

# Macquarie withdrawal form

Macquarie Bank Limited ABN 46 008 583 542 AFSL 237502. Macquarie Investment Management Limited ABN 66 002 867 003 AFSL 237492 RSEL L0001281.

Please check the following before submitting this form:

- Have you completed all of the details required to process this withdrawal?
- Is there sufficient cash in the account for this withdrawal?
- Is the request signed in accordance with signing instructions for the account?

For information on how to make payments electronically via online or mobile banking please visit [macquarie.com.au/help](https://macquarie.com.au/help)

Please return this form by email to [transact@macquarie.com](mailto:transact@macquarie.com). For Business Savings Account, please return to [digitalbusiness@macquarie.com](mailto:digitalbusiness@macquarie.com)

 **Transfers up to \$100,000 will need to be completed online via online banking. Go to Macquarie.com.au and select log in. Go to macquarie.com.au/help and search 'payments' to learn more.**

**Online transfers over \$5,000 will require authorisation via the Macquarie Authenticator App. Go to macquarie.com.au/help and search Authenticator to learn more.**

Please complete **ALL** sections in this form using **BLOCK LETTERS**.

## 1 Personal details

### Your account details - Funds will be debited from this account

Account number:

Account name:

### Your contact details - We may contact you to confirm this request before debiting your account

 **Please check your contact details. Transactions may be delayed if we need to contact you to verify the payment.**

Phone number:


Mobile number:

## 2 Withdrawal details

Is this a full withdrawal?  No, please specify **withdrawal amount:** \$

 **Transfers up to \$100,000 will need to be completed online via online banking. Go to Macquarie.com.au and select log in. Go to macquarie.com.au/help and search 'payments' to learn more.**

Yes, please keep account open  Yes, please close this account

 **Note: If you close your Macquarie Cash Management Account (CMA), we'll automatically close any linked Macquarie Online Trading Account (if there are no holdings) and/or any linked Macquarie Cash Management Accelerator Account(s). We cannot close your CMA if there are holdings in your linked Macquarie Online Trading account. If you close your Macquarie Transaction Account, we will automatically close any linked Macquarie Savings Account.**

Select your withdrawal option:  **Overnight bank transfer** OR

**Same day bank transfer** ► *go to 2A*

**Bank cheque (not applicable for Business Savings Account)** ► *go to 2B*

## Withdrawal details (continued)

 Please check the details on the first page before signing this form.

**2A. Bank transfer**

**Please check your account details carefully. It's your responsibility to ensure all payee account details are correct. We do not match the account name against the account number you provide. Incorrect details may result in a loss of funds and we do not guarantee their recovery. We do not accept liability for funds unable to be recovered. Please confirm the correct account details with the payee.**

**Please note: Macquarie's Cash Electronic Message Service does not provide rollover SuperStream Services. If you are withdrawing funds as part of a rollover of your SMSF to another superannuation fund (including a Macquarie superannuation fund), you should also make SuperStream arrangements to ensure the receiving superannuation fund can receive your funds and process your rollover.**

- To nominated bank account (if only one on file) ► **go to section 3** OR  
 To account specified below

Account name:   
 BSB number:  -  Account number:

**Optional reference OR Tax Office Reference** (EFT Code) to appear on destination account (max 18 characters)

**Optional narrative** to appear on your statement (max 40 characters)

**SuperStream Payment Reference Number (PRN)**

(You should contact your Electronic Service Address to provide a payment reference number)

**2B. Bank cheque (not applicable for Business Savings Account)**

Payable to:	\$
Payable to:	\$
Payable to:	\$
Payable to:	\$

Select receipt of cheque

Collection by (name)  from office in  Sydney  Melbourne  Brisbane  
 on  /  /  after  11.30am OR  after 2.30pm


Mail Attention to:   
 Address:

### 3 Signature

By completing this form, you accept and agree to be bound by the terms and conditions contained in the relevant Product Information Statement (as applicable to you and on the back of this form). If you do not already have a copy of the relevant offer document you can obtain it from our website at [macquarie.com.au](http://macquarie.com.au) or by contacting us. For company accounts two directors or a sole director must sign. Please note that the directors who sign must be existing account signatories.

Signature  Date  /  /  Signature  Date  /  /

Full name  Full name

 **You can sign this form electronically via one of our approved electronic signature providers and submit the form via email with any additional documentation required. Please visit [help.macquarie.com.au](http://help.macquarie.com.au) to view our submission requirements and a list of our approved electronic signature providers. To avoid delays, please attach a copy of the account holder(s) drivers licence or passport, if not already provided.**

## Terms and conditions

1. Same day transfers may not be applicable for funds going to credit unions and building societies.
2. We normally do not provide any manual confirmations for transaction and account maintenance requests. Please check your transaction regularly via Macquarie Online Banking, the Macquarie Mobile Banking app or on your statement.
3. For your Macquarie Cash Management Accelerator Account (Accelerator), please use this form only for account closure. To transfer funds between your Accelerator and CMA, please visit Macquarie Online Banking and the Macquarie Mobile Banking app.
4. We may reasonably delay acting on, or may ask you for further information before acting on, an instruction.

### Lodgement times

Withdrawal type	Sydney time (AEST)
<b>Online payments</b> Make internal transfers, pay anyone and BPAY® payments through online banking and mobile banking on an immediate or scheduled basis.	5.00pm
Bank cheque requests	Lodged by 9.00am: collect cheques after 11.30am Lodged by 12 noon: collect cheques after 2.30pm
Bank transfer requests <sup>1</sup>	2.00pm
All other withdrawal requests	12 noon

<sup>1</sup> Bank transfers normally reach clients' accounts the following working day. Bank transfers (excluding BPAY) to building societies and credit unions may take up to 48 hours. You cannot use this form to conduct bank transfers via BPAY. To pay via BPAY, please visit [macquarie.com.au](http://macquarie.com.au) and select Log in.

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### Timing for processing a withdrawal

Delays may occur in processing a transaction due to the following scenarios:

- the transaction or instructions to make a transaction is made on or the day after a public or bank holiday
- authorisation of the transaction needs to be verified
- another BPAY Scheme participant isn't complying with its obligations
- there's a system malfunction
- inactive accounts – if this is the first transaction to your account after a long period of inactivity.

Please note, we try to address any delays with processing a transaction as soon as possible.

### Use the Authenticator app for faster withdrawals

The Macquarie Authenticator app is a verification system that helps protect your account and personal information. You can make electronic funds transfers up to \$100,000 if you use the Macquarie Authenticator App and are registered for Electronic banking.

 **Online transfers over \$5,000 will require authorisation via the Macquarie Authenticator App. Go to [macquarie.com.au/help](http://macquarie.com.au/help) and search Authenticator to learn more.**

For more information, please visit [help.macquarie.com.au](http://help.macquarie.com.au) or contact us using the below details:

**Macquarie Cash:** 1800 806 310

**Macquarie Wrap:** 1800 025 063

**Macquarie Business Savings Account:** 1800 620 673