

Postal Address

102 Bolsover Street
PO Box 562
Rockhampton
Queensland 4700

P 1800 806 645

F 07 4922 8019

E rock@therock.com.au

www.therock.com.au

ABN: 16 067 765 717

Australian Credit Licence / AFSL: 237 095



Internet & Phone Banking Application Form

Name _____

Client Number _____ Account Number _____

Home number _____ Mobile _____

Overall Daily Transfer Limit \$ _____ (individual Limits to be set by client)

Do you want Second Factor Authentication set up on your account? Yes No
(The ability to add payees and billers to make transfers to from your account)

Mobile Number to be used for Second Factor _____
(Needed to receive SMS with security code so transfers can be made)

Phone Banking: Yes No

Internet Banking: Yes No

- The Rock **WILL NEVER** send you an email asking for your login details **FOR ANY REASON**, including confirmation of information. These emails are perpetrated by fraudsters who will then direct you to "ghost" internet banking website or that request your Client Number and Password with the intention of illegally accessing your account.
- It is important to **"log-off" from I-Bank** if you are leaving your computer unattended for a period of time. This will prevent unauthorised access to your account information. As an added security precaution I-Bank will "log-off" automatically after 15 minutes if your I-Bank session is inactive.
- The Rock **can take no responsibility for unauthorised transactions** that may arise as a result of you disclosing your client number and access password to other parties. It is also your risk if you give your access password to an account aggregation service.
- I acknowledge the information above and will comply with this advice.

SIGNATURE _____ Date _____

FOR OVER THE PHONE IDENTIFICATION PURPOSES PLEASE NOTE A PASSWORD AND SECRET QUESTION WHICH YOU WILL NEED TO RECALL WHEN CONTACTING THE ROCK BUILDING SOCIETY.

VERBAL PASSWORD: _____

SECRET QUESTION: _____

ANSWER: _____