

# IMB Member & Zoo Account form

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## Child's details

[Office use only]

Member no.:

Account no.:

### Please tick one of the following:

- ☐ My child is a new IMB Member
- ☐ My child has an existing IMB Zoo Account held 'In Trust For'.
- ☐ My child has an existing IMB Zoo Account opened in their own name.

### Child Account Holder [please complete your child's personal details below]:

Child's surname:

Given name/s  
as shown on ID:Date of  
birth:Gender: ☐ F ☐ MResidential  
address:

Postcode:

Mailing address:

Postcode:

☐ As above

Phone no.:

Name of School:  
[for School Banking  
students only]

## Parent's details

[Office use only]

Member no.:

### Parent/Legal Guardian

Please complete your personal details below, as the parent or legal guardian who will be listed on this account as the 'Authority to Operate' (ATO). It is important to understand that the ATO is the only person who can authorise account withdrawals, changes to your child's account details and changes to your child's personal details.

Mr | Mrs | Ms | Miss

Surname:

Given name/s  
as shown on ID:Previous/other  
name/s:Date of  
birth:Residential  
address:

Postcode:

Mailing address:

Postcode:

☐ As above

Mobile:

Work  
no.:Home  
no.:

Email address:

Occupation:

Gender: ☐ F ☐ MAre you, or your child, a citizen or resident for tax purposes of the United States? ☐ Yes ☐ No

## Account access

You will automatically be registered for Full Internet Banking access, unless you tell us otherwise. Your mobile phone number will be registered for SMS Authentication to approve all new third party transactions, regardless of the amount.

If you do not wish to be registered for Full Internet Banking access, please tick this box ☐

### Please choose a password:

#### Teleservices Password - Mandatory

This is your spoken password used when calling IMB Direct. Please ensure you choose something you can remember!

Must be between 4 and 10 characters long  
(alphabetic letters and/or numbers).

[ IMB Staff remove this section once entered and destroy ]

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## Privacy Notice

This notice provides you with an overview of how IMB Ltd. trading as IMB Bank ("we", "us", "our") handles your personal information. Our Privacy Policy provides additional information such as how you can ask for access to personal information we hold about you and seek correction of that information. It also explains how you can complain about a breach of the Privacy Act or the Credit Reporting Code of Conduct and how we will deal with your complaint. Our Privacy Policy is located at [www.imb.com.au/privacy](http://www.imb.com.au/privacy), or can be obtained by calling us on 133 462 or by visiting one of our branches. We collect your personal information:

- to provide you with information about a product or service;
- to assess any application for a product or service;
- to provide, manage and administer the products and services you seek;
- to communicate with you about us and our products and services;
- as required under various Australian laws and regulations including the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and the National Consumer Credit Protection Act 2009.

If you do not provide some or all of the information requested we may not be able to provide you with products and services. We may disclose your personal information to:

- a related entity, subsidiary or joint venture company such as IMB Financial Planning Ltd;
- our alliance partners such as insurers, credit card and other financial service providers;
- organisations who perform services on our behalf including but not limited to mailing services, payment processing services, document storage services, data verification services, information technology support services including systems development, debt collection services, our insurers and professional advisers including accountants, lawyers and auditors;
- your representative, for example a lawyer, financial adviser or someone you have appointed to act on your behalf;
- Government and regulatory authorities if required or authorised by law.

We may disclose your personal information overseas. Refer to our Privacy Policy for the locations to which we are likely to disclose your personal information. If we do disclose personal information outside of Australia, we will only do so as required, and in accordance with our Privacy Policy.

We would like to keep you up to date on the products and services we offer, including those issued by our alliance partners such as insurers, credit card and other financial services providers, which we consider may be of interest to you. To do this we may communicate with you, including by using any email address, mobile phone number or the details of any other electronic medium you have provided to us. You can opt out of receiving these communications at any time by calling 133 462 or visiting an IMB branch. In addition you can unsubscribe from email and SMS communications by visiting [imb.com.au/unsubscribe](http://imb.com.au/unsubscribe). If you would like more information, you can contact us as follows:

- Mail: Privacy Officer, P.O. Box 2077, Wollongong NSW 2500
- Phone: 133 462
- Online: at [www.imb.com.au](http://www.imb.com.au), using our online enquiry form.

## Account Declaration – By Parent / Legal Guardian

1. I acknowledge that I have been provided with a copy of the Terms and Conditions, including the Fees and Charges, relating to the above account(s);
2. I agree to be bound by the conditions governing this account and attached facilities;
3. I understand that money credited to this account will be deposits into IMB.

## Teleservices Password Declaration – By Parent / Legal Guardian

I hereby acknowledge that:

4. The Teleservices Password is my means of telephone access to my accounts and any other accounts I am authorised to operate on;
5. I will keep my Teleservices Password confidential, and its continued security is my responsibility;
6. If I disclose my Teleservices Password to anyone else and that person accesses my accounts or any other accounts I am authorised to operate, I understand that I will be responsible for any transactions carried out by that person.
7. The IMB Member Guide to Transaction Banking PDS applies to the use and security of my Teleservices Password.
8. This form is designed to provide a Teleservices Password for one client only.

## Membership Declaration – By Parent / Legal Guardian:

9. I agree to be bound by the Constitution of IMB;
10. I acknowledge that I have been provided with a copy of the terms and conditions, including the fees and charges, relating to IMB accounts;
11. I agree to be bound by the conditions governing this membership, any account, or any facility attached to an account;
12. I understand that monies credited to an account will be deposits into IMB;
13. I consent to IMB using my personal information for the purposes set out above and disclosing my personal information to the entities set out above in the Privacy notice.
14. I declare that all details which I have provided to IMB are true and correct and understand that it is an offence under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) to give false and misleading information.
15. I understand IMB will collect personal information from me as required by the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) and that it may take steps to verify the personal information it has collected. I consent to the collection, use, handling, disclosure and verification of personal information as required by the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth). I understand IMB may be required to collect additional information about me from time to time. I understand that if I provide IMB with incomplete or inaccurate information that IMB will not be able to provide me with the products or services that I am seeking.

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## Account Access (internet and telephone banking) Acknowledgment – By Parent / Legal Guardian:

16. With respect to Internet Banking, I understand that 'View Access' enables me to view my or my child's IMB accounts online without the ability to transact or alter any details whilst 'Full Access' enables me to transact on all of my IMB accounts.
17. I agree to be bound by the Conditions of Use for IMB's Internet Banking Facility, a copy of which will be provided to me for acceptance prior to my first use of Internet Banking.
18. I acknowledge that the telephone password listed above is my means of telephone access to my accounts and any other accounts I am authorised to operate on;
19. As required by IMB's account terms and conditions, I will keep my password confidential, and accept that its continued security is my responsibility;
20. If I disclose my password to anyone else and that person accesses my accounts or any other accounts I am authorised to operate, I understand that I will be responsible for any transactions carried out by that person.

☐ I agree to receive electronic communications relating to internet banking and the 'Internet Banking – Conditions of Use' from IMB to the email address I have provided on this form. I acknowledge that, by agreeing to receive information electronically I will not receive this information in paper form unless I request it from IMB.

## Identification Requirements

You are required to present identification documents to IMB in order for us to establish your and your child's membership.

### Acceptable Combinations of Documents:

Example 1 (identification documents verifying both parent and child)

1. Parent's Drivers Licence (must be current and contain the home address of the parent and child listed on this form)
2. Medicare Card (must be current and contain the name of the parent and child listed on this form)

Example 2 (separate identification documents verifying parent and child)

Parent

1. Drivers Licence (must be current)
2. Medicare Card (must be current)

Child

1. Child's Birth Certificate (must be issued by a government body)
2. School Letter of Introduction (IMB can assist you with this letter)

## Parent's Signature and Authorisation

Signature:

As the parent and Authority to Operate (ATO) on your child's Zoo Account, please sign within the above boundaries clearly and firmly in a black medium thick pen.

Date:

  /   /    

[Office use only]

Member no.:

       

Surname check:

  

Full Member name:

Branch:

## Product Disclosure Statement

This information does not take into account your current or future financial objectives, situation or needs. It is important for you to consider these matters. Please consider the Product Disclosure Statement before making a decision about this product. Copies of the PDS are available from IMB branches, on our website at [www.imb.com.au](http://www.imb.com.au) or by calling IMB on 133 462. IMB Ltd. trading as IMB Bank ABN 92 087 651 974. AFSL Licence No./Australian Credit Licence 237 391.



## IMB STAFF CHECKLIST - OFFICE USE ONLY

### Form Requirements

- ☐ Form is complete including, Mobile Phone Number Teleservices Password and signature
- ☐ Internet Banking registration process explained
- ☐ Original Identification photocopied and attached to form:
  - ✓ Contains either Medicare Card or Birth Certificate
  - ✓ Address on ID matches form details
  - ✓ Check expiry dates - must be current
- ☐ Welcome kit provided includes POS requirements
- ☐ Form secured in satchel - must not be removed until back in branch (*off-site events only*)

### Account Opening

- ☐ Establish membership for child & parent in FACTS
- ☐ Marketing Flags set to Y for child & parent
- ☐ Securely destroy TSP for parent
- ☐ Open S29 Z00 Account as per normal procedures (*see Retail Network Procedure Manual*)
- ☐ Add client and account numbers to form
- ☐ Scan signature to Banking Services
- ☐ Add Prosper Products for child:
  - ✓ Membership
  - ✓ Zoo Account
  - ✓ Service Request for School Banking (*school banking students only*)
- ☐ Add Prosper Products for parent:
  - ✓ Membership
  - ✓ Internet Banking
- ☐ Create 'Zoo Welcome Letter to Parent' via Prosper>Send A Document
- ☐ Print letter. A second staff member must verify details
  - ✓ Complete Zoo Wallet Card
  - ✓ Print Envelope Addressed to parent
  - ✓ Send via post as soon as possible
- ☐ Add Prosper 'Call Cycle' for the following day as a reminder to register parent for Internet Banking in FACTS on the day they receive their letter
- ☐ Register Parent for Internet Banking in FACTS (*the day after the letter is sent*)
- ☐ Send Email to Marketing to credit head start payment (*if applicable*)
- ☐ Second staff member to complete verification requirements (*see P:/Training/Verifiers Pack*)

*All enquiries should be forwarded to Sales Operations or Marketing*

