

# How to close an account

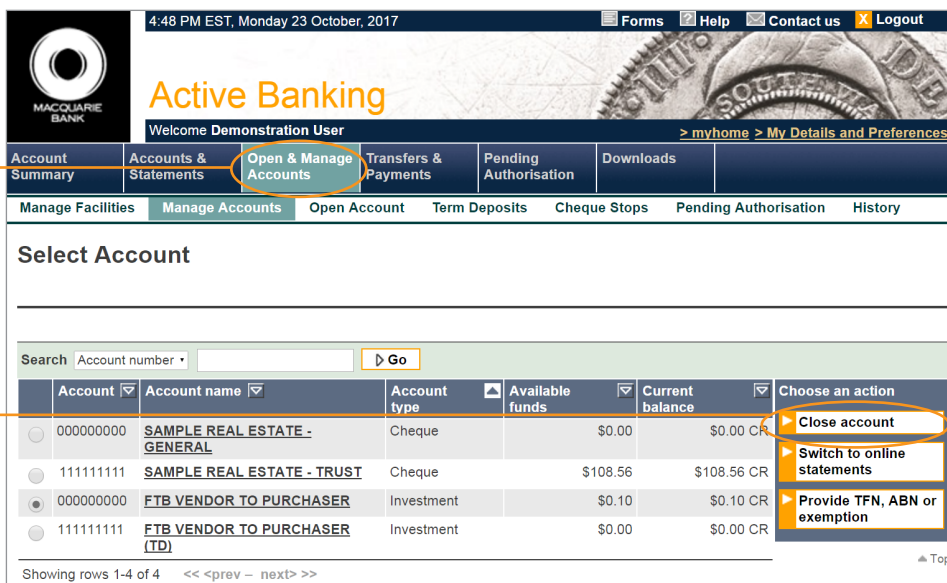
## Active Banking

Close an At-Call, Term Deposit or Cheque account that is held on behalf of your clients.

### 1 Select **Open & Manage Accounts**.

When accessing Open & Manage Accounts the default page will be **Manage Accounts**. To close a Term Deposit you will need to select the **Term Deposits** page before moving on. For all other accounts, proceed on the **Manage Accounts** page.

### 2 Select the account you would like to close and then click **Close account**.



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### Select Account

Search Account number

Account	Account name	Account type	Available funds	Current balance	Choose an action
<input type="radio"/> 000000000	SAMPLE REAL ESTATE - GENERAL	Cheque	\$0.00	\$0.00 CR	<input type="button" value="Close account"/>
<input type="radio"/> 111111111	SAMPLE REAL ESTATE - TRUST	Cheque	\$108.56	\$108.56 CR	<input type="button" value="Switch to online statements"/>
<input checked="" type="radio"/> 000000000	FTB VENDOR TO PURCHASER	Investment	\$0.10	\$0.10 CR	<input type="button" value="Provide TFN, ABN or exemption"/>
<input type="radio"/> 111111111	FTB VENDOR TO PURCHASER (TD)	Investment	\$0.00	\$0.00 CR	

Showing rows 1-4 of 4 << prev - next >>

### Close Account - TFN, ABN or Exemption Details

**TFN, ABN or exemption details have NOT previously been provided for this account. If you would like to add these, please do so below. Alternatively please click Next to continue. [I00024]**

**Close account**

Account 000000000 - FTB VENDOR TO PURCHASER

**TFN, ABN or exemption details**

Macquarie Bank is obliged to request Tax File Numbers (TFN), Australian Business Numbers (ABN) or if applicable, exemptions. At least one TFN or ABN is required for the nominated account if you do not wish the account holder to have withholding tax deducted from the interest accrued on the account. Please note the account will be deducted amounts for withholding tax if no TFN, ABN or exemption details are provided.

Would you like to include TFN, ABN or exemption details? Please select either Yes or No.

☐ Yes ☒ No

### 3 Select whether you will provide **TFN, ABN or exemption details**. If yes, enter the **Beneficiary details**. Then click **Next**.

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Review the closure information and select how you would like to distribute the account's closing balance, either **Single Closing transaction** or **Multiple Closing transaction**. For Term Deposits distribution via a **Multiple Closing transaction** is only available on the date of maturity.

## Close Account - Distribute Closing Balance

Close account					
Account	000000000 - FTB VENDOR TO PURCHASER				
Closure information					
Current balance	\$0.10 CR				
+ Accrued interest. Since last paid.	\$0.00 CR				
- Withholding tax	\$0.00				
= Closing balance	\$0.10 CR				
Distribute closing balance					
How would you like to process the closing balance of this account?					
<input checked="" type="radio"/> <b>Single Closing transaction.</b> Funds transferred via single funds transfer or bank cheque. <input type="radio"/> <b>Multiple Closing transactions.</b> Funds transferred via multiple funds transfers or bank cheques.					
Type	To account name or Payee name	BSB number	Account number	Amount	Bank cheque fee
Transfer				\$0.10	
Additional interest may be accrued for closure requests authorised after 3.00pm (AEDT/AEST). If any additional interest is accrued the account closure disbursement amount will be increased. For funds transfers, please ensure BSB and account numbers are correct. Account name is used as a reference only. It may not be possible to recover funds from an unintended recipient.					



### TIP:

You can choose to disburse the closing balance as one or multiple amounts, and either as Bank Cheque/s or Transfer/s to another of your accounts.

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Enter **Contact details**. Then click **Save**.

Contact details	
In the event we need to contact you in relation to this request, please provide details of an appropriate contact name and number. The details displayed are defaulted based on the Macquarie Access Code (MAC) user details. If the defaulted details are incorrect please update below and then amend permanently via My Details and Preferences once this request has been submitted.	
Contact name	DEMONSTRATION USER
Daytime contact number	+61 (02) 0000 0000
Mobile number	
<div> <a href="#">Back</a> <a href="#">Save</a> </div>	

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The **Close Account – Closure Saved and Pending Authorisation** page will display. From this page you can **Authorise** the account closure if you have access, **Modify** the request, **Delete** the request, or **Close another account** (additional to the current account closure request).

## Close Account - Closure Saved and Pending Authorisation

<b>i</b> Your request has been saved and is pending authorisation. Requests authorised prior to 3.00pm (AEDT/AEST) will be actioned on the same business day. Requests authorised after 3.00pm (AEDT/AEST) will be actioned on the next business day. [00409]	
Close account	
Account	000000000 - LEGAL DEMO - WITH INTEREST
TFN, ABN or exemption details	
No TFN, ABN or exemption details have been provided as part of this account closure request or are currently recorded against this account. Please note the account will be deducted amounts for withholding tax if no TFN, ABN or exemption details are provided.	
Contact details	
Contact name	DEMONSTRATION USER
Daytime contact number	+61 (02) 0000 0000
Mobile number	
Request information	
Request created	25 Nov 14
Request ID	10530100
Status	Pending Authorisation
Macquarie Access Code:	Calculator Password:
<div> <a href="#">Authorise</a> </div>	



### TIP:

You can modify an account closure request that has not been submitted for processing. If you modify an account closure request with a status of partially authorised, the request will need to be re-authorised.



## TIP:

If you wish to authorise the account closure request at a later date, or the request needs a second level of authorisation, find it on the **Pending Authorisation** page under **Account Requests**.

## Pending Authorisation

Summary Payments ABA Uploads BPAY Uploads Account Requests Payees

Only requests you have the required level of access to are displayed on the Account Requests tab. [00416]

	Request date	Type	Account	Facility	Amount	Request ID	Status	Choose an action
<input type="checkbox"/>	25 Nov 14	Account Closure	000000000 LEGAL DEMO - WITH INTEREST	000000 AB3 TEST	\$0.00	10530100	Pending Auth	<a href="#">View details</a> <a href="#">Modify</a> <a href="#">Delete</a>

## NOTE:

For Term Deposit Accounts with terms exceeding 30 days, you must provide us with at least 31 days' notice to close your account and access funds prior to the maturity date, except in limited hardship-related circumstances. You can email us at [business@macquarie.com](mailto:business@macquarie.com), call 1800 620 673 or contact your relationship manager.



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