

mecu Limited ABN 21 087 651 607 AFSL/ACL 238431 trading as bankmecu • 222 High Street, Kew Victoria 3101, Australia  
Private Bag 12, Kew Victoria 3101, Australia • Telephone 132 888 • Facsimile 03 9853 9294 • Email [mail@bankmecu.com.au](mailto:mail@bankmecu.com.au) • [bankmecu.com.au](http://bankmecu.com.au)

Please return completed form to bankmecu by mail, facsimile or to a service centre.

When you call bankmecu on 132 888 you can transact on your account by choosing one of the following options:

- Press 1 to access 24-hour Automated Telephone Banking; or
- Press 2 to access Staff Assisted Telephone Banking (Monday to Friday from 8am – 6pm AEST)

Consultants are available at the National Service Centre from 8:00am to 6:00pm Monday to Friday (AEST) but you can access the Automated Telephone Banking service any time of the day or night. You can also access this service from overseas by calling +61 3 9854 4666 or +61 3 5127 0555.

To transact on your account with the help of a consultant, you will require a Passcode for confidentiality and security reasons. Without a Passcode your access will be restricted to making general enquiries.

If you have a Passcode, you may request and authorise the following banking activities over the telephone. The following banking activities cannot be authorised over the telephone unless a Passcode is provided:

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|---|--|
| a) Update personal information (address/contact numbers)                    | k) Reset/unlock Telephone and Internet Banking Codes   |
| b) Open and close accounts  | l) Complete a Mortgage Redraw  |
| c) Alter, commence or cancel Auto Transfer (Periodical Payment) authorities | m) Transfer funds between different customer numbers and to other Financial Institutions (once-off payments) |
| d) Alter existing Payroll split   | n) Send a facsimile of account transaction to a nominated fax number   |
| e) Alter or cancel Direct Debits  | o) Send a Bank Cheque to a customer home address   |
| f) Order/cancel lost/stolen/damaged cards                                   | p) Request a Stop Payment for a customer cheque  |
| g) Activate new card  | q) Order Foreign Currency products   |
| h) Change the account linked to a Redicard or VISA Card                     | r) Alter/provide Renewal Instructions or open a new Term Deposit   |
| i) Request Internet Banking   | s) Partial or full redemption of a Term Deposit (with applicable fee)  |
| j) Request eStatements  |  |

Please retain this section for your information.

## declaration

I have read the General Terms and Conditions and agree to be bound by them and to be bound by the Disclosure of Information therein.

I have also read the bankmecu Limited Privacy Statement and consent to the contents therein.

Name

Customer number

Signature

Date  /  /

Please write your nominated Passcode in the space below (alpha/numeric, minimum 4 characters, maximum 8 characters)

Avoid nominating obvious words or number sequences, e.g. names, birthdays, postcodes.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please note that your personal Passcode is similar to a PIN and, as such, should not be disclosed to anyone.

### Office use only

Destroy after recording passcode.