



Effective date: 1 May 2025

## Confirmation of Payee Terms and Conditions

### Confirmation of Payee service

When this service becomes available, the Confirmation of Payee service allows you to confirm the account name of the BSB and account number you want to make a payment to. For details about the Confirmation of Payee service, refer to our website at [amp.com.au/amp/online-services/your-online-security](https://amp.com.au/amp/online-services/your-online-security).

### Conducting a Confirmation of Payee lookup

When making a payment using a BSB and account number, it is your responsibility to ensure the BSB and account number is correct. The Confirmation of Payee service can provide you with a view on whether the account name you entered matches the name of the account the payment is being made to. If the Confirmation of Payee service response indicates that the details do not look right, you should check the accuracy of the account details and contact us.

You must not misuse the Confirmation of Payee Service in breach of these terms and conditions. We may limit or suspend your use without notice if we believe it is reasonably necessary to protect you or us from fraudulent activity, scams or other activities that might cause you or us any loss.

### Your personal information and the Confirmation of Payee service

We use your information in accordance with the AMP Privacy Policy available at [amp.com.au/privacy](https://amp.com.au/privacy).

You acknowledge and authorise:

- us to use and disclose your Transaction Account details in the Confirmation of Payee service; and
- Other financial institutions to use your Transaction Account details for the purposes of the Confirmation of Payee Service prior to making payments to you.

To the extent your Transaction Account details and the use of your Transaction Account details constitutes disclosure, storage and use of your personal information in accordance with the Privacy Act 1988(Cth), you consent to that disclosure, storage and use.

Except for account holders who are non-individuals, you may opt-out of the Confirmation of Payee service in some circumstances. Please contact us on the AMP Bank app or at **1800 950 105** to discuss your situation or refer to [amp.com.au/amp/online-services/your-online-security](https://amp.com.au/amp/online-services/your-online-security) for further detail about the opt-out process and eligibility.

Even if you opt-out of the Confirmation of Payee service, we may still confirm, disclose, store and use your account details through the Confirmation of Payee service to government agencies for the purposes of those government agencies making payments to you.

## Meaning of words

**Confirmation of Payee service** means the service which enables you to confirm the account name of the BSB and account number you want to make a payment to.

**Transaction Account details** means our record of your Transaction Account containing details including BSB, account number, account name, your full legal account name, any other name you prefer us to use and your Transaction Account activity.

## Contact details

If you have any questions about these terms and conditions, contact us on the details below:

### AMP Bank



**AMP Bank app**



**1800 950 105 | +61 251 351 930** (international)