

## MEMBERSHIP APPLICATION - Personal



NOTE: Identification documents to verify your name, address and date of birth must be provided as requested before we can process your application for membership. Being a mutual organisation, you must establish membership with us before you can access products and services obtained from a third party.

Membership Name:  Member/Client Number:

### YOUR DETAILS

Title:  Mr  Mrs  MS  Miss  DR  Other

Surname:  Given Names:

Other names known by:

Residential Address:

Mailing Address:

Preferred Phone Number:  Alternative Phone Number:

Mobile Number:  Email Address:

Date of Birth  Male  Female  Occupation

### ANNUAL REPORT & ANNUAL GENERAL MEETING NOTICES

As a member of SERVICE ONE Mutual Limited, you will receive notice papers regarding our Annual General Meeting. You can choose to receive annual reports about SERVICE ONE. They contain information on its financial position and performance, how efficiently it is being managed and about any financial risks it may face.

You are not obliged to complete this section but, if you do not respond we are not required to send copies of the annual reports to you. You can change your choice at any time by notifying us in writing. Your choice will remain a standing election until notice is received.

- Yes, I want you to send me annual financial reports.  
 No, I don't want you to send me annual financial reports

### PRIVACY DISCLOSURE

#### 1. Collection of your personal information

We, SERVICE ONE Mutual Limited, acting as an agent for Bendigo and Adelaide Bank Limited ("Bendigo"), collect your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to us or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

#### 2. Collection of personal information about third parties

We may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information, and that in most cases they can access and seek correction of the information we hold about them.

#### 3. Use and disclosure of your personal information

We may use your personal information to perform our business functions (for example internal audit, operational risk, product development and planning). We may also use your personal information to confirm your details (for example contacting your employer to confirm your employment and income details).

We treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include joint account holders, account operators and account applicants, insurers, intermediaries and government authorities. Your information may also be disclosed to our related entities and joint venture partners where its confidentiality is maintained at all times.

SERVICE ONE Mutual Limited ACN 095 848 598 (SERVICE ONE) is an agent of Bendigo and Adelaide Bank Limited (Bendigo Bank) ACN 068 049 178 AFSL/Australian Credit Licence 237879 in the distribution of SERVICE ONE Alliance Bank® branded products and services.

SERVICE ONE Alliance Bank® is a trade mark of Bendigo Bank.

Phone 1300 361 761 Post Locked Bag 1 DEAKIN ACT 2600 Email [support@serviceone.com.au](mailto:support@serviceone.com.au) Web [serviceone.com.au](http://serviceone.com.au)

#### 4. Disclosure of personal information to overseas organisations

Some of the organisations we disclose your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

#### 5. Access to and correction of your personal information

In most cases you can gain access to and seek correction of your personal information. Should you wish to do so, or if you have any queries about your information, please contact us on 1300 361 761.

#### 6. Direct Marketing

We may use your personal information to inform you about financial products and services that are related to those you have with us or other products and services we think you may be interested in. These may be products and services provided by us, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us you can mark the box below or call us on 1300 361 761.

I do not wish to receive marketing material from SERVICE ONE Mutual Limited

#### 7. Privacy Policy

You should also read our Privacy Policy. Our Privacy Policy contains information about:

- a. how you can access and seek correction of your personal information;
- b. how you can complain about a breach of the privacy laws by us and how we will deal with a complaint;
- c. if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in. Our Privacy Policy is available on our website [serviceone.com.au](http://serviceone.com.au) or by telephoning 1300 361 761.

### CITIZENSHIP AND POLITICAL EXPOSURE

Are you an Australian citizen or permanent Australian resident?  Yes  No, I am a Citizen of: \_\_\_\_\_

Are you a Politically Exposed Person?  Yes  No  
(This includes current or former senior government officials, their immediate family members or close professional associates)

### HOW DID YOU HEAR ABOUT US?

Employer  Family member  Friend  Radio  Newspaper  Website  Other \_\_\_\_\_

### ACKNOWLEDGEMENT & SIGNATURE

I hereby apply for a \$10 share in SERVICE ONE Mutual Limited. I agree to be bound by the Rules and Constitution of SERVICE ONE Mutual Limited.

*Note:* Membership confers rights and obligations under the Constitution of SERVICE ONE Mutual Limited, a copy of which you may obtain upon request.

I consent to the collection, use, handling, disclosure and verification of personal information as required by the Anti Money Laundering and Counter Terrorism Financing Act 2006 (Cth), and SERVICE ONE's Privacy Notice.

I acknowledge that I have read and agree to the Privacy Disclosure in this application.

I believe the above information supplied to be true and correct.

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ ..... / ..... / .....  
(Member) Date

#### Office Use Only (Please tick each box to indicate all actions have been completed)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> AML / CTF Identification requirements met   | <input type="checkbox"/> TFN Loaded (if provided by member)                                | <input type="checkbox"/> Provide PDS & FSG Compliance Pack (event loaded) |
| <input type="checkbox"/> No duplicate membership held  | <input type="checkbox"/> Member detail fields complete where required                      | <input type="checkbox"/> New member event loaded                          |
| <input type="checkbox"/> Student / Apprentice / Concession membership type loaded (if applicable)  | <input type="checkbox"/> Student / Apprentice / Concession ID event loaded (if applicable) |   |
| <input type="checkbox"/> Does any member have an occupation that indicates they may be a politically exposed person (PEP) <b>Y / N</b>       |  |   |
| <input type="checkbox"/> If Yes, load PEP status in P&R profile and refer to AML Officer via email with the membership number and PEP status |  |   |
| <input type="checkbox"/> Operator No: _____  |  |   |

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