

# Unclaimed monies refund request

Use this form to lodge a claim with BankVic for unclaimed monies in your name held by ASIC. You will need to provide the details of the transaction which can be located on the publicly available register at [www.moneysmart.gov.au/find-unclaimed-money](http://www.moneysmart.gov.au/find-unclaimed-money)

If the unclaimed monies relates to a Deceased Estate, please do not complete this form. Please contact the Deceased Estate Officer by calling us on 13 63 73 for assistance.

The personal information you provide on this form will be used to verify your identity and arrange for a refund of unclaimed monies. Without this information we may not be able to process your request. BankVic may disclose your personal information to a government body (ASIC) in order to process the claim.

Before proceeding with this request, we recommend that you read BankVic's Privacy Policy, available at [bankvic.com.au/privacy](http://bankvic.com.au/privacy), which sets out key information about why we're collecting your personal information, and how we use, disclose and secure it.

## How to lodge this application:

 [info@bankvic.com.au](mailto:info@bankvic.com.au)  Member Resolution Unclaimed Monies GPO Box 2074 Melbourne Vic 3000

 Visit a branch

## Part A. Claimant details

Title	<input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Mr <input type="checkbox"/> Dr	Mailing address	<input type="text"/>
	<input type="checkbox"/> Other <input type="text"/>	(if different from residential)	<input type="text"/>
Surname	<input type="text"/>	Suburb	<input type="text"/>
Given name	<input type="text"/>	State	<input type="text"/> Postcode <input type="text"/>
Residential address	<input type="text"/>	Email*	<input type="text"/>
	<input type="text"/>	Phone no	<input type="text"/>
Suburb	<input type="text"/>	Mobile no	<input type="text"/>
State	<input type="text"/> Postcode <input type="text"/>	* Communications related to your claim will be sent to the email address nominated above.	
		If you would prefer communications to be sent by post please tick this box or contact us on 13 63 73. <input type="checkbox"/>	

## Part B. Unclaimed money details

Please provide the details of the transaction as listed on the Moneysmart register.

Account name	<input type="text"/>	Original Transaction Number (OTN) provided on ASIC Register	<input type="text"/>
Last known address (account/owner)	<input type="text"/>	Amount	<input type="text"/>
	<input type="text"/>		
Suburb	<input type="text"/>		
State	<input type="text"/> Postcode <input type="text"/>		

## Part C: Verifying your account ownership

We need to verify your identity and ownership of the unclaimed monies.

See a list of acceptable documents and instructions on how to complete them on page 3.

Please attach:

- A certified copy of your identification document
- A certified copy of a document that proves you are the owner of the unclaimed monies (e.g., a bank statement, other BankVic communication sent to you regarding the account)
- If you have moved address, attach evidence that connects you to the address listed on the ASIC record (e.g a Council rates notice or a Utilities bill)

## Part D. Refund details

Please direct my refund to my existing BankVic account:

Account number	<input type="text"/>	Account name	<input type="text"/>
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OR

Please direct my refund to my account with another bank:

BSB	<input type="text"/>	Bank/financial institution	<input type="text"/>
Account number	<input type="text"/>	Account name	<input type="text"/>

## Part E: Declaration and signatories

I understand that:

- I declare that I am the account holder nominated in Part B, and the rightful owner of these unclaimed monies
- I authorise BankVic to act on my behalf and liaise with ASIC to recover my unclaimed monies
- I acknowledge and authorise BankVic to provide my details to ASIC to facilitate the processing of my claim
- The information I have provided on this form is true and correct.

All signatories (or Executors)

Full name

Signature

Date

Full name

Signature

Date

Please note that once your claim is approved and forwarded to ASIC, it may take up to 60 days for the funds to be released to BankVic

## List of acceptable documents and instructions on how to complete.

Under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) BankVic must verify an individual's identity before it provides them with services and products.

Use this form if you are unable to go to the branch in person to submit the required documents.

### Individuals who can certify

Please view a comprehensive list of acceptable certifiers on the BankVic website.

### Required documents

This means that when an individual applies to be a customer of BankVic, they must show BankVic:

- 1 document from Category A; or
- 1 document from Category B and 1 document from Category C.

### Category A documents (primary photographic identification)

- A current driver's licence or permit issued by an Australian state or territory that contains the person's photograph;
- A current passport issued by the Australian government (or one that has expired within last 2 years);
- A card issued by an Australian state or territory for the purpose of proving the person's age, which contains a photograph of the person in whose name the document is issued;
- A current national identity card for the purpose of identification, which contains a photograph and signature of the person.

### Category B documents (primary non-photographic identification)

- a birth certificate or birth extract issued by a state or territory;
- a pension card issue by Department of Human Services that entitles the person in whose name the card is issued, to financial benefits;
- Citizenship Certificate issued by the Australian government or a foreign government.

### Category C documents (secondary identification)

- A notice that was issued to an individual by a local government body or utilities provider within the preceding three months that contains the name of the individual and their residential address and records the provision of services to that address or to that person;
- A notice of assessment issued to an individual by the Australian Taxation Office within the last 12 months that contains the name of the individual and their residential address;
- A notice issued to an individual by the Australian government, a state or territory within the last 12 months that contains the name of the individual and their residential address and records the provision of financial benefits to the individual.

### Individuals in particular circumstances

A person's particular circumstances may mean that they are unable to show BankVic the documents (or the combination of documents) set out in Categories A, B and C. If this is the case, please contact BankVic on 13 63 73 to discuss other options.

### Minors (under 18 years of age)

If the child has their passport, this will suffice as verification of their identity. If the child is 16 years of age or older and holds a current Learner's Permit as issued by VicRoads or their interstate equivalent, this will suffice to verify their identity.

If the child does not hold a passport or a Learner's Permit, please provide a birth certificate or extract of birth certificate AND one other approved document as listed below:

- Medicare card; or
- Government issued document containing name, address and date of birth, ie. Centrelink or ATO Child Support Office notice or correspondence; or
- A document listed in Categories A or B and not already presented; or If child is of school age:
  - Notice issued by school principal within last 3 months, showing name and residential address of child and which records the period of time the minor attended the school; or
  - Concession card issued by a government body, eg. as issued by Public Transport Commission; or
  - School identification card, containing a photograph of the person in the name it was issued and the contact details of the institution who issued it (ie. school name).

### Non-resident of Australia

If you are a non-resident of Australia, you may be asked to provide additional information, such as:

- A notice issued to the individual by the Commonwealth within the preceding 12 months that records the provision of visa status to the individual and contains the name of the individual and their residential address; and / or
- A workplace employment contract, issued within the preceding 12 months that records the offer of employment, including term, where the employer is from within BankVic's core membership (i.e. police, health, emergency services, or government).

### Independent and reliable documentation

These lists are not exhaustive, and other documents verifying your identity may be used if BankVic determines that those documents are reliable and independent.

If any of the documents are in a previous name, you must provide an additional document that shows how your name was changed (for example a marriage certificate).

### Certified documents

If a person is to rely on a certified copy, the following requirements must be satisfied.

Certified copies of previously-certified copies will not be accepted. A properly certified copy of the ORIGINAL document must be provided.

The person certifying the document must have sighted the ORIGINAL.

Proper certification must appear on each page to be certified, and should show:

- the date;
- the signature of person certifying the document; and the name of the person certifying the document, this should be clearly printed or evident in any official stamp that is used; and
- the title of the person certifying the document; and where relevant
- the registration number of the person certifying the document (for example a Justice of the Peace must include their registration number when certifying a document).