

Proof of Identity Guide

We are required to collect (and verify) customer identification from you, anyone acting on your behalf and your related parties before processing any transaction on your account.

All documents we request need to be dated, must be an original or certified copy of original document(s) and must be valid at the time you send them to us. If we aren't able to verify your identity, we may from time to time request for additional identification information from you. See below for further details.

PART A Acceptable primary photographic ID documents

If you do not own a document from this section, then provide documents from Part B or C.

Select **ONE** document from this section (please tick).

- A valid Australian State/Territory driver's licence containing a photograph of the person.
- Australian passport (a passport that has expired within the preceding 2 years is acceptable).
- A valid Australian card issued under a State or Territory for the purpose of providing a person's age containing a photograph of the person

PART B Acceptable secondary ID documents

Should only be completed if the individual does not own a document from Part A

Select **ONE** document from this section (please tick) **AND**

- Australian birth certificate
- Australian citizenship certificate
- Australian pension card issued by the Department of Human Services

Select **ONE** document from this section (please tick).

- A document issued by the Australian Commonwealth or a State or Territory within the preceding 12 months that records the provision of financial benefits to the individual and which contains the individuals name and residential address.
- A document issued by the Australian Taxation Office within the preceding 12 months that records a debt payable by the individual to the Commonwealth (or by the Commonwealth to the individual), which contains the individuals name and residential address.
- A document issued by an Australian local government body or utilities provider within the preceding 3 months which records the provision of services to that address or to that person (the document must contain the individuals name and residential address).
- If under the age of 18, a notice that was issued to the individual by a school principal within the preceding 3 months and contains the name and residential address and records the period of time that the individual attended that school.

PART C Acceptable foreign photographic ID documents

Should only be completed if the individual does not own a document from Part A and B.

Select **ONE** document from this section (please tick).

- Foreign driver's licence that contains a photograph of the person in whose name it issued and the individual's date of birth*
- Foreign passport or similar travel document containing a photograph and the signature of the person*
- National ID card issued by a foreign government containing a photograph and a signature of the person in whose name the card was issued*

* Documents that are written in a language that is not English, must be accompanied by an English translation prepared by an accredited translator (refer to the next page for full details).

The Anti-Money Laundering and Counter-Terrorism Financing Rules 2007 (No. 1) list the following parties as being authorised to certify your ID documents:

1. A person who is currently licensed or registered under a law to practice in one of the following occupations:

- Chiropractor
- Dentist
- Legal Practitioner
- Medical Practitioner
- Nurse
- Optometrist
- Patent Attorney
- Pharmacist
- Physiotherapist
- Psychologist
- Trade Marks Attorney
- Veterinary Surgeon.

2. A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or

3. A person who is on the following list:

- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Bailiff
- Bank officer with 2 or more continuous years of service
- Building society officer with 2 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 5 or more years of continuous service
- Employee of the Australian Trade and Investment Commission who is:
 - (a) in a country or place outside Australia; and
 - (b) authorised under paragraph 3 (d) of the Consular Fees Act 1955; and
 - (c) exercising his or her function in that place

- Employee of the Commonwealth who is:
 - (a) in a country or place outside Australia; and
 - (b) authorised under paragraph 3 (c) of the Consular Fees Act 1955; and
 - (c) exercising his or her function in that place
- Fellow of the National Tax Accountants' Association
- Finance company officer with 2 or more years of continuous service
- Holder of a statutory office not specified in another item in this Part
- Holder of an Australian financial services licence having 2 or more years continuous service
- Holder of Australian credit licence having 2 or more years continuous service
- Judge of a court
- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- Master of a court
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australian Defence Force who is:
 - (a) an officer; or
 - (b) a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 5 or more years of continuous service; or
 - (c) a warrant officer within the meaning of that Act
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants'
- Member of:
 - (a) the Parliament of the Commonwealth; or
 - (b) the Parliament of a State; or
 - (c) a Territory legislature; or
 - (d) a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961
- Notary public

- Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public
- Permanent employee of:
 - (a) the Commonwealth or a Commonwealth authority; or
 - (b) a State or Territory or a State or Territory authority; or
 - (c) a local government authority; with 2 or more years of continuous service who is not specified in another item in this Part
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior Executive Service employee of:
 - (a) the Commonwealth or a Commonwealth authority; or
 - (b) a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution
- Member of the Australasian Institute of Mining and Metallurgy

Authorised parties that are able to certify foreign identification documents:

- Authorised parties listed in 1, 2 and 3; where the party holds the position within Australia
- An Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)
- A person authorised as a notary public in a foreign country
- A bank or building society officer with 2 or more years continuous years of service (includes acceptable international banks)
- A finance company officer with 2 or more continuous years of service (includes acceptable internal bank)

Acceptable authorised translation services for foreign identification documents:

- An overseas Australian Embassy or Consulate
- An approved translator listed in the National Accreditation Authority for Translators and Interpreters (NAATI) - only available within Australia

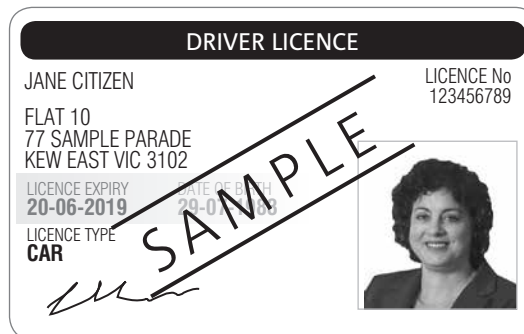
Acceptable certification of ID documents

Each copy of the ID must be certified by the authorised party as follows. The authorised party must write the following on each photocopy:

- **“This is a true copy of the original document(s) which I have sighted:**
 - Full name eg Michelle Helena Citizen
 - Contact address and telephone number;
 - Date of certification;
 - Signature;

- The capacity in which they have certified the document (eg judge, magistrate, police officer, etc);
- Affix the official stamp or seal of the certifier's organisation.”

Example of correctly certified proof of identity:



This is a true copy of the original document(s) which I have sighted;

- Full name eg: Scott Adams;
- Contact address and telephone number;
- Date of Certification;
- Signature;
- Capacity in which they have certified the document;
- Affix the official stamp or seal of the certifier's organisation

Have you changed your name?

If your name has changed (e.g. due to marriage, divorce or registered name change), please also provide an original, certified copy of the official linking document that verifies your change of name (e.g. marriage certificate, deed poll, divorce orders or change of name certificate from the Births, Deaths and Marriages Registration Office).

Does your name or date of birth differ from the details shown on our records?

If your name or date of birth differs from personal details shown on our records (i.e. spelling error, initials or common name translation) please also provide a certified copy of official documentation that verifies your name or date of birth.

Has your residential address changed?

If your residential address has changed please also provide a certified copy of your telephone or utilities bill (within the preceding 3 months) in your name reflecting the new address, or a certified copy of the front and back of your Australian driver's licence which shows your new address.

Are you signing a transfer or cash withdrawal request on behalf of another person?

If you are signing a transfer or cash withdrawal request on behalf of another person please provide all the documents listed below;

- proof of identification for the member you are signing on behalf of as outlined in acceptable documents;
- an original certified copy of Guardianship papers or Power of Attorney;
- proof of identification of yourself as outlined in acceptable documents.