



**Priority setup – New Internet Banking Payee
For customers unable to access SMS for Second Factor Authentication**

Methods of delivery Fax to 07 4922 8019 OR
Scan and email to customercare@therock.com.au

Customer Number Name

For payments to **Financial Institutions other than The Rock**

BSB No	Account No	Name of account	Limit

- **BSB** will be a six digit number (The Rock is 655000)
- **Account Number** is the number of the account at the destination bank.
- **Name of Account** is the person/entity that holds the other bank account.
IMPORTANT – incorrect entry may result in rejection and return by the payee bank.
- **Limit** (all categories) – the largest amount you envisage paying. Ensure you allow a little extra.

For **Bpay Payments**

Biller No	Payment Reference	Limit	Alias

- **biller No** will be found on your account you want to pay
- **Payment Reference** should be below this on the bill.
- **Alias** – How you would like the reference to be described (“Visa Card”, “Phone Bill”).

For payments to **other Rock customers** other than your own

Rock Account No	Account Name	Limit	Alias

- **Rock Account No** will be a nine digit number starting with a 1.
- **Account Name** – the name in which the account is held.
- **Alias** – As above (“Mum’s account”).

NOTE: The Rock will action these as a matter of priority upon receipt, or if received outside business hours, as soon as practicable after Start of Business on the next business day. We will confirm this action to you in the manner in which you send them (email or fax).

I/We request that the payees noted above be added to our internet banking list.

...../...../20 /...../20
Signature (Account Holder) Date 2nd Signature (only if 2 to sign)

NOTE: If this is a one-off payment it can be deleted after without further authentication.