

# Customer account application instructions

The Land and Property Information (LPI) customer information system records details of customers with business relationships with LPI.

Customers wishing to access LPI products and services, both chargeable and free, are required to complete a *customer account application* in order to obtain a customer account which will then be your identification with LPI. This identification will be the key reference for correspondence with you.

If you are applying for access to the Survey Services Portal, please refer to the specific Survey Services Portal application on the LPI website, [www.lpi.nsw.gov.au/surveying/scims\\_online](http://www.lpi.nsw.gov.au/surveying/scims_online).

## Completing a customer account application

A *customer account application* comprises three (3) forms, all required to be completed. These are:

1. Customer account application (1)
2. LPI products and services (2)
3. Privacy Act notice (3)

Please refer to these instructions when completing the three (3) forms.

## Customer account application (1)

### 1. Customer details

Are those of the individual seeking a customer account. Legal Entity Name is the same as shown on the ABN.

### 2. Customer account details

Indicate if you have an existing credit account with LPI and the account number.

### 3. Electronic invoicing, statements and reminders

Email is the default method of communicating financial correspondence. If fax is preferred, include a fax number only (not an email address).

## Notes

- The customer account must belong to a customer with the same ABN as shown in this application.
- The authorised officer of the customer account must be a co-signatory to this application.

If applying to open a customer account with LPI, advise the frequency of account statements required. An email address **must** be given in '3. Electronic invoicing, statements and reminders' if financial statements are required.

## 4. Customer coding

Provide a brief description of the main customer business activities. Indicate if there is a head office and/or other group company/ies that are LPI customers.

## 5. Customer agreement

All customer account applications require the completion of the customer agreement.

## LPI products and services (2)

This form is used to request products and/or services.

### 1. Products and services requested

Place a tick (✓) next to those requested.

### 2. Purchasing level

Indicate alongside each ticked product and/or service the expected monthly purchasing amount.

### 3. Industry references

Produce two (2) references who can verify your involvement in your industry and verify your business credibility.

### 4. Specialist lodgment services requested

For applicants seeking a customer account as an LPI lodging party and/or seeking to obtain a Document Collection Box and/or Copy Request Document Collection Box, please complete this section.

## Privacy Act notice (3)

All customer account applicants must read and complete the *Privacy Act notice form*. The information on this form enables invoices to be issued to you on a cyclical basis. The information you provide in this form is given voluntarily to support your application for this facility. The information will not be disclosed to any other party without your consent unless provided for by law. Information provided by you will be held by LPI and you have the right to access and correct this information on an as needs basis.

## Sending in your customer account application forms

Your customer account application must include all three (3) completed forms.

Post the original copies to:

### Sydney customers

Land and Property Information  
Customer Service Manager  
GPO Box 15  
Sydney NSW 2001

### Bathurst customers

Land and Property Information  
Customer Service Manager  
PO Box 143  
Bathurst NSW 2795

#### Disclaimer

This fact sheet must not be relied on as legal advice. For more information about this topic, refer to the appropriate legislation.

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#### Customer Services

T 1300 052 637  
T +61 2 9228 6666  
F +61 2 9233 4357  
[www.lpi.nsw.gov.au](http://www.lpi.nsw.gov.au)

# Customer account application (1)

## Customer details

Boxes marked \* are mandatory

|                   |                      |   |
|-------------------|----------------------|---|
| Legal entity name | <input type="text"/> | * |
| Trading name      | <input type="text"/> |   |

|     |                      |   |
|-----|----------------------|---|
| ABN | <input type="text"/> | * |
|-----|----------------------|---|

### Street address

### Postal address

|                  |                      |   |
|------------------|----------------------|---|
| Property details | <input type="text"/> |   |
| Street name/No.  | <input type="text"/> | * |
| City/suburb      | <input type="text"/> | * |
| Postcode         | <input type="text"/> | * |
| State/Country    | <input type="text"/> | * |

|             |                      |
|-------------|----------------------|
| PO Box      | <input type="text"/> |
| City/suburb | <input type="text"/> |
| Postcode    | <input type="text"/> |

### Registered office (if different to street address)

### DX address

|                 |                      |   |
|-----------------|----------------------|---|
| Street name/No. | <input type="text"/> | * |
| City/suburb     | <input type="text"/> | * |
| Postcode        | <input type="text"/> | * |
| State/Country   | <input type="text"/> | * |

|             |                      |
|-------------|----------------------|
| DX Box      | <input type="text"/> |
| DX exchange | <input type="text"/> |

### Telephone numbers

|              |                      |   |
|--------------|----------------------|---|
| Contact name | <input type="text"/> | * |
|--------------|----------------------|---|

|         |                      |
|---------|----------------------|
| Daytime | <input type="text"/> |
| Mobile  | <input type="text"/> |

## Customer account details

|   |                |                                    |                                   |
|---|----------------|------------------------------------|-----------------------------------|
| Do you have an existing account with LPI? | *              | <input type="button" value="Yes"/> | <input type="button" value="No"/> |
| If yes, please advise the account number  | Account Number | <input type="text"/>               |                                   |

## Electronic invoicing, statements and reminders

|                                 |                      |     |                      |
|---------------------------------|----------------------|-----|----------------------|
| Financial correspondence: Email | <input type="text"/> | Fax | <input type="text"/> |
|---------------------------------|----------------------|-----|----------------------|

|                        |                      |           |                      |
|------------------------|----------------------|-----------|----------------------|
| Payables contact name: | <input type="text"/> | Telephone | <input type="text"/> |
|------------------------|----------------------|-----------|----------------------|

|                                       |   |                                       |  |
|---------------------------------------|---|---------------------------------------|--|
| Account statement frequency required: | <input type="button" value="Not Required"/> | <input type="button" value="Weekly"/> | <input type="button" value="Monthly"/> |
|---------------------------------------|---|---------------------------------------|--|

## Customer coding

|  |                      |
|--|----------------------|
| Short description of main customer business activities | <input type="text"/> |
|--|----------------------|

|  |                                    |                                   |
|--|------------------------------------|-----------------------------------|
| Is there a head office and/or other group/company that is/are LPI customers? | <input type="button" value="Yes"/> | <input type="button" value="No"/> |
|--|------------------------------------|-----------------------------------|

|                  |                      |                           |                      |
|------------------|----------------------|---------------------------|----------------------|
| Head office name | <input type="text"/> | Other group company names | <input type="text"/> |
|------------------|----------------------|---------------------------|----------------------|

## Customer agreement

The customer authorised officer below certifies the correctness of information given in this application, and agrees that the customer will abide by all terms and conditions for LPI customers, in LPI Lodgment Terms and Conditions.

Go to General forms on [www.lpi.nsw.gov.au](http://www.lpi.nsw.gov.au).

|           |   |                   |   |
|-----------|---|-------------------|---|
| Name      | * | Official capacity | * |
| Signature | * | Date              | * |



# Privacy Act notice (3)

The information in this form is required by the Land and Property Information (hereafter called LPI) to establish a Customer Account which will enable invoices to be issued to you on a cyclical basis (as required). The information you provide in this form is given voluntarily to support your application for this facility. If this facility is extended to you, LPI may be providing short term credit to you by allowing next business day payment after the service has been provided. As a consequence LPI may seek to obtain a credit report from a credit reporting agency and information within this form may be provided to the credit reporting agency for this purpose.

The information will not be disclosed to any other party without your consent unless provided for by law. Information provided by you will be held by LPI and you have the right to request access to and correct this information.

## Customer account application and Privacy Act agreement

I/WE AGREE:

1. To comply strictly with LPI terms of trade, applicable legislation, relevant Acts and directives.
2. To obtain a bank guarantee if the purchase level requires the security. (LPI recommends that a person providing a bank guarantee in relation to this application should obtain independent legal advice on the bank guarantee).
3. Any change in the legal entity, structure or management control of the applicant company or partnership shall be notified to LPI within seven (7) days of such change taking place.
4. All expense incurred in obtaining or attempting to obtain payment of overdue amounts will be a charge against the applicant.
5. LPI may withdraw or limit any short term credit facilities extended at its absolute discretion without notice.
6. Provision of credit is only extended to next business day for bulk lodgment of dealings and/or plans.
7. Conditions of trading are incorporated in this application.

I/WE DECLARE THAT I/WE have read and understood the customer account application (application) and the privacy act notice and acknowledge agreement with the terms of the application and the privacy act notice.

I/WE ACKNOWLEDGE THAT I/WE have read and understood all relevant terms and conditions as provided and published by LPI.

The information provided by me/us in this application is true and correct and that it is upon the basis of the above statements that I/we submit this application for acceptance by LPI. If any change occurs to the information provide by me/us in this application, I/we undertake to immediately notify LPI.

I/WE FURTHER DECLARE THAT I/WE have read and understood the conditions of trading and if this application is accepted I/we agree to be bound by the terms of this application and the conditions of trading of LPI.

## Customer agreement

Signature: .....

Name (please print): .....

Official capacity: .....

Date: .....

## Notification

Customers will be advised whether or not their application has been successful and if successful, of their new customer account details.

## Document box keys (customer sign off for keys)

I am authorised to obtain and have received the keys to a LPI assigned document collection box.

Signature: .....

Name (please print): .....

Date: .....