select ONE valid option from this section only

- Current Australian Drivers Licence (must include name and date of birth and government issued ID number)
- Current Australian or Foreign Passport with signature
- Current Australian Proof of identity/age/birth card (must include name, date of birth and government issued ID number)
- Current Foreign Drivers Licence (must include name and date of birth and government issued ID number)
- Current National ID Card/Document issued by a foreign government (must include name and date of birth and government issued ID number)

Part 2 - Primary Non-Photographic Documents

Note: This section should be completed only if the individual does not own a document from Part 1

Select ONE valid option from this section only

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

In addition to Parts 1 and 2

If Identification provided in PART 1 or PART 2 do not contain current residential address, please select ONE valid option from the section below.

- Utility Bill with name and address (e.g. water, electricity or gas) issued within the preceding 3 months.
- Telephone landline (not mobile) bill with name and address issued within the preceding 3 months
- Australian Taxation Office (ATO) Notice of Assessment with name and address issued within the preceding 12 months
- Council rates notice with name and address issued within the preceding 3 months.

7. Privacy Consent and Notification

In this section "we / us / our" means:

- 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.

Unless otherwise stated, 'we/us/our' is used collectively (or singularly/separately where the context requires) and 'you/your' means all account holders and other individuals named in this application.

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

- 1) We may collect, use and disclose your personal information: for the purposes applied for under this form; and to comply with applicable laws both in Australia and overseas including:
 - (a) the *Banking Act 1959*;
 - (b) the *Anti-Money Laundering and Counter-Terrorism Financing Act (AML Act)*; andfor other purposes as listed in our respective Privacy Policies (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 assess your application or administer the products or services that you are seeking.

- 2) We usually collect your personal information directly from you. However, we may need to collect personal information about you from third parties for example, where to assist us to process your application or 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 (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);
 - any broker, introducer, financial, legal or other adviser acting in connection with your product or application;

- regulatory and tax authorities in Australia and overseas, including the Australian Securities and Investments Commission;
- 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 (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 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 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; and
 - Citi's Privacy Policy at citibank.com.au/privacy

Our Policies (including how to access and correct information and make a complaint)

- 10) You can review the relevant NAB and Citi policies at the following links:
 - NAB's Privacy Policy at nab.com.au/common/privacy-policy; and
 - Citi's Privacy Policy at 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, how you can complain about a breach by us (meaning NAB and Citi) of the Privacy Act 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.

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: 1300 135 538
Email: privacy.officer@nab.com.au

8. Check List

- Sections 1-6 Completed
- Documents required as per Sections 5 and 6 have been submitted
- I am aware that refunds from ASIC can take up to 3 months

9. Office Staff to complete (if applicable)

Signature Verified by (Stamp and sign) / /
Date

Maker (Stamp and sign) / /
Date

Checker (Stamp and sign) / /
Date