



Personal access form

Use this form if you'd like to request access to the personal information held by ubank. Return the completed form to ubank via complaints@ubank.com.au

Requesting your personal information

IMPORTANT In many instances, we'll be able to provide you with access to your personal information without needing to complete this form. So make sure you discuss your request with a ubank staff member. This form isn't to be used for requesting copies of transactional information including statements.

If you've got any questions regarding this form or the status of your request, please just give us a call on 13 30 80. Opening hours 9am - 5pm Monday to Friday (Sydney time)

1. Requestor details

First name

Middle name

Surname

Date of birth (DD/MM/YYYY)

2. Current residential address

Address

Suburb

State

Contact details

Registered Mobile Number

Registered email address

3. Identification details

To help us identify your records, please provide details of all known accounts held by ubank below.

Save

BSB number

Account number

Home Loan

BSB number

Account number

Spend

BSB number

Account number

Home Loan

BSB number

Account number

4. Request to gain access to my personal information recorded

Please note, there are certain circumstances where ubank does not have to provide access to or can limit access to personal information we hold. If this happens, we'll provide you with the reason.

I request access to my personal information recorded by ubank.

I request access to my Credit Report recorded by ubank during my home loan application.

Please specify the details of the personal information you'd like access to including the name of the product held and your account number.

5. How your information will be provided

Information will be provided to you in the form of scanned documents, as well as computer generated reports. Information such as telephone recordings will be provided as transcript or on a USB (subject to ubank's discretion). We're usually able to provide you with the information within 30 days of receiving your request.

6. Declaration and Authority

By signing this form, I confirm:

- that I am the individual referred to in this request for access (or I am their legally authorised representative, and a copy of the authority is attached).
- the information collated in response to this request may be provided to me in any reasonable or practical form, including in electronic form such as email, that ubank reasonably considers appropriate, based on the type of information requested.

Signature

Date