



Frequently Asked Questions – Banking with Westpac Business Online

1. Who can be an online authorised signatory of a club bank account?

- A minimum of three signatories is recommended for the club bank account and should include the club Chair, Secretary, and Treasurer. If not possible, any appointed committee member can be an authorised signatory as long as they are not related by blood and marriage.
- Each signatory must be a current registered volunteer and have satisfied Special Olympics Australia Screening requirements.
- Two signatories are required to authorise all payments online.
- An authorised signatory must have an 8-digit Westpac Customer number.

2. How do I be an online authorised signatory?

- You will need to email the below information to Special Olympics Australia, care of Wenhan Qi at wenhanq@specialolympics.com.au
 - Your 8-digit Westpac customer number:
 - Your date of birth:
 - Your mobile phone number:
 - Your access type: Approver or Viewer (you can choose only one)

3. How do I get an 8-digit Westpac Customer number if I am not currently banking with Westpac?

- You will need to go into a Westpac Branch.
- You will need to bring your 100 points of identification.
- Westpac will then give you an 8-digit Westpac Customer number.

4. What are the access types in 'Westpac Business Online'?

- There are 2 types of access in 'Business Online'.
- 'Viewer' access, which means you can only view the transactions and obtain bank statements.
- 'Approver' access, which means that in addition to viewing and obtaining bank statement, you can make Electronic Payments, which need to be approved by two users.