



How to confirm your identity

To be able to action your request, we need you to provide certified proof of your identity. This helps prevent fraudulent activity on your account and is required under certain laws.

STEP 1

Print a photo of your ID, or make a photocopy. Most people use their driver licence (make sure to copy both sides) or their passport. See a list overleaf of the documents that can be used for identification purposes.

STEP 2

Take your original identification documents and the copies to one of the people listed overleaf who can certify documents.

STEP 3

The certifier can certify the photocopy of your ID by placing a stamp or writing 'This is a true and correct copy of the original' followed by their signature, printed name, qualification and the date. For example:



STEP 4

Send the certified copy of your ID to us at the address listed on the cover letter. We can only accept certified documents that have a certifiers original signature on them, so please don't fax or email your ID.

What ID can I use to prove who I am?

- Australian driver licence
- Australian passport
- Proof of age card (or the equivalent document for your state or territory) that contains your photograph and name
- NSW Photo Card and Birth Card or a WA Photo Card
- A national identity card which is issued by a foreign government, the UN or agency of the UN and contains your photograph, name and signature.

If you don't have any photographic ID, you can provide two pieces of ID from List A or one from List A and one from List B.

List A:

- Australian birth certificate or birth extract
- Birth certificate issued by a foreign government, the UN or agency of the UN
- Citizenship certificate issued by the Commonwealth
- A Centrelink pension card issued for financial benefits with your name on it.

List B:

- A Centrelink notice regarding a Government assistance payment issued within the last 12 months
- A notice from a local government or utilities provider issued within the last three months. For example an electricity bill, water bill, or council rates notice
- A Tax Office Notice of Assessment issued to you within the last 12 months
- An overseas driver licence.

Who can certify my ID?

Some acceptable certifiers for Australian residents:

- Justice of the Peace
- Pharmacist
- Post office manager
- Judge of a court
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the Institute of Public Accountants
- Legal practitioner
- Police officer
- Bank officer with two or more continuous years of service
- An officer with, or authorised representative of, a holder of an Australian financial services licence (AFSL), having two or more years of continuous service with one or more licensees
- Medical practitioner.

Things you should know:

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Who can certify my ID overseas?

Some acceptable certifiers for overseas residents:

- An Australian consular or diplomatic officer
- A person authorised as a notary public in a foreign country
- A judge, magistrate, registrar or deputy registrar of an overseas court.

What if I have changed my name?

You'll need to show the link between your old and new names. You can show us your driver licence or passport and a certified copy of:

- Your marriage certificate
- Change of name certificate from the Births, Deaths and Marriages Registration Office or equivalent agency in your state
- Documents from Deed poll.

What if I'm signing on behalf of someone else?

If you're signing on behalf of someone else, you will need to provide us with a certified copy of the Power of Attorney or Enduring Power of Attorney, with all pages certified, as well as a certified copy of your ID. If you have any queries, we recommend that you call us on the number displayed on your letter.

What if my ID is in another language?

If submitted documents are not written in English, they must be accompanied by an English translation from an accredited translator.