

Phone Banking Service Options

Complete the form using blue or black pen and print in clear CAPITAL LETTERS

If you are an HSBC Business Customer please complete this form to amend the service options, or accounts linked for a Delegate.

If you are a Corporate Banking Deposit Account holder please contact your Relationship Manager instead of completing this form.

✉ Mail the completed form to: **GPO Box 5302, SYDNEY NSW 2001** **OR**  Fax to: **1300 765 150**

BUSINESS DETAILS

Business customer number (9 digits)

Registered business name

ABN

Contact phone number

Postal address – Documents relating to the services will be mailed to this address

Postcode

DELEGATE DETAILS

Title

First name(s)

Surname

PBN (10 digits)

ACCOUNT ACCESS

Add/Remove the following accounts to/from the Delegate Phone Banking access

Access	BSB Number	Account Number
Add <input type="checkbox"/> Remove <input type="checkbox"/>		
Add <input type="checkbox"/> Remove <input type="checkbox"/>		
Add <input type="checkbox"/> Remove <input type="checkbox"/>		
Add <input type="checkbox"/> Remove <input type="checkbox"/>		

AMENDMENTS TO SERVICE OPTIONS

All services are automatically included when you set up Phone Banking. If you wish to restrict Phone Banking access for this Delegate, indicate the required services below. Note: this applies to both automated and agent assisted services.

Service Level		Description
Add	Remove	
<input type="checkbox"/>	<input type="checkbox"/>	Transfer between your Business' linked HSBC Australian accounts, open Term Deposit accounts and update maturity instructions (including Foreign Exchange transactions if relevant) Limit AUD 500,000 *
<input type="checkbox"/>	<input type="checkbox"/>	Automated: Transfer to an HSBC Australian 3rd party account. Limit AUD 20,000 * Agent Assisted: Transfer to 3rd party accounts. Limit AUD 20,000 *
<input type="checkbox"/>	<input type="checkbox"/>	Enquire on balances and recent transactions
<input type="checkbox"/>	<input type="checkbox"/>	BPAY® payments. Limit AUD 20,000 *

* Further details of daily Phone Banking limits are contained in the HSBC Business Terms and Conditions.

SERVICE ACCESS

For this **Delegate**, please indicate if you want to:

Cancel this Service Temporarily suspend this Service From To

For the **business as a whole**, please indicate if you want to:

Cancel this Service Temporarily suspend this Service From To

DECLARATION AND AUTHORISATION

By signing below, the Account holder hereby acknowledges and agrees that:

- this form contains its instructions to HSBC about how a Delegate is authorised by the Account holder to use the Phone Banking Service (in this bullet point "the Service") to administer and transact on the Account, and that, solely with respect to the Account holder's use of the Service, where the instructions contained in this document are different from any authorisation set out in the Mandate for Business Accounts or other instructions relating to its Accounts, the instructions in this document will prevail.
- the Account holder will be liable for any Delegate's use of the Phone Banking Services in the same manner as it is liable for the actions of Authorised Signatories and/or Delegates in the Mandate for Business Accounts.
- the Phone Banking Service is subject to the terms and conditions contained in the HSBC Business Terms and Conditions.

Who needs to sign this form

1. If you are a company, if only one director who is also the only company secretary, that director; if two or more directors by two directors or a director and the company secretary.
2. If you are in a partnership formed by companies, each and every company in the partnership. Also refer to point 1 above as to how each company signs.
3. If you are in a partnership formed by individuals, each and every individual partner.
4. If you are a trust, all the trustees in accordance with the trust deed. Also refer to point 1 above as to how each company signs.
5. If you are an incorporated association, all signatories in accordance with the constitution.

SIGNATORY 1

Signature

X

Date

Name

Office/Title

SIGNATORY 2

Signature

X

Date

Name

Office/Title