

FREQUENTLY ASKED QUESTIONS

on Westpac's identity verification process

- ?** **Do existing customers need to identify themselves?**
Existing Westpac customers do not need to be re-identified. They must provide their valid Westpac Customer Number on the application.
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- ?** **The branch don't know what to do?**
Simply advise the branch that you have been requested by your employer or salary packaging company to be fully identified to Westpac in order to open a Westpac Employees Benefits Card (EBC). (The branch does not need to be involved in opening the EBC or need any other account to be opened).
Branches have standard identification procedures that are to be followed to ensure they comply with legislative requirements, as well as ensuring we maintain the protection of customer's personal and financial information held by Westpac.
This process will require you to disclose information such as any foreign tax residency details and other additional information to identify and onboard you as a personal Westpac customer.
Ensure the staff member provides you with your unique Customer Number at the end of the process.
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- ?** **I am moving from one employer to another employer, do I still need to be identified?**
Not if you already hold a valid Westpac Customer Number.
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- ?** **I am already a Westpac customer do I need to do it again?**
If you are already a Westpac customer then we will not require you to be re-identified. You will however need to provide your Westpac customer number.
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- ?** **I am a St George/Bank SA customer; do I need to be ID'd?**
Although we are part of the same group, you will still need to be identified to Westpac in order to take out this product.
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- ?** **I live remotely and don't have a Westpac branch near me; what are my options?**
We require you to attend a branch in person with identification to complete the ID process.
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- ?** **Our packaging provider is on site; can they do the ID verification for me?**
We require you to attend a branch in person with identification to complete the ID process.
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- ?** **My name has changed since I had an account with Westpac, is that okay?**
You can take documentation to the branch for verification and the branch can update your profile.
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- ?** **My name with my employer is different than what my name with Westpac is, what do I do?**
You will need to take relevant documentation into the branch to complete identification for your employer name.
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- ?** **Can I send someone else into a branch with my identification?**
We require you to attend a branch in person with identification to complete the ID process.
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- ?** **Why do I need to identify myself in the branch?**
Under the AML/CTF Act 2006 and the AML/CTF Rules 2007, the Westpac Group must, prior to providing designated services to its customers, collect certain information from its customers and verify some of the collected information.
In order to provide the service and comply with regulations all new customers to Westpac need a valid Westpac Customer Number.

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- ?** **How quickly after I have Identified myself will I be able to use/receive my card?**
You will require a valid Westpac Customer Number before the application for the card is submitted. The card will be issued within 10 business days (pending validation) of the submission to Westpac.
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- ?** **What happens if I have not updated my contact details on my other accounts?**
The branch staff will be able to check your profile and make any necessary changes. If you hold other products with Westpac, you can update your contact details via our Online Banking channel or telephone banking.
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- ?** **What happens if I have recently been married and changed my name?**
For all name changes, you must provide an original or certified copy of the certificate from an Australian Registry of Births, Deaths and Marriages.
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- ?** **Is there any scope for larger sites to be greatly impacted by this for Westpac to provide reps onsite to help handle this process onsite?**
We require you to attend a branch in person with identification to complete the ID process.
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- ?** **Can we get team members certified by Westpac to identify clients onsite?**
We require you to attend a branch in person with identification to complete the ID process.
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- ?** **When do I need to do provide my identification by to Westpac?**
You will need to provide your identification prior to submitting the cardholder application.
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- ?** **My name does not match the ID as I have been using my preferred name. What do I need to do?**
You will need to take documentation into the branch to verify your identity and the branch staff can then add your preferred name to your profile.
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- ?** **I need to change the nominated branch – how do I do this?**
Any branch will be able to provide you with a Westpac Customer number providing the identification documents meet the requirements.
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- ?** **Do both secondary and primary need to do ID or just Primary cardholder?**
Both Primary and additional cardholders will need to be Westpac identified in order to take out the product.
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- ?** **How do I know my information is secure?**
The privacy and security of your personal information is important to us. Earning and maintaining your trust by carefully and respectfully managing your personal information is fundamental to the way we do business.
Westpac Banking Corporation and its related bodies corporate in Australia and overseas are committed to protecting your privacy.
All of the Westpac Group's Australian businesses are bound by the Privacy Act 1988 and must protect your personal information.
For more information regarding our privacy policy please visit our website www.westpac.com.au
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- ?** **How long do I have to do this?**
It must be done prior to submitting the cardholder application to Westpac through your employee or salary packaging company.