

# Transport for NSW

## Application for Transfer of an E-Toll Account (Deceased Account Holder)

*Note: An account can only be changed to the name of the surviving spouse, including partners. An account cannot be transferred into the name of any other family member. The account must be closed and a new account opened. Accounts cannot be transferred under Power of Attorney or Will provisions.*

**1. Transferring an E-Toll account due to Deceased Estate?**

No  (You can no longer proceed with the application)  
 Yes

**2. Account number**

       

OR  
 Licence plate number

**3. Name of deceased account holder**

Title First and middle names

Surname

**4. Address of deceased account holder**

  
 Postcode

**5. Date account holder deceased**

Date  
 /  /   
day month year

**6. New account name (if applicable)**

Title First and middle names

Surname

**7. Address details**

Residential address  
  
 Postcode

**8. Contact details**

Phone (business hours)

Phone (mobile)\*\*

Email address

**9. Statement delivery option (please tick one below)**

- Email quarterly (default) - Free
- Email monthly - Free
- Posted quarterly - \$2.20 fee may apply
- Posted monthly - \$2.20 fee may apply

**10. Are you eligible for, and wish to claim the M5 South-West Cashback Rebate?**

Yes  No

**11. Payment details**

*Note: Please ensure that the name on the credit card\* or direct debit card is the same as the account.*

*It is the responsibility of the account holder to ensure the maintenance of sufficient funds to their nominated credit card or account. Insufficient funds or incorrect details may result in a Toll Notice being issued.*

- To pay by credit card\*, Complete the below
- To pay by direct debit, go to question 13

**12. Provide credit card details below**

Select type of card (Merchant fees may apply)

MasterCard  Visa  AMEX  Diners Club

Name/s on card

I am/We are the authorised nominated credit card holder/s entitled to give the commitments in this application. I/We have read and agree to be bound by the Terms and Conditions for this TfNSW E-Toll account and authorise TfNSW to charge the nominated credit card above with all amounts, fees and charges as set out in or payable under these Terms and Conditions. This authorisation is an ongoing arrangement and will remain in force until I/We cancel it in accordance with the Terms and Conditions.

Signature 1 on card

Signature 2 on card

**13. Provide direct debit details below**

Name of financial institution

Name/s on account with financial institution

BSB number Account number with financial institution

I/We request and authorise Transport for NSW E-Toll, User ID 216825 to arrange, through its own financial institution, a debit to your nominated account any amount Transport for NSW E-Toll, has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System Framework (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Transport for NSW E-Toll, as set out in this Request and in your Direct Debit Request Service Agreement

Signature of nominated account holder 1

Signature of nominated account holder 2

\*Credit card payments may incur a merchant fee  
 \*\*A current mobile number is required if you wish to receive SMS notifications related to your account

#### 14. Additional Contacts

You may authorise as many additional contacts as you wish (other than the account holder) to have access to your E-Toll account. By authorising the person/s named below, you agree that they have given you permission to disclose their personal information to TfNSW and to change their details, including deleting them, as required. You also acknowledge that the person/s nominated below may receive information in relation to your E-Toll account and can make changes to your E-Toll account without your permission.

NOTE: If you have more than two (2) contacts, please provide a list with the above information

##### Authorised Contact 1

Title First and middle names

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Surname

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##### Authorised Contact 2

Title First and middle names

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Surname

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#### 15. You will automatically be opted in to SMS for communications related to your account.

Do you wish to opt out of this service?

Yes

#### 16. Declaration

I hereby certify that the details given above are complete and correct. If I have included authorised representative/s I have their approval to disclose their personal information. I acknowledge I have received, read and agree to be bound by the Terms and Conditions for a TfNSW E-Toll Tag account as determined by TfNSW at the time of this application or as may be varied by TfNSW in accordance with the Terms and Conditions.

Signature

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Date

/	/	
day	month	year

Print full name

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#### Office Use Only

##### Proof of identity record

Primary POI List 1

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Document number

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Secondary POI List 2 (if necessary)

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The surviving spouse or partner notifying of the death must provide Transport - acceptable Proof of Identity documents for themselves

##### PLUS

ONE of the following documents:

- The death certificate (original or certified copy)
- Newspaper death notice
- A letter from a solicitor or the NSW Trustee and Guardian, previously known as the Public Trustee, specifying that the customer is deceased.
- A completed Advice of Death form (1634) accompanied by an Transport-acceptable proof of identity document of the deceased (primary (List 1) or secondary (List 2)).

Proof of transfer document (*attach a copy*)

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##### Verified by

Full Name

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Service NSW Centre Location

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Signature

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