



# RTGS Request Form/ Local AUD Teletransfer Request Form

Please complete this form by typing all payment information (hand written forms are not allowed).

**Note:** This form is to be completed by the Customer/Authorised Signatory.

Fax No  Attention

Please make the following payment as per the details below. Date

### Payment Details

Please ensure all details are correct. NAB cannot check that the Beneficiary's name matches the BSB and account number. An incorrect BSB or account number will result in your money being paid to the wrong account and may result in the loss of funds.

Amount\*  \$ AUD only Payment date\*

Beneficiary's Bank\*  Swift Code (if applicable)

BSB (6 digits)\*  Beneficiary account number\*

Beneficiary's Name\*

Beneficiary's Address (optional)   
State  Postcode

Payment reference/message (optional)

### Sender's Details

I/we authorise the Bank to debit the payment amount to account (NAB transaction accounts only).

Account name\*  BSB (6 digits)\*  Account number\*

Customer name (if different to account name)  Customer contact name  Customer telephone number

### Fee Account (if different from above)

I/we authorise the Bank to debit the fee amount to account (NAB Transaction Accounts Only).

Account name\*  BSB (6 digits)\*  Account number\*

\* Mandatory

### Signatures (in accordance with the debit account signing authority)

By signing this request you confirm that you have read and accepted the terms and conditions on page 2.

Signatory's name  Signatory's name

Authorised signature  Date  Authorised signature  Date

## Terms and Conditions

1. The Applicant ('you') acknowledge and agree that:
  - (i) You are solely responsible for ensuring that your instructions on this Application are correct;
  - (ii) NAB ('we') is under no obligation to verify the correctness of your instructions. Without limitation to the foregoing, we are entitled to pay to the credit account identified by you as the beneficiary's without enquiry and are under no obligation to use any other information you give us (including the name and address of the beneficiary) to confirm the beneficiary's ownership of that account, and
  - (iii) Once executed by NAB, the payments made under this Request Form are irrevocable.
2. Please note that the beneficiary name does not form part of your payment instructions, and it will not be checked by NAB to verify that it matches the beneficiary's BSB and account number. NAB will process the payment using the BSB and account number you provide. Please ensure that the BSB and beneficiary account number are correct, because an incorrect BSB and account number will result in your money being paid to the wrong account and the loss of funds.
3. We will not be liable for and exclude all liability for loss or damage (including any indirect or consequential loss or damage) arising out of or in relation to:
  - (i) delays, errors, or omission in transmission or payment beyond our control; or
  - (ii) acts of default or omission of any kind by you or any third party outside our control except to the extent that such loss or damage occurs as a result of our fraud, negligence or misconduct (or that of our officers, employees, agents or contractors).In this clause, 'consequential loss' means any loss or damage suffered by a party which is indirect or consequential, loss of revenue, loss of profits, loss of goodwill or credit, loss of use, loss of data, damage to credit rating, loss or denial of opportunity, or increased overhead costs.
4. If we are negligent or in a breach of duty to you, we will supply the services described in these terms and conditions again. If you are protected by non-excludable warranties such as those in the Australian consumer law or protections applying to small business contracts then NAB's liability to you will not be limited to this re-supply of services if it would not be fair or reasonable.
5. Subject to applicable law, you indemnify and continue to hold us indemnified against any liability, loss, damage or expense in respect of your provision of incorrect instructions. Your indemnity to NAB is reduced proportionally to the extent that any such liability, loss, damage or expense is caused by our fraud, negligence or misconduct (or that of our officers, employees, agents or contractors).
6. Fees apply for this service. The applicable fees can be found via our website at [nab.com.au](http://nab.com.au)

### Banking Code of Practice

National Australia Bank has adopted the Banking Code of Practice (Banking Code) and relevant provisions of the Banking Code apply to the service, if you are an individual or a small business referred to in the Code. You can obtain from NAB upon request a copy of the Banking Code and general descriptive information concerning our banking services, including (a) account opening procedures, (b) our obligations regarding the confidentiality of your information, (c) complaint handling procedures, (d) bank cheques, (e) the advisability of you informing us promptly when you are in financial difficulty and (f) the advisability of you reading the terms and conditions applying to each banking service NAB provides to you.

### Privacy Declaration

You (being the Applicant) declare that where you have provided personal information about an individual (such as a beneficiary, an employer, relative, solicitor or contact person), you have made or will promptly make the individual aware of that fact and in accordance with NAB's Privacy Policy and NAB's Privacy Notification:

- that their personal information has been collected by the National Australia Bank Group organisation to which this form is addressed (Group Organisation) for the purpose of providing you with the Service the subject of this Application (including assessing your application) and managing and administering the service and protecting against fraud;
- that the National Australia Bank Group is managed, operates businesses and processes customer information internationally and across corporate entities, and accordingly, information about or relating to individuals may be provided to other National Australia Bank Group organisations, transmitted within the National Australia Bank Group between countries, and where required by law, regulation or convention, provided to governmental and regulatory authorities, both in the country where the relationship with the Group Organisation is primarily situated, and in other countries where the National Australia Bank Group may operate and the individual irrevocably consents to that occurring;
- that their personal information may be disclosed to other organisations involved in the provision, management or administration of the Services, as required by law or with their consent;
- that you may not be able to obtain the Services the subject of this Application if that individual's personal information is not provided; and
- that the individual can gain access to their personal information by contacting the Group Organisation and Group Organisation's contact details.

### Disputes

NAB has available on request information about the procedures for lodging a complaint. For more details about our internal dispute resolution procedures please ask for our complaints resolution brochure.

If you subsequently feel that the issue has not been resolved to your satisfaction, you may contact our external dispute resolution scheme. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution provider is the Australian Financial Complaints Authority (AFCA) and can be contacted at:

#### Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [afca.org.au](http://afca.org.au)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001

**NAB Use Only**

**Original RTGS Request/Local AUD Teletransfer Request Form Received**

Complete this section when the original RTGS/Local AUD Teletransfer request form is received, signed by the authorised persons to the account.

Customer number of Applicant (Who is sending the money? Eg Company, Trust etc)

Instructions are signed in accordance with the Account Authority Card

Sufficient funds held in the account – refer GRE008

Completed and signed by the authorised signatory

Bank Officer Name

Position/Title

Bank Officer Signature Date

**Instruction Received via Email/Fax – Refer to Segment Specific Information Below:**

**Business Bank** Bankers must complete verification & approval requirements as per GFA300 – GFA314 & GRE006 – GRE012

**Institutional**

If forwarding to another area for processing & the customer has not signed this form, tick to confirm that a signed written request has been received:

Yes  N/A

**Private Wealth** Insert Inward Fax Verification stamp on form & complete verification details as per GFA300 – GFA314 & GRE006 – GRE012

**Retail** Refer to GFA 100 for further instructions if request has been received via fax, email or Australia Post mail.

**Input Use Only**

RTGS No.  eBOBS input by  RTGS input by

Fees collected  Fee Seq No.  Authorised by