

Deceased Notification Form

Notification of a Deceased Customer will be accepted prior to providing this form and required documents. Please contact our Customer Support team on 07 3135 3525 (Mon-Fri 9am-5pm AEST) to advise us of a Deceased Customer.

To allow us to best assist you, please complete the required sections to the best of your ability. If you are unable to provide certain details or documents at this time, please leave this space empty and we will contact you prior to finalisation of the accounts held in the name of the Estate.

If you require assistance completing this form or help with other matters relating to the management of the accounts held in the name of the Estate, please attend a Suncorp Branch or contact our Customer Support Team.

Please send this completed form to Customer Support via email DeceasedEstates@suncorp.com.au or via post to GPO Box 1453, BRISBANE QLD 4001.

1. Deceased Customer Details

Title	<input type="text"/>		
Surname	<input type="text"/>		
Given name(s)	<input type="text"/>		
Residential Address (PO Box not acceptable)	<input type="text"/>		
		State	Postcode
Date of birth	<input type="text" value="DD / MM / YYYY"/>	Date of death	<input type="text" value="DD / MM / YYYY"/>
Account No. (if known)	<input type="text"/>	Card No. first four and last four digits (if known)	<input type="text"/>

2. Notifying Party (Your) Details

Title	<input type="text"/>		
Surname	<input type="text"/>		
Given name(s)	<input type="text"/>		
Residential Address or Postal Address	<input type="text"/>		
		State	Postcode
Daytime number	<input text"="" type="text" value="()</input></td><td>Email</td><td><input type="/>		
Are you an existing Suncorp Bank customer?	<input type="checkbox"/> No <input type="checkbox"/> Yes	If yes, please record your Account No.	<input type="text"/>
Relationship to Deceased	<input type="text"/>	E.g Executor, Administrator, Next of Kin, Solicitor and Other	
Does the Estate hold any of the following?	<input type="checkbox"/> Will <input type="checkbox"/> Letters of Administration <input type="checkbox"/> Grant of Probate		

3. Post or Email Consent

Please tick your preferred method of contact

Post Email. If email, please complete the following email consent information below

Individual Executors/Net of Kin/Administrator

I/We, Executor(s)/Administrator(s) of the Estate of consent to Suncorp Bank providing me/us with bank statements and other confidential information as necessary in relation to the Deceased's accounts and facilities held with Suncorp Bank via email. Suncorp Bank will use the nominated email address/s and I/we acknowledge that it is my/our responsibility to ensure the nominated email address/s is/are secure and confidential.

There is no guarantee that an email sent to us or by us will be secure, virus free, or successfully delivered. I/We acknowledge and accept that Suncorp Bank is not liable if due to circumstances beyond its control, messages sent to the nominated address are intercepted, delayed or corrupted or received by someone else. I/We agree to indemnify Suncorp Bank against any damages or losses suffered as a result of an unauthorised party receiving and/or intercepting any such emailed documents. I/We consent to Suncorp Bank using the following email address/s:

Consent and email address/s from authorised parties

Executor/Claimant 1

Email	<input type="text"/>		
Name	<input type="text"/>	Signature:	<input type="text"/>

Executor/Claimant 2

Email	<input type="text"/>		
Name	<input type="text"/>	Signature:	<input type="text"/>

4. Proof of Identity

Under the Anti-Money Laundering and Counter Terrorism Financing Act 2006, all applicants must provide acceptable identification to establish and verify their identity. Suncorp reserves the right to request additional information to satisfy our requirements. **Full Name, Address and Date of Birth, where shown on any identification document, must be in English.**

If you are not a past or current Suncorp customer you may be required to have your identification verified over the phone or in Branch. A list of acceptable Proof of Identity documents are provided in Proof of Identity.

Please review our privacy statement which advises how we protect your privacy and security.

Privacy is Important...

...especially when you consider the number of ways we communicate and interact these days. That's why we've put together this statement. It explains how we collect, hold, use and disclose your personal information and who we share it with.

And because it's guided by privacy laws, you can be sure it takes your rights seriously.

Above all, this statement is your assurance that we never take your privacy for granted and always take the utmost care in protecting your personal information.

Suncorp-Metway Ltd ("Bank"), is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. The Bank collects personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products and services;
- manage, train and develop our employees and representatives;
- manage complaints and disputes, and deal with dispute resolution bodies; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you.

Under the following Australian laws we may be authorised or required to collect your personal information: Anti-Money Laundering and Counter-Terrorism Financing Act; Income Tax Assessment Acts, Tax Administration Act and A New Tax System (Goods and Services Tax) Act, and any regulations made under those Acts.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group;
- any of our Group joint ventures where authorised or required;
- any entity where disclosure to, or collection from, such entity is required or authorised by law;
- customer, product, business or strategic research and development organisations;
- data warehouse, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- publicly available sources of information;
- clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- a third party that we've contracted to provide financial services, financial products or administrative services – for example; information technology providers, administration or business management

services, consultancy firms, auditors and business management consultants, marketing agencies and other marketing service providers, and print/mail/digital/imaging/ document management service providers;

- yours or our advisers, agents, representatives or consultants;
- government, statutory or regulatory bodies and enforcement bodies;
- the Australian Financial Complaints Authority or any other external dispute resolution body;
- manufacturers for plastic card production (eg debit cards); and
- any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, e.g. your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons located overseas, for the same purposes as in 'Why do we collect personal information?'. The list of countries Suncorp usually disclose personal information to is in our Suncorp Group Privacy Policy. Please go to www.suncorp.com.au/privacy to see our Suncorp Group Privacy Policy or call 13 11 55 to obtain a list of countries Suncorp usually disclose personal information to.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

Your personal information and our marketing practices

Every now and then, we and any related companies that use the Suncorp brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

In order to carry out our direct marketing we collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services (you can see the full list of persons and organisations under 'How we handle your personal information'). We may also collect your personal information for marketing through competitions and by purchasing contact lists.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in our Group, or our service providers already hold about you. We may use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in Contact Us if you wish to do so.

Contact us

For more information about our privacy practices including overseas disclosure or to tell us about your marketing preferences you can visit: www.suncorp.com.au/privacy.

Alternatively, you can get in touch directly by contacting us on: Phone: 13 11 55 Email: privacyaccessrequests@suncorp.com.au Mail: Suncorp Bank GPO Box 1453, Brisbane Qld 4001 or by visiting a Suncorp Bank Branch.