

Complete this form if you are requesting to reactivate or close your HSBC account(s).

- To **reactivate** your account, complete Sections A, B, C, E and F
- To **close** your account, complete Sections A, D and E

For account(s) that require more than one signature to operate, all account holders must complete the required sections.

You must verify your identity using the Primary and if necessary Secondary documents listed on page 5.

The total document(s) must show:

- (1) FULL NAME
- (2) DATE OF BIRTH and
- (3) YOUR RESIDENTIAL ADDRESS

Only an Authorised Referee (listed on page 5) may certify your identity documents.

Verified copy of documents must be signed and dated by Authorised Referee.

Where a Primary document contains all items and matches the applicant details in Part A (e.g. Australian drivers licence), no other document is required. If the document cannot verify all items, then a Secondary document must be used to verify the missing item.

 Mail the completed form to: **HSBC Safeguard, Reply Paid 5302, SYDNEY NSW 2001**

**Note:** Make sure that you include the certified copies of your identity documents with this form.

## SECTION A – CUSTOMER DETAILS

### CUSTOMER 1

Customer number (9 digits)

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Title                      Given name(s)

--	--

Surname

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### CUSTOMER 2

Customer number (9 digits)

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Title                      Given name(s)

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Surname

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## SECTION B – ADDITIONAL CUSTOMER DETAILS (complete only for accounts that are being reactivated)

### CUSTOMER 1

Nationality (if not Australian)

--

Date of birth

DD	/	MM	/	YY
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Occupation

--

Job title

--

Employer's name or nature of business (if self employed)


Employer's address

State	Postcode
Country/Territory	

### CUSTOMER 2

Nationality (if not Australian)

--

Date of birth

DD	/	MM	/	YY
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Occupation

--

Job title

--

Employer's name or nature of business (if self employed)


Employer's address

State	Postcode
Country/Territory	

**SECTION B – ADDITIONAL CUSTOMER DETAILS** *continued (complete only for accounts being reactivated)*

**CUSTOMER 1**

**Current residential address** *(cannot be a PO Box)*

<i>State</i> <span style="float: right;"><i>Postcode</i></span>	
Country/Territory	
Are you a resident of this country or territory for tax purposes?	Yes <input type="checkbox"/> No <input type="checkbox"/>
At this address since *	DD / MM / YY

\* **Previous address** *(complete if less than 3 years at your current/permanent residential address – cannot be a PO Box)*

<i>State</i> <span style="float: right;"><i>Postcode</i></span>	
Country/Territory	

**Postal address** *(only if different to current residential address)*

<i>State</i> <span style="float: right;"><i>Postcode</i></span>	
Country/Territory	

Home phone number

Work phone number

Mobile phone number

Email address

**CUSTOMER 2**

**Current residential address** *(cannot be a PO Box)*

<i>State</i> <span style="float: right;"><i>Postcode</i></span>	
Country/Territory	
Are you a resident of this country or territory for tax purposes?	Yes <input type="checkbox"/> No <input type="checkbox"/>
At this address since *	DD / MM / YY

\* **Previous address** *(complete if less than 3 years at your current/permanent residential address – cannot be a PO Box)*

<i>State</i> <span style="float: right;"><i>Postcode</i></span>	
Country/Territory	

**Postal address** *(only if different to current residential address)*

<i>State</i> <span style="float: right;"><i>Postcode</i></span>	
Country/Territory	

Home phone number

Work phone number

Mobile phone number

Email address

## SECTION C – ACCOUNT(S) TO BE REACTIVATED

Select account type(s) to be reactivated

Day To Day  HSBC Everyday Savings  HSBC Premier Cash Management  Offset Savings  HSBC Bonus Savings

Everyday Global  Which accounts are to be reactivated?

Reactivate **all** accounts including the control currency account  **OR** Specify the account(s) to be reactivated by **currency** (except control currency account)

Other  Specify

Account(s) to be reactivated

BSB	Account number	How will you use this account? Specify one of the following reasons: <i>Educational funds, International payments, Investment, Loan repayment, Pension payments, Salary and living expenses or Savings</i>

I/We acknowledge that HSBC will credit and debit above account currency unit 0.01 or 1 to the account(s) prescribed above as part of the reactivation process.

## SECTION D – ACCOUNT(S) TO BE CLOSED

Select account type(s) to be closed

Day To Day  HSBC Everyday Savings  HSBC Premier Cash Management  Offset Savings  HSBC Bonus Savings

Everyday Global  Which accounts are to be closed?

Close **all** accounts including the control currency account  **OR** Specify the account(s) to be closed by **currency** (except control currency account)

Other  Specify

Account(s) to be closed

BSB	Account number	BSB	Account number

How are funds to be withdrawn?

Pay by cash (*Branch only*) BSB  Account number

Credit HSBC Bank account

Credit to other Local Bank account (AUD)\*  Specify account details below

Account name  BSB  Account number

**Note:** To credit a local bank account in foreign currency or an overseas bank account, complete a separate Transfer of Funds form. Fees and charges apply. Refer to the Personal Banking Booklet.

## SECTION E – CUSTOMER SIGNATURE(S)

### Declaration

I declare that the information contained above is true and correct and has been completed by me and not any other person.

**IF YOU ARE REACTIVATING YOUR ACCOUNT, YOUR SIGNATURE(S) MUST BE WITNESSED BY THE AUTHORISED REFEREE(S) IN SECTION F ON PAGE 4.**

Signature of Customer 1

Date

Signature of Customer 2

Date

Name

Name

**SECTION F – AUTHORISED REFEREE TO COMPLETE**

**AUTHORISED REFEREE 1**

Title  First name  Last name

Employer's name  Work phone number

Work address  State  Postcode

Identity documents sighted  
Write name + identification number (if any) + date/place/office of issue

1.	<input type="text"/>
2.	<input type="text"/>

**AUTHORISED REFEREE 2**

Title  First name  Last name

Employer's name  Work phone number

Work address  State  Postcode

Identity documents sighted  
Write name + identification number (if any) + date/place/office of issue

1.	<input type="text"/>
2.	<input type="text"/>

**AUTHORISED REFEREE(S) DECLARATION**

I declare that:

- (i) I have sighted the abovementioned Individual's original identity documents as listed in the section "Identity documents sighted" and can confirm that the full name, residential address and date of birth match the details provided above by the Applicant;
- (ii) I certify that all documents are a true and correct copy of the original presented to me; and
- (iii) the Applicant signed this form in my presence.

**THE AUTHORISED REFEREE MUST SIGN, DATE AND WRITE 'I have sighted the original of this document' ON EACH COPY OF THE IDENTITY DOCUMENTS.**

Signature of Authorised Referee 1  Date

Signature of Authorised Referee 2  Date

Authorised referee category (see page 5 for details)  ID number (if applicable)

Authorised referee category (see page 5 for details)  ID number (if applicable)

## IDENTIFICATION DOCUMENTS

### Important notes:

- Expired documents will not be accepted
- Any documentation not written in English must be accompanied by an accredited translation or translation from an HSBC staff member. An accredited translator means a person currently accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator, or above, to translate from a language other than English into English – see [www.naati.com.au](http://www.naati.com.au)

## PRIMARY IDENTIFICATION DOCUMENTS

You **MUST** use one of the following to verify your identity:

- Photocard Australian drivers licence issued by an Australian State or Territory #
- Passport – signature and photo page(s)
- Government issued Proof of Age card
- Foreign National Identity card †
- Foreign drivers licence \*
- Birth Certificate ¥

## SECONDARY IDENTIFICATION DOCUMENTS

You **MUST** use one of the following to verify your address (except if using an Australian drivers licence as outlined overleaf):

- Local Authority or Government Department letter, or statement dated within the last 12 months, e.g. Australian Taxation Office (ATO) notice letter
- Bank statements, Australian council rates notice or utility bills (including e-statements) dated within the last three months (internet screenshots are not accepted) – must contain full first and last names
- Residential property lease agreement/Residential Serviced Apartment lease agreement ^
- Mobile phone bill, home internet bill, pay TV bill or utility welcome letter ~
- A letter issued by an Australian school ¥. The letter must record the period of time the individual attended the school and be issued with the preceding 3 months, printed on the school's letterhead and be signed by the school principal.

# *Includes renewed, interim, learners, provisional, bus, motorcycle or truck licence. This does not include a driving licence issued on paper or a boat licence.*

† *Must be issued by a foreign government, the United Nations or a United Nations agency.*

\* *Issued under a law of a foreign country for the purposes of driving a vehicle (as detailed in the Australian driving licence above). This does not include a driving licence issued on paper.*

¥ *For primary or secondary school students aged under 18 only.*

^ *Must record the individual's lease of a residential property; be current; and be issued by a real estate agent or serviced apartment.*

~ *Where the minimum contract length of 12 months for the provided service is confirmed and is dated within the last 3 months.*

## AUTHORISED REFEREES

Authorised Referees must satisfy one of the occupations below and cannot be an immediate family member.

- |  |
|--|
| a) Legal professional who is currently licensed or registered to practise under a law in force in a State or Territory   |
| b) Accountant who is a member of:<br>1. a fellow of the National Tax Accountants' Association;<br>or<br>2. a member of any of the following:<br>– Chartered Accountants Australia and New Zealand;<br>– the Association of Taxation and Management Accountants;<br>– CPA Australia;<br>– the Institute of Public Accountants |
| c) A current member of The Governance Institute of Australia   |
| d) An officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more years of continuous service with one or more licensees   |
| e) An officer with, or a credit representative of, a holder of an Australian credit licence, having 2 or more years of continuous service with one or more licensees   |
| f) Bank officer with 2 or more continuous years of service   |
| g) Australian Consular Officer or Australian Diplomatic Officer who is appointed by the Commonwealth to hold or act the role in a country or place outside Australia   |
| h) Justice of the peace  |
| i) An agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public   |
| j) Police Officer  |
| k) Commissioner of Oaths/Affidavits of an Australian State or Territory  |
| l) A member of an Australian Commonwealth, State or Territory Parliament   |
| m) A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner  |
| n) Notary public, including a notary public exercising functions in an equivalent jurisdiction   |
| o) A Person in an equivalent jurisdiction who is authorised by law in that jurisdiction to administer oaths or affirmations or to authenticate documents   |

## EQUIVALENT JURISDICTIONS

Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Greece, Guernsey, Hong Kong, Iceland, Ireland, Isle of Man, Italy, Japan, Jersey, Korea (South), Luxembourg, Malta, Netherlands, New Zealand, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, United Kingdom, United States of America.