

## Switching to QBANK

Switching your banking to QBANK is now even easier. We can do the hard work for you by contacting your current bank and obtaining a list of your regular direct debits and credits. We will then work with you to transfer these payments to your new QBANK account. The whole process should only take about three weeks to complete.

All you need to do is:

- Become a member and open a transaction account with QBANK
- Complete the attached forms and return them to QBANK
- Once your direct debits and credits are set up, close your old account

### Step One

There are a number of ways to become a member of QBANK. You can apply online at [qbank.com.au](http://qbank.com.au), call 13 77 28 or visit a branch. Please note that member eligibility criteria applies.

### Step Two

- a. To allow QBANK to contact your current bank, you will need to give us the authority to do so by completing the attached 'Switch of Regular Payments Arrangements' form.
- b. For us to be able to transfer your direct debits and credits you will also need to complete the attached 'Notice of Variation of Account Details' form.

Once you have completed the attached forms, please return them to QBANK using one of the methods below:-

Fax: 07 3236 2194

Mail: Level 1, 231 North Quay Brisbane QLD 4000

Email: [AccountSwitching@qbank.com.au](mailto:AccountSwitching@qbank.com.au)

Alternatively visit one of our branches and we will be happy to assist you.

If you have any questions, please call 13 77 28 between 8.45am – 4.30pm Monday to Friday or email [AccountSwitching@qbank.com.au](mailto:AccountSwitching@qbank.com.au).

# Switch of Regular Payments Arrangements

## Customer request and authority to disclose Regular Payments List

I/We consent to QBANK obtaining a Regular Payments List from

showing regular payments to and from my/our account(s) described in the Schedule. I/we consent to

compiling a Regular Payments List for the account(s) described in the

Schedule, and disclosing the list to QBANK.

I/we understand and acknowledge that:

1. the Regular Payments List contains my/our personal information;
2. I am/we are authorised to operate the accounts described in the Schedule; and
3. the accounts listed are personal accounts held in my/our name(s).

### Schedule

Details of accounts held with

BSB & Account number	Account name	Account authority(ies)

Customer Signature(s) (If joint account all signatures may be required):

Customer Name(s) (Please print):

Date:

### OFFICE USE ONLY

Taken by  Date  Remitter no.  Loaded by  Date

# Notice of Variation of Account For Recurring Payment Only Details

**CONFIDENTIAL COMMUNICATION:**

This document is confidential and intended only for the use of the addressee. If you have received this communication in error, please notify the financial institution from which you have received it to arrange disposal. Unauthorised use of the information in this message may result in legal proceedings against the user.

This Notice of Variation of Account Details authorises QPCU Limited T/A QBANK to notify Debit Users and Credit Users of changed account details on the Customers behalf. QBANK must send each Debit User and Credit User, through its Sponsor or User FI (as the case may be), a copy of this signed Notice, together with the particular Schedule relevant to that User. Debit Users and Credit Users are required to verify (by signature comparison or other means) that this form has been properly authorised by the Customer before making any changes to the Customers Direct Debit or Direct Credit arrangements. **Debit Users and Credit Users must action this request promptly and contact the Customer if there is any doubt as to the Customer's authorisation. The Customer's instruction takes effect from the date of receipt by the User, subject to the expiry of any notice period which may apply to amendments to the terms of the Customers arrangement with the User.**

I/We have switched financial institutions and as a result my/our account details, for the purposes of Direct Debits and Direct Credits, have changed.

I/We authorise QBANK to notify each Debit User and Credit User listed in the attached schedules, through its Sponsor or User FI, as the case may be, of my/our changed account details on my/our behalf.

I/We acknowledge that provision of this Notice, together with the relevant Schedule attached, to each such Debit User or Credit User will change the account details set out in my/our direct debit arrangements and direct credit arrangements with them. The other terms of my/our original Direct Debit Request and Direct Credit arrangements are not affected.

I/We instruct each such Debit User and Credit User, with immediate effect, to use the new account details provided below for my/our Direct Debits/Direct Credits.

**My/Our Old Account Details:**

Account Name:

BSB Number:  Account Number:

**My/Our New Account Details:**

Account Name:

BSB Number:  Account Number:

Name of Financial Institution:

I/we confirm that I am/we are authorised to operate the account represented by the BSB and Account Number shown immediately above (my/our New Account Details).

Customer Name(s):    
(Please print)

Customer Signature(s):    
(In terms of the account authority)

Date:  Contact Phone Number:  Contact Email:

**OFFICE USE ONLY**

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