



Changing Officeholders and Signatories in Your Association

Your step-by-step guide to updating Association details with NAB

Introduction

Managing an Association – whether it is a club, charity, or community group – involves a range of administrative responsibilities. One of the most important is promptly updating your bank whenever there is a change to your officeholders and signatories. Keeping these records current ensures the ongoing security of your Association’s accounts, maintains compliance with regulatory requirements, and helps facilitate uninterrupted access to banking services.

This information sheet is designed to guide you through the process of notifying National Australia Bank (NAB) of changes to your Association’s officeholders or signatories. It outlines the required information, documents, and steps you’ll need to follow to ensure a smooth transition.

Why You Need to Notify NAB of Changes

Banks are required by law to maintain up-to-date records of the individuals authorised to act on behalf of an Association. These requirements exist to protect your organisation against fraud, ensure the right individuals have access to your accounts, and help NAB comply with regulatory obligations such as Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) laws.

Whenever your Association makes a change to its committee, board, or other authorised officeholders – such as after an Annual General Meeting (AGM) or a special meeting – NAB must be notified and provided with relevant documentation to update our records.

What Information and Documents Need to Be Submitted

When advising NAB of a change to officeholders and signatories, your Association must provide:

Details of New Officeholders/Signatories

- Name, date of birth, address and contact details
- Their role in the organisation
- For any new officeholder or signatory who is not an existing NAB customer, NAB may require additional information and documents to confirm their identity (see further information below)

Details of Existing Officeholders Who Are Leaving

- Name of the person(s) leaving their role
- The officeholder position they are vacating (e.g., Treasurer, Secretary, President)
- Request to remove these individuals from the Association’s banking authority

Copy of Association Meeting Minutes or Extract of Meeting Minutes

- Minutes or extract of minutes must show the resolution regarding the appointment and/or removal of officeholders and signatories
- Minutes or extract of minutes should be formally signed and dated in accordance with Association’s rules or constitution.

Providing Identification for New Officeholders

For any new officeholder or signatory who is not an existing NAB customer, NAB is required to confirm their identity. This can be completed in any of the following ways:

- **In-Person at a NAB Branch:** The new officeholder or signatory may present their identification documents at any NAB branch. Please bring original, valid documents such as a passport, Australian driver’s licence, or other government-issued photo ID.
- **Via Your Banker:** If you have a dedicated NAB business banker, they may be able to verify the new officeholder’s identity directly. Contact your banker for details and to arrange a suitable time.

- **Electronic Verification (with Consent):** With the individual's consent, NAB may be able to verify identity electronically using details from official records. Please discuss this option with your banker or branch staff if you wish to use this method.

Note: If a new officeholder is already a NAB customer (their identity has been previously verified), you do not need to provide their identification again.

Verifying Changes with Meeting Minutes

A vital part of the process is submitting a copy of the Association's meeting minutes or extract of meeting minutes. These are used to:

- Confirm that the appointment and/or removal of officeholders was validly made according to the Association's constitution or rules.
- Document the specific individuals involved and the roles they will assume or vacate.
- Provide NAB with formal evidence supporting the requested changes.

Minutes or extract of minutes should clearly list:

- The date and time of the meeting
- The names of officeholders being appointed and/or removed
- The resolutions passed (e.g., "That Jane Doe be appointed as Treasurer")
- The name and signature of the chairperson or secretary who prepared the minutes or extract of minutes

Step-by-Step Checklist

To help make the process as straightforward as possible, use the following checklist when preparing your submission to NAB:

- List all new officeholders and signatories, with full name, address, date of birth, and foreign tax status (if relevant)
- Confirm which, if any, new officeholders are already identified NAB customers
- Arrange for new officeholders/signatories who are not NAB customers to complete in-person or electronic identity verification
- Provide the names and roles of any existing officeholders who are leaving, and confirm they should be removed from the banking authority
- Prepare and attach a signed copy of the Association's meeting minutes or extract of meeting minutes confirming all changes

Frequently Asked Questions

What identification documents are accepted?

Accepted identification includes:

- An Australian or foreign passport (current or expired within the last 2 years, but not cancelled)
- An Australian driver's licence or permit (current)
- Government-issued photo ID (such as a Proof of Age card)
- Other identity documents as advised by your NAB branch or banker

What if the Association's minutes are not yet available?

NAB must receive a copy of the meeting minutes or extract of meeting minutes to proceed with updating records. If the minutes are not yet ready, please notify your banker and provide them as soon as they become available.

What if a new officeholder does not have standard identification documents?

If a new officeholder is unable to provide the standard identification documents, please speak to your NAB branch or banker for alternative verification options.

How long will it take to update our Association's details?

Once all required information and documents have been submitted, most changes are processed within a few business days. Delays may occur if information is incomplete or additional verification is needed.

Contact Us

If you have any questions or need assistance with your submission, please contact your NAB branch or business banker. Our team is here to help ensure that your Association's banking arrangements continue to operate smoothly and securely.



Association Officeholder Change Notification Form

For updates to officeholders and signatories with NAB

Please complete Application form in full in black or blue pen using CAPITAL LETTERS and **X** where appropriate.

Please complete this form to notify NAB of changes to your Association's officeholders or signatories. Attach a signed copy of your Association's meeting minutes or extract of meeting minutes confirming these changes.

Association Details

Association Name:

Date of Meeting (for Minutes):

New Officeholders/Signatories

Please provide the details for each new officeholder or signatory (up to 4):

Name	Position	Date of Birth	Residential Address	Foreign Citizenship Status (Yes/No)
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐

Exiting Officeholders/Signatories

Please provide details for each officeholder or signatory leaving their role (up to 4):

Name	Position

Declaration

I confirm that the above details are accurate and that supporting signed meeting minutes are attached.

Name of Chairperson/Secretary:

Signature

Date

Please submit this completed form and attachments to your NAB branch or business banker.