

How to make a request

- Complete only those parts of Sections B, C, D, E, G and H applicable to the additions, amendments, or deletions you are requesting. **Section A must be completed.** Section F *must* be completed for all other parties whose accounts are used in connection with National Online Business. Section I *must* be completed on behalf of *all* parties listed in Sections A and F.
- **On completion, photocopy for your records** and mail the original in the reply paid envelope provided (National Australia Bank Limited, National Online Business, Reply Paid 5045, Heidelberg West, Victoria 3081). Do not send by facsimile – the original is required.
- Additions/Amendments requests are subject to the National's approval.
- If you have any questions, or need assistance with completing this form, call National Online Support on 1300 652 565.

Section A Current Customer Details

Please provide the First Party name as found in Section A of your National Online Business Application Form.

First Party

Business name (Full legal name including details of any trust, if acting as a trustee)

Site Id (found in software on Main Menu in Help, About)

State

Section B Customer Information (Only complete if business name or other details have changed)

First Party

Business name (Full legal name including details of any trust, if acting as a trustee)

Contact name

 Mr Mrs Miss Ms Other _____

First name

Surname

Job title

Mailing address

State

Postcode

Telephone number

Facsimile number

Section C Account Reporting and Domestic Funds Transfer

Services

Indicate below if you are applying to use either service for the first time, or if you no longer require access to either service.

Account Reporting
 Add Delete

Domestic Funds Transfer
 Add Delete

Accounts

List any accounts you wish to access, or if currently using either service, any accounts you wish to add or delete. Only accounts you wish to debit (ie transfer funds from) should be nominated for Domestic Funds Transfer. If you no longer require access to an entire service, individual accounts do not need to be listed for deletion.

Note 1: Home loans, Personal loans, FlexiPlus Mortgage, other Term loans (where their purpose is other than for business or investment purposes), credit cards, term deposits, passbook accounts or RSAs cannot be accessed through National Online Business and you authorise us to delete such accounts from this form if they are listed.

Note 2: As National Online Business is designed primarily for the needs of business customers, at least one nominated account must be a business account.

Full account name	BSB number	Account number	Account Reporting	Domestic Funds Transfer
<input type="text"/>	0 8 -	<input type="text"/>	<input type="checkbox"/> Add <input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Delete
<input type="text"/>	0 8 -	<input type="text"/>	<input type="checkbox"/> Add <input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Delete
<input type="text"/>	0 8 -	<input type="text"/>	<input type="checkbox"/> Add <input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Delete
<input type="text"/>	0 8 -	<input type="text"/>	<input type="checkbox"/> Add <input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Delete
<input type="text"/>	0 8 -	<input type="text"/>	<input type="checkbox"/> Add <input type="checkbox"/> Delete	<input type="checkbox"/> Add <input type="checkbox"/> Delete

If applying to use Domestic Funds Transfer or adding/deleting accounts for Domestic Funds Transfer use, what is the total new or amended maximum daily value of payments you wish to make across all nominated accounts including any accounts nominated previously?

\$

Section D

Direct Payments (Only required if you wish to process EFT files from other software such as payroll software)

Only complete if adding, deleting or amending National Direct Entry User Id/s.

Note: In order to use the Direct Payments service, it is necessary for you to apply to become a National Credit User of the Direct Entry System and be assigned a National Direct Entry User Id. If you are not an existing National Credit User, complete the section/s below *and the separate Credit User Application/s provided*. If you are an existing National Credit User, complete relevant details in the section/s below, including details of your existing National Direct Entry User Id/s.

First National Direct Entry User Id

Action required: Add Delete Amend

How often will you process Direct Payments files?

Weekly Fortnightly Monthly Other – give details _____

What is the maximum value of payments you wish to make? (If frequency is more than one period, say weekly and monthly, indicate the combined value) \$ _____

Preferred Direct Entry User name (This will be the business name sent to the recipient’s bank to identify who the payment has come from. In some cases this name will appear on the recipient’s bank statement)

Nominate account to be debited for direct payment instructions:

Full account name _____ BSB number **0 8** - _____ Account number _____

If you already have, or wish to delete or amend an existing National Direct Entry User Id, complete the following:

Direct Entry User Id _____ Direct Entry User name _____

Second National Direct Entry User Id (Additional charges may apply)

Action required: Add Delete Amend

How often will you process Direct Payments files?

Weekly Fortnightly Monthly Other – give details _____

What is the maximum value of payments you wish to make? (If frequency is more than one period, say weekly and monthly, indicate the combined value) \$ _____

Preferred Direct Entry User name (This will be the business name sent to the recipient’s bank to identify who the payment has come from. In some cases this name will appear on the recipient’s bank statement)

Nominate account to be debited for direct payment instructions:

Full account name _____ BSB number **0 8** - _____ Account number _____

If you already have, or wish to delete or amend an existing Second National Direct Entry User Id, complete the following:

Direct Entry User Id _____ Direct Entry User name _____

Third National Direct Entry User Id (Additional charges may apply)

Action required: Add Delete Amend

How often will you process Direct Payments files?

Weekly Fortnightly Monthly Other – give details _____

What is the maximum value of payments you wish to make? (If frequency is more than one period, say weekly and monthly, indicate the combined value) \$ _____

Preferred Direct Entry User name (This will be the business name sent to the recipient’s bank to identify who the payment has come from. In some cases this name will appear on the recipient’s bank statement)

Nominate account to be debited for direct payment instructions:

Full account name _____ BSB number **0 8** - _____ Account number _____

If you already have, or wish to delete or amend an existing Third National Direct Entry User Id, complete the following:

Direct Entry User Id _____ Direct Entry User name _____

Section D

Direct Payments (Only required if you wish to process EFT files from other software such as payroll software) (continued)

Fourth National Direct Entry User Id

Action required: Add Delete Amend

How often will you process Direct Payments files?

Weekly Fortnightly Monthly Other – give details _____

What is the maximum value of payments you wish to make? (If frequency is more than one period, say weekly and monthly, indicate the combined value) \$ _____

Preferred Direct Entry User name (This will be the business name sent to the recipient’s bank to identify who the payment has come from. In some cases this name will appear on the recipient’s bank statement)

Nominate account to be debited for direct payment instructions:

Full account name _____ BSB number **0 8** - _____ Account number _____

If you already have, or wish to delete or amend an existing National Direct Entry User Id, complete the following:

Direct Entry User Id _____ Direct Entry User name _____

Fifth National Direct Entry User Id (Additional charges may apply)

Action required: Add Delete Amend

How often will you process Direct Payments files?

Weekly Fortnightly Monthly Other – give details _____

What is the maximum value of payments you wish to make? (If frequency is more than one period, say weekly and monthly, indicate the combined value) \$ _____

Preferred Direct Entry User name (This will be the business name sent to the recipient’s bank to identify who the payment has come from. In some cases this name will appear on the recipient’s bank statement)

Nominate account to be debited for direct payment instructions:

Full account name _____ BSB number **0 8** - _____ Account number _____

If you already have, or wish to delete or amend an existing Second National Direct Entry User Id, complete the following:

Direct Entry User Id _____ Direct Entry User name _____

Sixth National Direct Entry User Id (Additional charges may apply)

Action required: Add Delete Amend

How often will you process Direct Payments files?

Weekly Fortnightly Monthly Other – give details _____

What is the maximum value of payments you wish to make? (If frequency is more than one period, say weekly and monthly, indicate the combined value) \$ _____

Preferred Direct Entry User name (This will be the business name sent to the recipient’s bank to identify who the payment has come from. In some cases this name will appear on the recipient’s bank statement)

Nominate account to be debited for direct payment instructions:

Full account name _____ BSB number **0 8** - _____ Account number _____

If you already have, or wish to delete or amend an existing Third National Direct Entry User Id, complete the following:

Direct Entry User Id _____ Direct Entry User name _____

Section E

Authorisation of persons ('Authorising Officers') to authorise Domestic Funds Transfer and Direct Payments Instructions ('Payment Instructions') and Stop Cheques Instructions ('Stop Cheques Instructions')

Two methods to enable access by Authorising Officers to the Payment Instructions and Stop Cheques Instructions component of National Online Business are available. You can only use one (1) method. These are:

- (1) Password, or
- (2) Authentication Device

Note: Additional charges as set out in the National's brochure 'National Online Business – Pricing' apply to each Authentication Device.

Which method of authorisation do you require?

Password Authentication Device

How many individual Passwords or Authentication Devices do you require?

Number of Authorising Officers you require to authorise every Payment Instruction or Stop Cheques Instruction?

One Two Three

(Only complete if currently using any service and a change is required)

Change of existing authorisation method

Password to Authentication Device Authentication Device to Password

Existing + Additions = Total now required
or - Deletions

If Password deletion, provide Authorisation Ids (found in software on Main Menu in Maintain, Authorisors) and names of Authorising Officers.

If Authentication Device deletion, provide Authentication Device Ids (found on the Authentication Device inside cover) and names of Authorising Officers.

Authorisation Ids/
Authentication Device Ids

Authentication Device Ids	Given name/s	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Change of number of people you require to authorise every Payment Instruction or Stop Cheques Instruction.

One Two Three

Please complete the details of each person required to be issued with a Password or Authentication Device and who will be designated as an Authorising Officer for payment messages/instructions below:

Authorising Officer 1

Given name/s <input type="text"/>	Surname <input type="text"/>	Date of birth <input type="text"/> / <input type="text"/> / <input type="text"/>
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Address

<input type="text"/>		State <input type="text"/>	Postcode <input type="text"/>
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The National collects this information, as required by Commonwealth legislation, for the purpose of processing a request to create an Authorising Officer. If this information is not provided to the National, the National cannot process this request.

Authorising Officer's signature

Date
 / /

National use only

Existing customer/signatory? Yes No

Customer number

Authorising Officer 2

Given name/s <input type="text"/>	Surname <input type="text"/>	Date of birth <input type="text"/> / <input type="text"/> / <input type="text"/>
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Address

<input type="text"/>		State <input type="text"/>	Postcode <input type="text"/>
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The National collects this information, as required by Commonwealth legislation, for the purpose of processing a request to create an Authorising Officer. If this information is not provided to the National, the National cannot process this request.

Authorising Officer's signature

Date
 / /

National use only

Existing customer/signatory? Yes No

Customer number

Section E**Authorisation of persons ('Authorising Officers') to authorise Domestic Funds Transfer and Direct Payments Instructions ('Payment Instructions') and Stop Cheques Instructions ('Stop Cheques Instructions') (continued)****Authorising Officer 3**

Given name/s Surname Date of birth / /

Address
 State Postcode

The National collects this information, as required by Commonwealth legislation, for the purpose of processing a request to create an Authorising Officer. If this information is not provided to the National, the National cannot process this request.

Authorising Officer's signature **National use only**
 Existing customer/signatory? Yes No
 Date / / Customer number

Authorising Officer 4

Given name/s Surname Date of birth / /

Address
 State Postcode

The National collects this information, as required by Commonwealth legislation, for the purpose of processing a request to create an Authorising Officer. If this information is not provided to the National, the National cannot process this request.

Authorising Officer's signature **National use only**
 Existing customer/signatory? Yes No
 Date / / Customer number

Authorising Officer 5

Given name/s Surname Date of birth / /

Address
 State Postcode

The National collects this information, as required by Commonwealth legislation, for the purpose of processing a request to create an Authorising Officer. If this information is not provided to the National, the National cannot process this request.

Authorising Officer's signature **National use only**
 Existing customer/signatory? Yes No
 Date / / Customer number

Authorising Officer 6

Given name/s Surname Date of birth / /

Address
 State Postcode

The National collects this information, as required by Commonwealth legislation, for the purpose of processing a request to create an Authorising Officer. If this information is not provided to the National, the National cannot process this request.

Authorising Officer's signature **National use only**
 Existing customer/signatory? Yes No
 Date / / Customer number

Note: Where more than six (6) Authorising Officers need to be identified to complete this request form please, telephone 1300 652 565 to obtain an additional Schedule.

Section F Additional Parties to this Additions/Amendments Request Form

List below all other parties whose accounts are currently used in connection with National Online Business.

Also list all parties whose accounts are being added to this group's use of National Online Business. Please indicate whether each party is new to this group's use of National Online Business ("New Customer").

Please ensure that Section I (Declaration and Execution) is completed separately on behalf of each party listed in Sections A and F.

Second Party

Full legal name (including details of any trust, if acting as a trustee)

New Customer

Third Party

Full legal name (including details of any trust, if acting as a trustee)

New Customer

Fourth Party

Full legal name (including details of any trust, if acting as a trustee)

New Customer

Note: Where more than four parties are required to complete this request form, please telephone 1300 652 565 to obtain an additional Schedule to record these parties.

Section G Fees and Charges (GST inclusive) (Applicable to Sections D and E only)

Additional Direct Entry User Ids \$ 120.00 each (first one per software licence free)

Authentication Devices \$ 109.00 each

Note: Additional charges will be debited to the same account nominated in the original National Online Business Application.

(Only complete the following if changing price plans or nominating a different business account to be debited for ongoing service fees.)

Service Fees:

If changing price plans, select the plan which now best suits your needs (request for amendments must be received before the commencement of a new cycle. Cycles are based on a calendar month).

Plan A **Plan B**

Nominate a *business account* to be debited for all fees and charges, and ongoing service fees.

Full account name

BSB number

Account number

_____ 0 8 _____

Section H Declaration of person confirming the identity of National Online Business Authorising Officer/s

I am the person nominated to confirm the identity of Authorising Officers who are enabled to authorise Payment Instructions and Stop Cheque Instructions. I confirmed the identity of the Authorising Officer/s set out in Section E above either by identifying the Authorising Officer, or if more than one (1) Authorising Officer, each of them, either as someone well and favourably known to me, or by sighting appropriate identity documentation.

A person well and favourably known is someone that I recognise to be who and what they claim to be. If the nominated Authorising Officer is not well and favourably known to me, I confirm that I have sighted at least one (1) of the following forms of identification: current driver's licence, credit card, passport, rate notice or birth certificate.

In this capacity I declare to the National that I have confirmed the identity of the Authorising Officer/s for the purpose of transacting on the National Online Business facility.

Signature

Name and Title (BLOCK LETTERS)

Date

____ / ____ / ____

Section I Declaration and Execution

Each signatory for each New Customer listed in Section F hereby makes the following declaration:

- I/We am/are not acquiring National Online Business wholly and exclusively for private or domestic use.
- I/We hereby authorise National Australia Bank Limited to debit fees and charges related to my/our use of National Online Business to the account nominated in Section H of the National Online Business Application Form, or, if amended, Section G of this form.
- I/We acknowledge that I/we have read and understood the National Online Business Terms and Conditions including the limitations of liability contained in them and by signing this Additions/Amendments Request Form agree to be bound by those Terms and Conditions. I/We acknowledge that use of the software is governed by National Online Business Terms and Conditions.
- I/We acknowledge that the service provided by National Australia Bank Limited and my/our obligations under this National Online Business Additions/Amendments Request Form in respect of the accounts nominated are subject to the Terms and Conditions governing those accounts.
- I/We acknowledge that in making my/our choice of payment authorisation method, I/we understand the greater risk associated with password authorisation as explained to me/us in the National Online Business brochure, and if I/we have chosen to proceed with the password authorisation method/I/we accept the risk.
- I/We declare that where I/we have provided personal information about an individual (such as an employee or contact person), I/we have made or will immediately make each individual aware of that fact and:
 - that their personal information has been collected by the National Australia Bank Group organisation ('Group Organisation') to which this application is addressed for the purpose of providing the products or services the subject of this application (including assessing the application) and managing and administering the products or services and protecting against fraud;
 - that their personal information may be disclosed to other organisations involved in the provision, management or administration of the products or services, as required by law, or with their consent;
 - that the applicant may not be able to obtain the products or services the subject of this application if that individual's personal information is not provided;
 - that the individual can gain access to their personal information by contacting the Group Organisation; and
 - the Group Organisation's contact details.

Each customer listed in Sections A and F that is not a New Customer declares that my/our obligations and the authorisations that I/we have given in respect of National Online Business are, except as they are affected by the appointments below, unchanged by the addition of the New Customers listed in this form and in any Schedule/s.

Each customer named in Sections A and F appoints (i) each other customer named in Sections A and F and in any Schedule/s (if applicable) and (ii) each person authorised by any customer (together called 'Agents') as its agent to use National Online Business in relation to each customer's bank accounts that are Nominated Accounts from time to time, and specifically authorises each Agent to seek access to, and receive, information about the Nominated Account. I/We authorise the National to assume that any person who uses the approved authentication procedures is properly authorised to use National Online Business.

Each signatory below acknowledges and declares that he or she has the necessary authority to bind the customer/s listed in Sections A and F in respect of which he or she executes this National Online Business Additions/Amendments Request Form.

Are there more than four parties completing this Additions/Amendments Request Form?

No Yes – How many Schedule/s have been used? (four additional parties per Schedule)

Section I Declaration and Execution (continued)

First Party Signatory/ies (Note: If customer is a company, this application must be signed by Director and Secretary or a person duly authorised by the company.)

Signature		Signature	
<input type="text"/>		<input type="text"/>	
Name and Title (BLOCK LETTERS)	Date	Name and Title (BLOCK LETTERS)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Second Party Signatory/ies (Note: If customer is a company, this application must be signed by Director and Secretary or a person duly authorised by the company.)

Signature		Signature	
<input type="text"/>		<input type="text"/>	
Name and Title (BLOCK LETTERS)	Date	Name and Title (BLOCK LETTERS)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Third Party Signatory/ies (Note: If customer is a company, this application must be signed by Director and Secretary or a person duly authorised by the company.)

Signature		Signature	
<input type="text"/>		<input type="text"/>	
Name and Title (BLOCK LETTERS)	Date	Name and Title (BLOCK LETTERS)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Fourth Party Signatory/ies (Note: If customer is a company, this application must be signed by Director and Secretary or a person duly authorised by the company.)

Signature		Signature	
<input type="text"/>		<input type="text"/>	
Name and Title (BLOCK LETTERS)	Date	Name and Title (BLOCK LETTERS)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

National Online Support use only

Date received	Customer no.	Input by – initials	1st Direct Entry User Id no. allocated	2nd Direct Entry User Id no. allocated	3rd Direct Entry User Id no. allocated
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			4th Direct Entry User Id no. allocated	5th Direct Entry User Id no. allocated	6th Direct Entry User Id no. allocated
			<input type="text"/>	<input type="text"/>	<input type="text"/>