



Request for Access to Personal Information

If you require assistance on how to complete this form, please contact our Assistance Centre on 131 728 or visit your nearest Branch (see our website for further details).

This form is to be used by Members requesting access to their own personal information held by the Police Credit Union or Customs Credit Union.

In many instances, our staff will be able to provide you with access to personal information without the need to complete this form. You should discuss your request with a staff member in the first instance.

This form can be used to request copies of transactional statements.

Mail completed form to: PCU, Reply Paid 63593, Sydney NSW 2000 or fax to: (02) 9287 0850

Requestor's Details

Member Name

Current Residential Address

Home Phone Number

Work Phone Number

Mobile Phone Number

Email Address

Member Number

Date of Birth

Request To Access Personal Information

Please note that personal information collected by PCU/CCU may not necessarily be available, and there may be other reasons permitted by law why we do not provide access (in which case we may not be able to provide you with reasons).

Please specify the details of the personal information you would like available including the name of the product held, account number, time period etc (please attach a separate sheet of paper if there is insufficient space below).

Cost Of Access

Depending on the type of personal information you request, the Credit Union will pass on the cost of accessing information to you, e.g. archive retrieval. We do not charge a fee for lodging a request for access. Provision of the personal information requested is conditional upon the cost of access being paid. Please refer to the "Schedule of Fees and Charges" brochure for costs. Our fees and charges brochure is available at any Branch or online at www.pcu.com.au for PCU Members or www.customscu.com.au for CCU Members.

Please list below the Credit Union account from which to debit costs:

Member Number

Account No. (e.g S1)

(Please note that this has to be a PCU or CCU account).

Declaration And Authority

I acknowledge:

- That I am the individual referred to in this request and state that all personal information is true, complete and correct, and has been provided to enable you to respond to my request;
- That the personal information collected in response to my request may be provided in any form PCU/CCU considers appropriate;
- That all or part of my request may be denied (as permitted by law); and
- That I authorise PCU/CCU to debit my account identified above for the relevant cost of access (if applicable).

Requestor's Signature

Date

The product issuer is: The Police Department Employees' Credit Union Limited

Level 27, 1 Market Street, Sydney NSW 2000 ABN 95 087 650 799. AFSL/Australian Credit Licence No. 240018. Phone: 131 PCU (131 728). Email: info@pcu.com.au Website www.pcu.com.au
Customs Credit Union is a division of The Police Department Employees' Credit Union Limited. Phone: 131 728. Email: info@customscu.com.au Website: www.customscu.com.au