

What identification do I need to provide?

We need sufficient identification to confirm your identity. There are two ways you can confirm your identity to us:

Customer Verification Option 1:

Provide a copy with **original** certification of a current:

- Australian Driver's Licence containing your photograph; *OR*
- Australian Passport; *OR*
- Foreign Government issued Passport; *OR*
- Proof of Age card containing your photograph and which is issued under the law of an Australian State or Territory.

Customer Verification Option 2:

Provide a copy with **original** certification of:

- Birth Certificate (with a translation prepared by an accredited translator if it is not in English); *OR*
- Citizenship Certificate (with a translation prepared by an accredited translator if it is not in English); *OR*
- Pension Card issued by Centrelink,

AND

- A copy with **original** certification of one of the following:
 - Utility Bill (gas, telephone, electricity or water – no more than 3 months old); *OR*
 - Rates Notice (no more than 3 months old); *OR*
 - Australian Taxation Office income tax assessment notice (no more than 12 months old).

Whatever option you choose, you will need to send **certified copies of the original identification documents**.

Who can certify identification documents?

A list of authorised officers is below. They will need to compare your copy with the original identification document, then stamp or write: **'This is a true and correct copy of the original.'** They will also need to include on every page their signature, name, address, occupation, phone number, date and registration number (if applicable).

For Australian residents, authorised officers include:

- Post office managers and employees with at least two years of continuous service
- Bank, credit union or building society officers with at least two years of continuous service
- Police officers
- Pharmacists
- Dentists/Optometrists
- Nurses
- Veterinary surgeons
- Chiropractors/Physiotherapists
- Psychologists
- Medical practitioners
- Legal practitioners
- Justices of the Peace
- Magistrates/Court Judges
- Registrars and Deputy Registrars of a court
- Members of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, with two or more years of continuous service with one or more licensees.

If you are **residing overseas**, authorised officers include:

- A notary public, an Australian consular officer or an Australian diplomatic officer.