




## 1. Why should we provide evidence to verify our bank account?

 We can only pay benefits into an account in your hospital name. This means we cannot pay benefits into family trust accounts, business accounts and accounts in someone else's name. That's why we need to ask for supporting evidence of your bank account details, and it also helps prevent a slip-up in transcribing your account number. Once you provide this information to us, you won't need to provide it again unless you change your account. This extra step is designed to help protect members against fraud. It's also required by our community.

## 2. Can we change our bank detail in future that is going to be provided now?

 Once you provide this information to us, you won't need to provide it again unless you change your account. But you can change it whenever you want.

## 3. which evidences can be used to verify our bank account?

 The evidence needs to show the name the account is in and the bank account number. The simplest way is to take a screenshot from your internet banking or photocopy/scan of the top of a bank statement/passbook or ask your bank to print and sign a verification of account slip.

“We will never share your bank account details with anyone else.”