



Westpac One Business Change Request

Please complete the relevant sections to request a change to your Westpac One Business account.

Please refer to the Help Guide on page 5 for assistance filling out this form.

Change you would like to make	Sections to complete
Organisation details	1,7
Billing account	1,2,7
Authorisation instructions	1,3,7
Administrator instructions	1,4,7
Add, amend, remove users	1,5,7
Add, amend, remove accounts	1,6,7

1. Organisation details

Name of Company / Organisation

Contact person's name FIRST MIDDLE LAST

(The person we can contact in regard to this change request)

Phone

Email

2. Billing account

If you want to change your Billing Account please nominate an account for us to debit charges and/or fees associated with Westpac One Business. Account must be owned by the organisation listed in section 1.

0	3														
---	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--

3. Authorisation instructions

Please select how many users are required to authorise a transaction in Westpac One Business. Your selection needs to at least match the signing authority you already have on your accounts.

- ☐ **View** only
- ☐ **One Authoriser** to authorise online transactions
- ☐ **Two Authorisers** to authorise online transactions
- ☐ **One Authoriser** to authorise transfers and **Two Authorisers** to authorise payments.

4. Administrator instructions

Please note having Dual Administration (two administrators) provides a higher level of internal security, as all changes will require a second Administrator to approve.

- ☐ **One Administrator** to approve administrative tasks
- ☐ **Two Administrators** to approve administrative tasks.

To add or remove Administrator rights from users, please complete the User Details and Account/s Permissions sections.

5. User details and account/s permissions

If you require additional users please complete and print as many user pages as required

☐ Please confirm how many user pages are attached.

User: Name

FIRST

MIDDLE

LAST

☐ Add

☐ Amend

☐ Remove

Address

Mobile

Email

Date of birth

DD / MM / YYYY

Please nominate the users role/s (tick as many as required).

Administrator ☐

Authoriser ☐

Creator ☐

Viewer ☐

Signature

User: Name

FIRST

MIDDLE

LAST

☐ Add

☐ Amend

☐ Remove

Address

Mobile

Email

Date of birth

DD / MM / YYYY

Please nominate the users role/s (tick as many as required).

Administrator ☐

Authoriser ☐

Creator ☐

Viewer ☐

Signature

User: Name

FIRST

MIDDLE

LAST

☐ Add

☐ Amend

☐ Remove

Address

Mobile

Email

Date of birth

DD / MM / YYYY

Please nominate the users role/s (tick as many as required).

Administrator ☐

Authoriser ☐

Creator ☐

Viewer ☐

Signature

User: Name

FIRST

MIDDLE

LAST

☐ Add

☐ Amend

☐ Remove

Address

Mobile

Email

Date of birth

DD / MM / YYYY

Please nominate the users role/s (tick as many as required).

Administrator ☐

Authoriser ☐

Creator ☐

Viewer ☐

Signature

User: Name

FIRST

MIDDLE

LAST

☐ Add

☐ Amend

☐ Remove

Address

Mobile

Email

Date of birth

DD / MM / YYYY

Please nominate the users role/s (tick as many as required).

Administrator ☐

Authoriser ☐

Creator ☐

Viewer ☐

Signature

6. User account permission table

☐ Please confirm how many user account permission table pages are attached.

Please complete the User account permission table below to advise the accounts you want each individual user to access online, including their permission levels for each account by ticking all the required boxes for each user. You can use as many pages as needed to nominate the accounts and user permissions. See section 7 of the Help Guide for an example on how to fill out the table and information on what each permission level allows the user to do.

[illegible]

7. Declaration

I/we

- Instruct Westpac to make the changes set out in this form to my/our Westpac One Business facility and confirm that I/we are bound by the Westpac One Business Terms and Conditions, the General Terms and Conditions and any other applicable terms and conditions Westpac tells me about (all Westpac terms and conditions are available at **westpac.co.nz** or at any Westpac branch);
- Certify that all information provided in this form is true, correct and complete in every respect, and understand that if it is not true, correct and complete, this application may be declined and /or I/we may be liable to Westpac;
- Certify that the person(s) signing below has the authority to sign this form on my/our behalf;
- Understand that by completing this form I/we will be providing personal information which will be held securely by Westpac New Zealand Limited and/or any entity within the Westpac group, and that all information provided by me/us now or in the future will be held and dealt with in accordance with the privacy provisions of the Westpac General Terms and Conditions;
- Declare that all individuals named in this form have by signing this form consented to the disclosure of their personal information to Westpac and use of that personal information in accordance with the Westpac General Terms and Conditions;
- Authorise any additional Administrators and Authorisers named in this form to operate Westpac One Business subject to the applicable administration and authorisation rules selected by me/us;
- Declare that I/we have obtained the consent of any Administrator listed above to receive text messages and calls from Westpac on the registered mobile phone number given above in relation to my/our Westpac One Business facility;
- Understand that, pursuant to the Westpac One Business Terms and Conditions, my/our appointment of Authorised Persons is solely at my/our own risk and that I/we are solely responsible for any use or misuse of Westpac One Business by Authorised Persons, and for ensuring that Authorised Persons are aware of, and comply with, all relevant terms and conditions.

Signatures

Two account owners (of the accounts supplied by you) must sign this section. Please refer to section 8 of the help guide for clarification on who should sign.

Signature 1

Name

FIRST

MIDDLE

LAST

Title

Signature

Date

DD / MM / YYYY

Signature 2

Name

FIRST

MIDDLE

LAST

Title

Signature

Date

DD / MM / YYYY

Witnessed by:

This section is only required for limited companies, where there is only one director.

Name

FIRST

MIDDLE

LAST

Title

Signature

Date

DD / MM / YYYY

Help Guide.

A helpful guide to completing the Westpac One Business Change Request form.

2. Billing account.

Westpac One Business fees and charges	
Registration	Free
Monthly subscription fee	Free
Same Day Cleared Payments	\$5 (with email notification)
	\$4 (without email notification)

All fees above are subject to change.

3. Authorisation instructions.

There can only be one Authorisation rule for all accounts accessed via Westpac One Business. The Authorisation rule determines how many Authorisers need to approve transactions in Westpac One Business.

The rule needs to at least match the signing authority you already have on your accounts, e.g. if you require two signatories to sign cheques then your Authorisation rule also needs to be 'two to Authorise'.

- **View Only** to only view transactions and balances
- **One Authoriser** to authorise online transactions, will allow any user with authorisation rights to authorise a transaction by themselves
- **Two Authorisers** to authorise online transactions, will allow any two users with authorisation rights to authorise a transaction together
- **One Authoriser** to authorise transfers and **two Authorisers** to authorise payments, will allow:
 - any user with authorisation rights to authorise a transfer between accounts available in Westpac One Business by themselves; and
 - any two users with authorisation rights to authorise a payment together.

There is a possibility for additional authorisation rules. If you would like to investigate whether an option other than those above could work for you, please talk with us so we can find the right solution to meet your requirements.

4. Administrator instructions.

The administrator instruction is to determine how many people are required to approve administrative tasks such as adding or amending users, account permissions and transaction limits and passwords. Self-administration is not yet available in Westpac One Business but we need you to nominate your administrator/s for the future.

Until self-administration becomes available online, please complete an additional Change Request form when you need to amend your existing Westpac One Business channel.

5. User details.

The mobile number will be linked to the user's profile and used as the contact method for Westpac One Business related matters like first time log in details. It will also be used to send one time verification codes to users when further authentication is required. You can request any of the changes below:

Add new user to your existing Westpac One Business. Please complete all fields of the user details section and obtain the new user's signature.

We may be required to verify the identity of the user and certain other information provided in this form. Please refer to Westpac's list of acceptable verification documentation available at westpac.co.nz/AML

Amend existing user's details. Please provide the user's full name, complete the fields you would like us to change and obtain the user's signature.

Remove an existing user who no longer requires access Westpac One Business e.g. has left the organisation. Please provide the user's full name and tick the Remove box.

6. User account/s permission table.

This is required to nominate the accounts you would like to access online and determine your user’s level of authority for each one of the accounts. This table can be used to:

Add new accounts to your Westpac One Business and determine each individual user’s account permissions.

In the example below, John Smith will be given full access to the nominated account. Bob will be able to View and Create only. Joanna will be able to view only

User roles have been selected in Section 6.	User names								
	JOHN SMITH			BOB SMITH			JOANNA SMITH		
	View	Create	Auth	View	Create	Auth	View	Create	Auth
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Account numbers	View	Create	Auth	View	Create	Auth	View	Create	Auth
0348794358712ALL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Add <input checked="" type="radio"/> Amend <input type="radio"/> Remove									

Amend existing user’s account permissions.

In the example below, John Smith’s access has been changed to View only. No changes requested for any other users.

User roles have been selected in Section 6.	User names								
	JOHN SMITH								
	View	Create	Auth	View	Create	Auth	View	Create	Auth
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Account numbers	View	Create	Auth	View	Create	Auth	View	Create	Auth
0367670056997ALL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Add <input checked="" type="radio"/> Amend <input type="radio"/> Remove									

Remove existing accounts from Westpac One Business.

In the example below we have requested to remove the account which will remove access from Bob and Joanna.

User roles have been selected in Section 6.	User names								
	BOB SMITH			JOANNA SMITH					
	View	Create	Auth	View	Create	Auth	View	Create	Auth
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Account numbers	View	Create	Auth	View	Create	Auth	View	Create	Auth
0382818806759ALL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> Add <input type="radio"/> Amend <input checked="" type="radio"/> Remove									

User permissions apply to all functions currently available in Westpac One Business. Alternative permission options may be possible. Please talk to us so we can find the right solution to meet your requirements. Users may need to tick more than one role box to indicate their permission requirements..

View: this permission will enable the user to view as per listed below for the nominated account.

- Account transaction list
- Account balance
- Pending and processed payment details
- Pending and processed MDS* transfer details
- MDS client and DSN** details and reports.

Create: this permission will allow the user to do as per listed below for the nominated account.

- Create a payment
- View, edit and delete drafts, pending and processed payments
- Create MDS clients, On Call DSNs and transfers
- View MDS client and DSN details and reports.

Authorise: this permission will allow the user to do as per listed below for the nominated account.

- View and authorise transactions from the authorisations list.

*Multi-Deposit Scheme provides an account management service for customers who manage funds on behalf of clients, acting as a trust account.
**Deposit Sequence Number: When customers hold separate sub-accounts on behalf of separate customers within a Multi-Deposit Scheme (MDS), each sub-account is allocated a separate DSN to identify that investment.

7. Who needs to sign the Declaration?

Two account owners must sign

For the purposes of this form, the account owner is the person(s) authorised to act on behalf of the account owner organisation, including for the purposes of opening accounts and appointing signatories for an account, and are normally one of the following:

- A director of a Company;
- A partner in a Partnership;
- A trustee of a Trust; or
- An appointed/elected officer of a Society (Chairperson, Secretary or Treasurer).

A signatory is authorised by the account holder to operate the specific account(s) in accordance with the signing rule (e.g. make payments and view transactions). An account holder may or may not be a signatory.

Exceptions:

- Sole Director Limited Company: Director must sign with a witness
- Sole Trader can sign alone.

Returning the form and contact details.

This form can be emailed to **client_services@westpac.co.nz**

Please do not hesitate to contact us on **0800 00 99 11** if you have any questions.