

How to confirm your identity

Please note:

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 over the page 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 over the page 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 certifier's original signature on them, so please don't email your documents.

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.

Who can certify my ID?

A person who is currently licensed or registered under a law to practise in Australia in one of the following occupations:

- Architect
- Chiropractor
- Dentist
- Financial adviser or financial planner
- Legal practitioner
- Medical practitioner
- Midwife
- Migration agent registered under Division 3 of Part 3 of the *Migration Act 1958*, or similar legislation in a foreign country
- Nurse
- Occupational therapist
- Optometrist
- Patent attorney
- Pharmacist
- Physiotherapist
- Psychologist
- Trademarks attorney
- Veterinary surgeon

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);

An officer with, or authorised representative of, a holder of an Australian financial services licence, having two or more years of continuous service with one or more licensees;

An officer with, or a credit representative of, a holder of an Australian credit licence, having two or more years of continuous service with one or more licensees; or a person who is in the following list:

- Accountant who is:
 - a. a fellow of the National Tax Accountants' Association; or
 - b. a member of any of the following:
 - i. Chartered Accountants Australia and New Zealand;
 - ii. the Association of Taxation and Management Accountants;
 - iii. CPA Australia;
 - iv. the Institute of Public Accountants
- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- APS employee engaged on an ongoing basis with two or more years of continuous service who is not specified in another item in this list
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*).
- Bailiff
- Bank officer with two or more continuous years of service
- Building society officer with two 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 two or more years of continuous service
- Employee of a Commonwealth authority engaged on a permanent basis with two or more years of continuous service who is not specified in another item in this list
- Employee of the Australian Trade and Investments Commission 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 the employee's function in that place
- Employee of the Commonwealth who is:
 - a. at a place outside Australia; and
 - b. authorised under paragraph 3 (d) of the *Consular Fees Act 1955*; and
 - c. exercising the employee's function in that place
- Engineer who is:
 - a. a member of Engineers Australia, other than at the grade of student; or
 - b. a Registered Professional Engineer of Professionals Australia; or
 - c. registered as an engineer under a law of the Commonwealth, a State or Territory; or
 - d. registered on the National Engineering Register by Engineers Australia
- Finance company officer with two or more years of continuous service
- Holder of a statutory office not specified in another item in this list
- Judge
- 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 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 five or more years of continuous service; or
 - c. a warrant officer within the meaning of that Act
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Governance Institute of Australia Ltd
- 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

- Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
- Notary public, including a notary public (however described) exercising functions at a place outside:
 - a. the Commonwealth; and
 - b. the external Territories of the Commonwealth
- Permanent employee of the Australian Postal Corporation with five or more years of continuous service who is employed in an office providing postal services to the public
- Permanent employee of:
 - a. a State or Territory or a State or Territory authority; or
 - b. a local government authority; with two or more years of continuous service other than such an employee who is specified in another item in this list
- 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 employee of a Commonwealth authority
- Senior Executive employee of a State or Territory
- SES employee of the Commonwealth
- Sheriff
- Sheriff's officer
- Teacher employed on a permanent full-time or part-time basis at a school or tertiary education institution.

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.

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 you need to know

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