

# Update business details for business accounts



## About this form:

If you're a Business Optimiser or Business Term Deposit customer and need to change your authorised users or contact information, this is the form for you.

Please: • use CAPITAL LETTERS • use black pen • mark boxes with an X.

If you have any questions or need help completing this form, please call one of our Customer Care Specialists, available 24 hours a day, 7 days a week on 133 464.

## Step 1: Your account details BTPDF

Business name

  

### Nominated account

The changes that you request will be applied to the business account that you specify in this section.

#### Please note:

- If you are removing and/or adding authorised users, please complete one form for each account the changes apply to.
- If you are changing the business address and/or phone number only, you simply need to complete one form as the change will apply across all accounts held in the business name.

Account number 1

Account number 2

Account number 3

Account number 4

If you are only changing the business details ... [▶ Go to Step 4](#)

## Step 2: Removing an authorised user(s)

Before removing an authorised user, please ensure that you will continue to comply with the below.

### Who must be an authorised user?

**Sole Trader:** The owner must be an authorised user.

**Partnerships:** A minimum of two partners must be authorised users.

**Companies:** A minimum of two directors (except in the case of sole directorships) must be authorised users OR a director and company secretary.

**Company as Trustee:** A minimum of two directors (except in the case of sole directorships) must be authorised users OR a director and company secretary.

**Individual(s) as Trustee(s):** All trustees must be authorised users. No other authorised users are permitted.

**Association:** A minimum of two office bearers (e.g. treasurer or company secretary) must be authorised users.

**Helpful hint:** Employees may be authorised users, except in the case of body corporate and trusts (where only trustees can be authorised users).

- The authorised user(s) being removed **must** sign this form in **Step 5**.
- **Trusts only:** If your ING business account is linked to an external bank account, please ensure you let us know if the name on that account changes e.g. if you are removing an authorised user whose name has been removed from the external bank account, please also complete a Business Accounts Linked Bank Account Change Form, available for download at [ing.com.au](http://ing.com.au) or by calling a us on 133 464.

**Note:** If you are removing authorised users from a Business Optimiser and there is a Business Term Deposit linked to it, the same change will apply to the linked Business Term Deposit and vice versa.

Existing authorised user 1 Mark with an X to remove

ING client number

Mr  Mrs  Ms  Other

First name

Middle initial

 

Surname / Family name

Position

Existing authorised user 2 Mark with an X to remove

ING client number

Mr  Mrs  Ms  Other

First name

Middle initial

 

Surname / Family name

Position

**Existing authorised user 3** Mark with an X to remove

ING client number

Mr  Mrs  Ms  Other

First name  Middle initial

Surname / Family name

Position

**Existing authorised user 4** Mark with an X to remove

ING client number

Mr  Mrs  Ms  Other

First name  Middle initial

Surname / Family name

Position

**Step 3: Adding an authorised user(s)**

If you wish to add an authorised user(s), refer to Step 2 for **Who must be an authorised user?**  
 For authorised users who do not currently have an ING client number, we also need to verify your identity. Refer to **Appendices A and B** for the types of documents you can provide and how to certify copies of documents.  
**Note:** If you are adding authorised users to a Business Optimiser and there is a Business Term Deposit linked to it, the same change will apply to the linked Business Term Deposit and vice versa.

**New authorised user 1**

ING client number (if existing client)

Mr  Mrs  Ms  Other

First name  Middle initial

Surname / Family name

**Position**  
 Director  Company / Club Secretary  Partner  Treasurer   
 Employee  Chairperson / President  Owner  Trustee

**Personal residential address** (must be completed, PO Box not accepted)  
 Unit number  Street number   
 Street name   
 Suburb   
 State  Postcode   
**Personal mailing address**  
 (if same as above, please mark this box with an X)  
 Unit number  Street number   
 Street name (or PO Box)   
 Suburb   
 State  Postcode

**New authorised user 2**

ING client number (if existing client)

Mr  Mrs  Ms  Other

First name  Middle initial

Surname / Family name

**Position**  
 Director  Company / Club Secretary  Partner  Treasurer   
 Employee  Chairperson / President  Owner  Trustee

**Personal residential address** (must be completed, PO Box not accepted)  
 Unit number  Street number   
 Street name   
 Suburb   
 State  Postcode   
**Personal mailing address**  
 (if same as above, please mark this box with an X)  
 Unit number  Street number   
 Street name (or PO Box)   
 Suburb   
 State  Postcode

### New authorised user 1 (continued)

Contact details (we need at least one phone number)

Mobile phone number

Other phone number (include area code for landline)

Email

Driver's Licence (if applicable)

#### Mandatory security details

Date of birth (DD/MM/YYYY)

Nationality

Mother's maiden name (mother's original surname / family name)

#### Declaration

- I declare that all information provided in this form regarding my identity is true and correct.
- I declare that I have read the Terms and Conditions of the account(s) nominated in Step 1 and ING's Privacy Statement and agree that I will comply with these Terms and Conditions.
- I agree that my personal information may be collected, used and disclosed in the manner and for the purposes set out in the Privacy Statement contained in the Terms and Conditions of the account(s) nominated in Step 1.

Signature

Date (DD/MM/YY)

### New authorised user 3

ING client number  
(if existing client)

Mr  Mrs  Ms  Other

First name

Middle initial

Surname / Family name

#### Position

Director  Club Secretary  Partner  Treasurer   
Employee  Chairperson/President  Owner  Trustee

Personal residential address (must be completed, PO Box not accepted)

Unit number

Street number

Street name

Suburb

### New authorised user 2 (continued)

Contact details (we need at least one phone number)

Mobile phone number

Other phone number (include area code for landline)

Email

Driver's Licence (if applicable)

#### Mandatory security details

Date of birth (DD/MM/YYYY)

Nationality

Mother's maiden name (mother's original surname / family name)

#### Declaration

- I declare that all information provided in this form regarding my identity is true and correct.
- I declare that I have read the Terms and Conditions of the account(s) nominated in Step 1 and ING's Privacy Statement and agree that I will comply with these Terms and Conditions.
- I agree that my personal information may be collected, used and disclosed in the manner and for the purposes set out in the Privacy Statement contained in the Terms and Conditions of the account(s) nominated in Step 1.

Signature

Date (DD/MM/YY)

### New authorised user 4

ING client number  
(if existing client)

Mr  Mrs  Ms  Other

First name

Middle initial

Surname / Family name

#### Position

Director  Club Secretary  Partner  Treasurer   
Employee  Chairperson/President  Owner  Trustee

Personal residential address (must be completed, PO Box not accepted)

Unit number

Street number

Street name

Suburb

### New authorised user 3 (continued)

State	Postcode	<b>Personal mailing address</b> <small>(if same as above, please mark this box with an X)</small>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Unit number	Street number	
<input type="text"/>	<input type="text"/>	
Street name (or PO Box)		
<input type="text"/>		
Suburb		
<input type="text"/>		

State	Postcode
<input type="text"/>	<input type="text"/>

#### Contact details (we need at least one phone number)

Mobile phone number

Other phone number (include area code for landline)

Email

  

Driver's Licence (if applicable)

#### Mandatory security details

Date of birth (DD/MM/YYYY)

Nationality

Mother's maiden name (mother's original surname / family name)

#### Declaration

- I declare that all information provided in this form regarding my identity is true and correct.
- I declare that I have read the Terms and Conditions of the account(s) nominated in Step 1 and ING's Privacy Statement and agree that I will comply with these Terms and Conditions.
- I agree that my personal information may be collected, used and disclosed in the manner and for the purposes set out in the Privacy Statement contained in the Terms and Conditions of the account(s) nominated in Step 1.

Signature	Date <small>(DD/MM/YY)</small>
<input type="text"/>	<input type="text"/>

### New authorised user 4 (continued)

State	Postcode	<b>Personal mailing address</b> <small>(if same as above, please mark this box with an X)</small>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Unit number	Street number	
<input type="text"/>	<input type="text"/>	
Street name (or PO Box)		
<input type="text"/>		
Suburb		
<input type="text"/>		

State	Postcode
<input type="text"/>	<input type="text"/>

#### Contact details (we need at least one phone number)

Mobile phone number

Other phone number (include area code for landline)

Email

  

Driver's Licence (if applicable)

#### Mandatory security details

Date of birth (DD/MM/YYYY)

Nationality

Mother's maiden name (mother's original surname / family name)

#### Declaration

- I declare that all information provided in this form regarding my identity is true and correct.
- I declare that I have read the Terms and Conditions of the account(s) nominated in Step 1 and ING's Privacy Statement and agree that I will comply with these Terms and Conditions.
- I agree that my personal information may be collected, used and disclosed in the manner and for the purposes set out in the Privacy Statement contained in the Terms and Conditions of the account(s) nominated in Step 1.

Signature	Date <small>(DD/MM/YY)</small>
<input type="text"/>	<input type="text"/>

## Step 4: Changing business details

Any changes to the business address and/or phone number, will apply across all accounts held in the business name.

### New registered business address (PO Boxes not accepted)

Unit number	Street number
<input type="text"/>	<input type="text"/>
Street name	
<input type="text"/>	
Suburb	
<input type="text"/>	
State	Postcode
<input type="text"/>	<input type="text"/>

### New mailing business address

(if same as registered business address, please mark this box with an X )

Unit number	Street number
<input type="text"/>	<input type="text"/>
Street name (or PO Box)	
<input type="text"/>	
Suburb	
<input type="text"/>	
State	Postcode
<input type="text"/>	<input type="text"/>

### Contact details

Business phone number (for landline, please provide area code)

## Step 5: Authorisation

This section needs to be completed by all the existing authorised users of the account nominated in Step 1, including any authorised users who are being removed in Step 2.

**New authorised users only need to sign Step 3. If a new authorised user does not currently have an ING client number, they need to provide a supporting document to verify their identity (refer to Appendices A and B).**

### Declaration

- I/We declare that all information provided in this form is true and correct.
- I/We acknowledge that each person nominated as an authorised user in Step 3 has full power and authority to operate the account(s) nominated in Step 1.
- ING reserves the right to request evidence of authority to approve this form.

### Existing authorised user 1

First name	Middle initial
<input type="text"/>	<input type="text"/>
Surname / Family name	
<input type="text"/>	
Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>
Position	
<input type="text"/>	

### Existing authorised user 2

First name	Middle initial
<input type="text"/>	<input type="text"/>
Surname / Family name	
<input type="text"/>	
Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>
Position	
<input type="text"/>	

### Existing authorised user 3

First name	Middle initial
<input type="text"/>	<input type="text"/>
Surname / Family name	
<input type="text"/>	
Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>
Position	
<input type="text"/>	

### Existing authorised user 4

First name	Middle initial
<input type="text"/>	<input type="text"/>
Surname / Family name	
<input type="text"/>	
Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>
Position	
<input type="text"/>	

## Step 6: What to do when you have completed this form

When you've completed and signed this form, please send it with the supporting documentation (if new authorised users have been nominated in Step 3) to us at:

ING  
Reply Paid 3858  
Sydney NSW 2001 (no stamp required)

## Appendix A: How to certify a document

To meet our verification requirements in Step 3, the following must be completed.

Step A. Select a Certifier	Step B. Document Certifier to complete
<p>Take the original and copy of your documents to an Acceptable Document Certifier from the list below.</p> <p>Ask them to follow the instructions in Step B.</p> <ul style="list-style-type: none"> <li>• A Justice of the Peace</li> <li>• A Bank Officer with 2 or more years continuous service</li> <li>• An Accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership</li> <li>• A Legal Practitioner</li> <li>• An agent in charge of, or a permanent employee (with 2 or more years of continuous service) of an Australia Post outlet</li> </ul> <p><b>Note:</b> A complete list of ING acceptable document certifiers is available on <a href="http://ing.com.au">ing.com.au</a> in the FAQ section.</p> <p><b>An Acceptable Document Certifier is not able to certify their own document(s) or documents on behalf of their immediate family.</b></p>	<p>To certify the copy of the supporting documentation to be a true copy of the original document, on the copied document complete the following:</p> <p><b>Write these words:</b> "I hereby certify this document is a true copy of the original document shown to me on [date]"</p> <p><b>Signature:</b> (refer Step A for examples of an Acceptable Document Certifier who is able to sign)</p> <p><b>Full name (printed):</b> Mr John Sample</p> <p><b>Residential/Work address:</b> 123 My Street, Sampleville NSW 1234</p> <p><b>Residential/Work phone number:</b> (Mobile phone number or landline with area code)</p> <p><b>Qualification:</b> i.e. JP, Solicitor, etc</p> <p><b>Registration number:</b> xxxx (if applicable)</p> <p><b>Important Note:</b> you must send us the <b>original certified copy</b> (signed in original ink).</p>

**Note:** It is an offence under the Anti-Money Laundering / Counter-Terrorism Financing Act 2006 to provide a false or misleading statement, produce a false or misleading document, to receive an ING product in a false name or to fail to disclose any other name or names you are commonly known by.

## Appendix B: Identification document

The following list describes each of the identification documents in more detail. You need to choose documents from the following list. At least one of these must be from the Primary Identification Documents list. **Please note that the certified copy documents will not be returned.**

Primary identification documents	Secondary identification documents
<p><b>Does your primary document contain BOTH a photo AND your date of birth?</b></p> <p><b>YES</b> - No additional identification is required.</p> <p><b>NO</b> - You will also need to supply one secondary document that displays your current residential address.</p> <ul style="list-style-type: none"> <li>• <b>Australian Driver's Licence or Learner Permit</b> (must be current, shows current residential address and photograph)</li> <li>• <b>Australian Passport</b> (either a current passport or a passport that expired within the last 2 years)</li> <li>• <b>International Passport</b> (current, containing a photo and signature and accompanied by a Professional Translator accredited by the National Accreditation Authority for Translators and Interpreters if not in English)</li> <li>• <b>Proof of Age Card / NSW Photo Card</b> (must be current and show date of birth and photograph)</li> <li>• <b>Pension Card</b> (must be current and issued by Centrelink entitling financial benefits)</li> <li>• <b>Birth Certificate or Birth Extract</b> (issued by a State or Territory in Australia)</li> <li>• <b>Australian Citizenship Certificate.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Bank Statement</b> (less than 12 months old, issued by an Australian bank, showing full name and residential address (not a PO Box), online statements not accepted)</li> <li>• <b>Utility Bill</b> (gas/electricity/phone/water), Council Rates or Land Valuation Notice (issued within the last 3 months and shows current residential address)</li> <li>• <b>Australian Tax Office Tax Assessment Notice</b> (issued in the last 12 months and shows current residential address)</li> <li>• <b>Centrelink Statement</b> (less than 12 months old)</li> <li>• <b>Under 18's letter</b> from a School Principal that states the attendance period (less than 3 months old).</li> </ul>

**THE IDENTIFICATION DOCUMENTS PROVIDED MUST DISPLAY YOUR FULL NAME.**