Retirement Scheme and Defined Benefit Scheme

Change my bank account

Use this form to change the bank account that your Retirement Scheme or Defined Benefit Scheme pension is being paid into.

Please use black or blue pen and CAPITAL letters. Use an X in boxes where required.

Step 1: Provide your personal details

Cbus Super member number

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Given name(s)

Family name

Residential address

Suburb/town State Postcode

Postal address (if different from your residential address)

Suburb/town State Postcode

Home phone ( ) Work phone ( ) Mobile

Email address (providing your email means you give permission for us to use it)

Step 2: Confirm your new bank details

Name of your bank, building society or credit union

Branch address

Suburb/town State Postcode

Name of bank account holder (must be an Australian bank account held solely or jointly in your name)

BSB - Account number

Step 3. Proving your identity

Provide proof of your identity to guard against fraud and other criminal activity

There are three ways you can prove your identity:

Electronic ID

This is the easiest way to provide proof of your identity.
All you need to do is write the details from your identity documents (ID) on page 2. You'll need to have your Medicare card and driver's licence or passport handy.
You can leave the rest to us – we'll use this and other information on this form to check your identity electronically.

By email (Selfie ID)

Send us these by email:

1. A clear photo of you holding your Australian driver's licence, as well as a clear photo of the back of the driver's licence **OR** A clear photo of you holding your Australian passport.
2. A bank statement of the account your income stream will be paid into. The statement needs to be from the past six months – you might be able to download one from your online banking, or you can send a photo or scanned copy.
3. One of the following (photo or scanned copy):
   - Phone, electricity, gas or water bill (from the past three months)
   - Council rates or Australian Taxation Office notice (from the past 12 months)
   - Birth certificate/extract, citizenship certificate or pension card.

By post (certified ID)

Send **certified copies** of these documents to Cbus Super by post:

1. **Either** your Australian driver's licence (both sides of the licence) **or** Australian passport (you don't need to supply both).
2. A bank statement of the account your income stream will be paid into. The statement needs to be from the past six months – you might be able to download and print your statement through your online banking.
3. One of the following:
   - Phone, electricity, gas or water bill (from the past three months)
   - Council rates or Australian Taxation Office notice (from the past 12 months)
   - Birth certificate/extract, citizenship certificate or pension card.

Read the *Identification requirements* brochure at **cbussuper.com.au/cs/id** to find out how to get your ID certified.

Step 3. Proving your identity continued

Read the *Identification requirements* brochure at **cbussuper.com.au/cs/id** for further information, including what you can do if you don't have the above ID documents and other hints, tips and troubleshooting.

Choose how you'd like to verify your identity.

- ☐ Electronic ID (this is the easiest way) > Write the details of your ID in part 1 and 2 below then go to **step 5**. Please complete all fields.
- ☐ By email (Selfie ID) > Go to **step 4** and provide electronic copies as described above.
- ☐ By post > Go to **step 4** and provide certified copies as described above.

Part 1: Medicare details

Full name including middle name as shown on card

Medicare number

- -

Valid to M M / Y Y Y Y

Your reference number on this card is

Part 2: Either Australian driver's licence or Australian passport – you don't need to supply both

Australian driver's licence number

Full name including middle name as shown on licence

State of issue

Expiry date D D / M M / Y Y Y Y

Driver's licence card number

Need help finding your driver's licence card number? Head to **cbussuper.com.au/IDhelp** for instructions.

Australian passport number

Full name including middle name as shown on passport

Place of birth as shown on your passport

Country of birth (this isn't shown on your passport)

Family name at birth (this isn't shown on your passport)

Step 4. Sign and date this form

By signing this form, I declare all of the following:

- I consent to the collection, use, storage and disclosure of my personal information as described in the Cbus Privacy Statement available at **cbussuper.com.au/privacy**
- I confirm the details I've provided are correct and I authorise Cbus Super to pay my pension into the bank account I've nominated on this form.
- I understand Cbus Super may use the information from my proof of identity documents and other information on this form to verify my identity electronically using independent data sources.
- **If I return this form by email**, I acknowledge and declare that I have read and accepted the terms and conditions of this *Change my bank account* form and I acknowledge that if I have not applied my physical or electronic signature:
  - If Cbus Super is satisfied that this is a genuine application, they will process the request, including making a payment from my account if I have requested one.
  - In some cases, Cbus Super may request more information to be satisfied this is a genuine application.

Sign here

Date D D / M M / 2 0 Y Y

Privacy: Please refer to our *Privacy policy* and *Personal information collection statement* at **cbussuper.com.au/privacy** for details about how we collect and disclose personal information, or call **1300 361 784** for a copy.

Please return this form to us. Remember to include your ID documents if they are required.
By post: Cbus, Locked bag 5056, PARRAMATTA NSW 2124
By email: cbusenq@cbussuper.com.au
If you need more information about providing proof of identity visit cbussuper.com.au/cs/id to find out more.

Cbus Super
Locked Bag 5056
PARRAMATTA NSW 2124

1300 361 784
8am to 8pm (AEST/AEDT)
Monday to Friday

cbusenq@cbussuper.com.au
cbussuper.com.au
Log in to chat to us online

Visit us in person in Adelaide, Brisbane, Melbourne, Perth and Sydney.
Details: **cbussuper.com.au/contact**