

Confirming bank account details

To request this document in an alternative format such as Braille, call us on 13 43 72 or use our Live chat service at gesb.wa.gov.au.

To help protect our members' money, we require an approved bank¹ document to accompany each payment request.

This protects against and helps prevent:

- Mistakes – incorrect bank details being passed to us
- Fraud and theft – attempted deposit of super money into an unauthorised account

Required documents

The documentation you provide must be produced by the bank and include the following details:

- Bank name
- BSB number
- Account number
- Account name – full name required, initials only are not acceptable (a joint account requires the full names of both account holders, an estate bank account must be in the name of the estate of the member/deceased). Payments cannot be made into business, credit card or overseas accounts. Self Managed Super Funds (SMSF) must list the super fund name

Acceptable documents

You must provide one of the following documents:

- Bank statement² (if you are providing an internet bank statement, it must show the bank name and logo. If it doesn't, you must add your signature, printed name and date to the page)
- Letter printed on bank letterhead with the required account details
- An interim bank statement produced with a teller's stamp
- A copy of a cheque which is attached to the bank account

Unacceptable documents

Below are examples of documents that won't be accepted and include, but are not limited to, the following:

- Any document where the required details have been handwritten, even if a bank officer has written them (the bank must produce a document from their system to verify the account details)
- Copies of payslips
- A bank deposit slip
- A copy of a bank card

¹ Any reference to 'bank' in this document includes building societies, credit unions and similar financial institutions.

² We do not require the account balance or transaction record on the statement. Although the copy provided must display the BSB, account number and full name.

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How to contact us

T Member Services Centre 13 43 72

F 1800 300 067

W gesb.wa.gov.au

PO Box J 755, Perth WA 6842