

Payments to you

- 1 We need evidence of your bank account name and number before we will make an electronic payment to you. This is a regulatory requirement, and to ensure we pay your money to the correct account.
- 2 So that we may make a payment to you, please provide us with one of the following:
 - (a) an encoded deposit slip (we will accept a copy sent by email or fax);
 - (b) a bank statement showing your account name* and number (you may black out balances and transaction details if you wish);
 - (c) a screen shot from your online banking showing your account name* and number;
 - (d) a copy of a cheque (again, we will accept a copy sent by email or fax); or
 - (e) verification from your bank of your account name* and number.
- 3 If you are asking us to make an electronic payment to an overseas bank account:
 - (a) please ensure that the evidence you provide of your bank account number shows the International Bank Account Number (**IBAN**) if used by the destination country (see [here](#) for a list of countries that use IBANs);
 - (b) please also provide us with the [SWIFT Code](#) (also known as BIC) or, if the account is located in Australia, Canada, Great Britain, India, South Africa, or United States, the [Bank Branch Number](#) (click on the links for further explanation); and
 - (c) the recipient bank's name and address.
- 4 We are also required to verify your identity in accordance with the Anti-Money Laundering and Countering Financing of Terrorism Act 2009.

* The account name must show as the legal name of the account holder, not the nickname that may have been given to the account.