



Westpac One Business Change Request

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

Please refer to the Help Guide on page 4 for assistance with completing this form and email to

westpaconebusinesshelpdesk@westpac.co.nz

* Indicates mandatory field

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

*1. Organisation details

Name of Company/Organisation

Contact person's name FIRST MIDDLE LAST

(The person we can contact regarding 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. The account must be owned by the organisation listed in section 1.

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3. Approval instructions

Please select how many users are required to approve 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 Approver** to approve online transactions
- ☐ **Two Approvers** to approve online transactions
- ☐ **One Approver** to approve transfers and **Two Approvers** to approve payments.

Will you allow Approvers to self-approve transactions they create?

- ☐ Yes
- ☐ No

4. Administrator instructions

Please note having Dual Administration (two administrators) provides a higher level of internal security, as a 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. Westpac One Business user roles definition

Administrator

- The Administrator(s) will manage the Westpac One Business service on behalf of the organisation, including managing users' access and other administration features of the Westpac One Business service. Administrators cannot create, view or approve payments unless they also have one of the below roles.

Approver

- An Approver can approve transactions in Westpac One Business based on your approval rule above. Approvers cannot create or view payments unless they also have one of the below roles.

Creator or Viewer

- A Creator or Viewer can create or view transactions (respectively) but cannot approve them. The users are created and managed by Administrators once Westpac One Business is set up. These users do not need to be included on this form.

6. User details
and role/s
permissions

This section is to add/amend/remove Administrator or Approvers access to Westpac One Business. Users with Creator or Viewer roles can be added/amended/removed via the self-administration feature.

☐ Please confirm how many user pages are attached.

User: *Name FIRSTMIDDLELAST

☐ Add ☐ Amend ☐ Remove

*Address

*Mobile

*Email

*Date of birth DD / MM / YYYY

Please nominate the user’s role/s (tick as many as required). Administrator ☐ Approver ☐ Creator ☐ Viewer ☐

*Signature

User: *Name FIRSTMIDDLELAST

☐ Add ☐ Amend ☐ Remove

*Address

*Mobile

*Email

*Date of birth DD / MM / YYYY

Please nominate the user’s role/s (tick as many as required). Administrator ☐ Approver ☐ Creator ☐ Viewer ☐

*Signature

User: *Name FIRSTMIDDLELAST

☐ Add ☐ Amend ☐ Remove

*Address

*Mobile

*Email

*Date of birth DD / MM / YYYY

Please nominate the user’s role/s (tick as many as required). Administrator ☐ Approver ☐ Creator ☐ Viewer ☐

*Signature

User: *Name FIRSTMIDDLELAST

☐ Add ☐ Amend ☐ Remove

*Address

*Mobile

*Email

*Date of birth DD / MM / YYYY

Please nominate the user’s role/s (tick as many as required). Administrator ☐ Approver ☐ Creator ☐ Viewer ☐

*Signature

User: *Name FIRSTMIDDLELAST

☐ Add ☐ Amend ☐ Remove

*Address

*Mobile

*Email

*Date of birth DD / MM / YYYY

Please nominate the user’s role/s (tick as many as required). Administrator ☐ Approver ☐ Creator ☐ Viewer ☐

*Signature

***7. Declaration**

I/We

- Instruct Westpac to make the changes set out in this form to my/our Westpac One Business service and confirm that I/we are bound by 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 Approvers 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 service;
- Understand that, pursuant to the General Terms and Conditions, my/our appointment of Administrators, Approvers, Creators and Viewers is solely at my/our own risk and that I/we are solely responsible for any use or misuse of Westpac One Business by those Persons, and for ensuring that those Persons are aware of, and comply with, all relevant terms and conditions.

Signatures

Two account owners must sign this section. Please refer to section 7 of the help guide for more information 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

Help Guide

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

2. Billing account.

Please refer to our website for Westpac One Business fees and charges.

Westpac One Business fees and charges

All fees above are subject to change.

3. Approval instructions.

There can only be one Approval rule for all accounts accessed via Westpac One Business. The Approval rule determines how many Approvers 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 any of the accounts added to Westpac One Business require two signatories to sign instructions together, then your Approval rule also needs to be 'two to Approve.'

- **View Only** to only view transactions and balances
- **One Approver** to approve online transactions, will allow any user with approval rights to approve a transaction by themselves
- **Two Approvers** to approve online transactions, will allow any two users with approval rights to approve a transaction together
- **One Approver** to approve transfers and **two Approvers** to approve payments, will allow:
 - any user with approval rights to approve a transfer between accounts available in Westpac One Business by themselves; and
 - any two users with approval rights to approve a payment together.
- **Approvers** can self-approve if you will permit them to approve a transaction they create.

There is a possibility for additional approval rules. If you would like to investigate whether an option other than those above could work for you, please call us on **0800 009 911** (or from overseas on **+64 9374 8226**), weekdays 8.30am – 5.30pm, to 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.

5. Westpac One Business User roles definition.

Administrators.

- The Administrator(s) will manage the Westpac One Business service on behalf of the organisation, including managing users' access and other administration features of the Westpac One Business service. Administrators cannot create, view or approve payments unless they also have one of the below roles.

Approver.

- An Approver can approve transactions in Westpac One Business based on your approval rule above. Approvers cannot create or view payments unless they also have one of the below roles.

Creator or Viewer.

- A Creator or Viewer can create or view transactions (respectively) but cannot approve them. The users are created and managed by Administrators once Westpac One Business is set up. These users do not need to be included on this form. For instructions on how to add these users, please visit our How-to guides on our website **Westpac One Business How-to-guides**.

6. User details and role/s permissions.

This section is to add/amend/remove Administrator or Approvers in Westpac One Business. Users with Creator or Viewer roles can be added/amended/removed via the self-administration feature. For instructions on how to add/amend/remove these users please visit our How-to guides on our website

Westpac One Business How-to-guides

Users require a valid unique New Zealand or Australian mobile phone number, this mobile number will be linked to the user's profile and used for Westpac One Business activity like first time log in details. We will also use this number to send one time verification codes to users when further authentication is required. It is important that you don't use shared email addresses or mobile numbers.

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**

Users may need to tick more than one role box to indicate their permission requirements.

View: This permission will enable the user to view a task in Westpac One Business for the nominated account, including the below (which may change from time to time as new features are available).

- 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 create a task in Westpac One Business for the nominated account, including the below (which may change from time to time as new features are available).

- 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.

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

- View and approve transactions from the approvals 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 – an account owner is the person(s) authorised to act on behalf of the organisation, including opening accounts and appointing signatories, 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
- Sole Trader can sign alone. For personal accounts, the Declaration must be signed in accordance with the account's ownership

Returning the form and contact details.

This form can be emailed to westpaconebusinesshelpdesk@westpac.co.nz

If you have any questions, please call us on **0800 009 911** (or from overseas on **+64 9374 8226**), weekdays 8.30am – 5.30pm.