

Identification Form

Power of Attorney/Deceased Estate/Bankruptcy Trustee

National Australia Bank Limited (ABN 12 004 044 937, AFSL and Australian Credit Licence 230686) ("NAB") is the issuer of Citi branded financial 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.

NAB is an Authorised Deposit-taking Institution ("ADI"). Under the Australian Government's Financial Claims Scheme your deposits with NAB (including under these Citi branded accounts) may be guaranteed up to \$250,000 per account holder per ADI. Citi holds no deposits. The Scheme does not apply to your non-AUD deposits.

Please mail the completed form together with original certified copy of the relationship authority document and original certified identification documents to:

Customer Service Team, GPO Box 40, Sydney NSW 2001

Instructions

- All sections of this form need to be completed.
- Provide original certified copy of the relationship authority document (e.g. Will, Probate, Power of Attorney form, etc.)
- Provide required identification documents as per Section 4 of the form.
- Any documents that are written in a language that is not English must be accompanied by an English translation prepared by an accredited translator.

Section 1: Access Type

Power of Attorney
 Executor of a Deceased Estate
 Bankruptcy Trustees

Section 2: Account Holder Details

Title
 First Name(s)
 Middle Name (Optional)
 Surname

List of **ALL** Account Number(s)
 Date of Birth

Section 3: Details of the Person Requesting Access

Title
 First Name(s)
 Middle Name (Optional)
 Surname

Date of Birth
 Mother's Maiden Name
 Occupation

Nationality
 Country of Birth

Residential Address including country (PO Box is not acceptable)

Unit
 Street Number
 Street Name

Suburb/Town
 State
 Postcode
 Country

Mobile Number
 Email Address

Do you require Citi Online access?
 Yes
 No

Signature of the Requestor/Attorney

Date

Signature of the Account Holder*

Date

*Account Holder Signature is mandatory for General Power of Attorney

Proceed to Section 4 on the next page.

Section 4: Required Identification Documents of the Person Requesting Access

PART I - Acceptable Primary Photographic ID Documents

Tick ✓ Select ONE (or more) valid option(s) from this section

- Current Australian driver's licence (must include name and date of birth and government issued ID number)
- Current passport (Australia or Foreign) with signature (expired passport is not acceptable)
- Current Australian proof of identity/age/birth card (Australian only) (must include name, date of birth and government issued ID number)
- Current foreign driver's licence (must include name and date of birth and government issued ID number)*
- Current National ID card issued by a foreign government (must include name and date of birth and government issued ID number)*

PART II - Acceptable Primary Non-Photographic ID Documents

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

Tick ✓ Select ONE (or more) valid option(s) from this section

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

If only ONE valid option is captured in PART I, select ONE valid option from the section below

If only ONE valid option is captured in PART II, select TWO valid options from the section below

- Utility bill with name and address of the customer (e.g. water, electricity, gas) issued within the preceding 3 months
- 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
- Council rates notice with name and address of the customer issued within the preceding 3 months
- Firearms licence
- Current defence forces identification card with photo (Australian Issued only)

**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

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

- National Australia Bank Limited ("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:
 - to assess your application, provide and manage your products, accounts and services and to manage your relationship and arrangements with us;
 - to understand your needs and offer products and services to meet those needs;
 - to research and develop our products and services and maintain and develop our systems and infrastructure (including undertaking testing);
 - to conduct reviews of your product;
 - to detect and prevent fraud and other risks to us and our customers;
 - to comply with applicable laws both in Australia and overseas, including verifying your identity under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) (AML Act); and
 - for 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 is incorrect or incomplete, we may not be able to assess your application or provide or administer the products or services that you use, or 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 we need information from a third party to assist us to process your application (such as to verify information you have provided or to assess your circumstances) 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.

Disclosures of your personal information

4. 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, 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);
 - reward providers including Airline partners and their service providers;
 - any signatory to the product for which you are applying, or currently use;
 - any broker, introducer, financial, legal or other adviser acting in connection with your product or application;
 - regulatory and tax authorities in Australia and overseas;
 - credit reporting bodies;
 - any external dispute resolution bodies;
 - any insurer relating to your product;
 - organisations that have acquired, or are wishing to acquire an interest in any part of our business; and
 - any other organisations as further set out in our respective Privacy Policies (see "Our Policies").

Identifying you for the purposes of the AML Act

5. 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.
6. 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

7. Some of the recipients to whom we disclose your personal information may be based overseas.
8. 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 citigroup.com.au/privacy.
9. Our Policies (including how to access and correct information and make a complaint)
- You agree to how we handle your personal information as set out in our respective Privacy Policies. You can review the relevant NAB and Citi policies at the following links:
- nab.com.au/common/privacy-policy
 - citigroup.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 of the Privacy Act and how we will deal with such a complaint. There is no charge for making an access. Your request will usually receive a response within 30 days.

Your marketing communications preferences

10. We, our affiliate companies and our partners and agents may use your personal information to keep you informed about offers relating to this product and other products, services and offers which may be of interest to you. We/They may do this by phone, mail, email, SMS and/or other electronic messages. These consents shall remain in effect unless you notify us that you/they do not want to receive such communications.

If you do not wish to receive these communications please utilise the unsubscribe facility in the communication received or otherwise notify us in writing or call us.

Note: If you have not told us that you do not wish to receive these communications by phone, you may be contacted even if you have registered your phone number on the national Do Not Call Register.

Call recording

11. Your telephone calls and conversations with our representatives may be recorded and monitored for quality, training and verification purposes.