# **Proof of identity**



# You recently submitted a request to Aware Super. In order to proceed, we require you to verify your identity.

Please use a dark pen and CAPITAL letters. Insert (X) when you have to choose an option. If you have any questions, please contact our Member Support Team on **1300 650 873**.

# Step 1: Your personal details

Please record your current membership details.

Account number*	Member number				
Title Date of birth*					
	D D M M Y Y	Y			
First name*					
Last name*					
Home address* (must not be a PO Box)					
Suburb*		State*	Postcode*		
Postal address (if different from your home add					
Suburb		State	Postcode		
Mobile number*	Daytime contact number				
Email* (Providing a personal email address rather than a work email address ensures we can contact you even if you change employers.)					

By providing my email address I'm consenting to receive communications from Aware Super digitally as appropriate and in accordance with Aware Super's Privacy Policy. I understand I can change my communication preferences at any time by logging into MembersOnline or calling Aware Super on **1300 650 873**.

\* Indicates that providing this information is mandatory. Not doing so may delay the processing of your request.

# **Step 2: Proof of identity**

Please complete  $(\mathbf{X})$  one of the options below.

- □ I have previously provided certified proof of identity documents or provided the electronic verification information below to Aware Super and I am not changing my name, date of birth or mobile phone number, providing bank details for the first time or changing a previously nominated bank account.
- I will provide proof of identification for electronic verification.

Please provide any TWO of the following:

1. Full name **exactly** as it appears on my Medicare card

	My Medicare number is	Valid to			
		M Y Y Y M My reference number on this card is			
	Select your Medicare card colour $\hfill \Box$ Gr	een 🗌 Blue 🗌 Yellow			
2.	2. Full name <b>exactly</b> as appears on my driver's licence <sup>#</sup>				
	Licence number	Licence card number			
	State of issue	Expiry date			
	State of issue	Expiry date DDMMYYYYY			
3.		D D M M Y Y Y Y			
3.	State of issue      My Australian passport number is	Expiry date   D M Y Y Y   Place of birth (as shown on your passport)			
3.	My Australian passport number is	D D M M Y Y Y Y			
3.		D D M M Y Y Y Y			
3.	My Australian passport number is	Place of birth (as shown on your passport)			

□ I will provide original, certified proof of identity (POI) documents. For a list of POI documents and certification guidelines, refer to the **Notes** section. If my POI documents have not been certified correctly, I understand Aware Super may use the information on the documents to verify my identity electronically using independent data sources.

\* If providing your driver's licence details in this step, your driver's licence number and driver's licence card number must be provided for Aware Super to complete Proof of Identification checks for those Australian States and Territories where the card number is a mandated requirement. Visit aware.com.au/verify for further information on whether your State/Territory has this as a mandated requirement.

### Step 3: Read our privacy information

The personal information provided on this form is collected and held by Aware Super, in accordance with the Australian Privacy Principles of the *Privacy Act 1988* (Cth), for the purpose of administering accounts, assessing claims and providing services associated with fund membership. For further information about how personal information is handled, please call us on **1300 650 873** or visit **aware.com.au/privacy** to view the privacy policy (a hard copy of the policy may also be provided on request). The policy contains information about access to and correction of personal information, how a complaint can be made about a privacy breach and other important information about how personal information is collected, used and disclosed.

If you have selected electronic proof of identification for verification to **change your name after marriage**, please also include a certified copy of your Marriage certificate or Certificate of registration. See the **Notes**.

If you change your address to an overseas address, reside overseas or direct Aware Super to make your payment to an overseas address, you must provide verification proof. See the **Notes**.

# **Step 4: Declaration**

#### Before you sign this form, please carefully check the information you have provided.

I certify that:

- I have fully read this form and the explanatory notes and the information completed is true and correct.
- All personal details on this form are correct.
- The changes on this form are irrevocable and binding until I make further changes.
- I have read, understood and accept the Aware Super privacy policy.
- I authorise the use of my personal details for the purpose of electronic data verification. I understand that my information will be used to verify my identity electronically using independent data sources.
- I acknowledge that the Fund may require additional proof of identity in certain circumstances under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

	Signature*	Date signed* (DD-MM-YYYY)
Please sign and date form here.		DDMMYYYYY
	First name* (print in CAPITAL letters)	
	Last name* (print in CAPITAL letters)	
Post the form to	Step 5: Where to post your completed for	rm
this address.	Send your completed form and certified proof of identity docume	ents to:

#### Aware Super GPO Box 89 MELBOURNE VIC 3001

In case you need any further assistance, please contact our Member Support Team on 1300 650 873.

# Notes



### Important information

Under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act), we may request proof of your identity when:

- you open a Aware Super Retirement Income account
- you make an application to withdraw part or all of your benefit
- you change your address to an overseas address
- you request a payment to an overseas bank account
- you change the bank account into which your regular income payments and/or withdrawal will be deposited
- you change your name, date of birth or mobile number
- other circumstances under which we request you to confirm your identity

This form has been made available to you to enable you to return your proof of identity to complete one of the actions listed here.

Please read the 'Proof of identity' section on this form carefully, to ensure you provide the correct documents which are certified by an eligible person.

If you are changing your name you must provide a certified copy of a linking document in addition to your proof of identity. See below.

# **Proof of identity**

#### Have you changed your name?

If you have changed your name, you must also provide a certified copy of one of the following name change documents:

- marriage certificate or certificate of registration (if you are on the relationship register) issued by the Births, Deaths and Marriages Registration Office (ceremonial certificate cannot be accepted)
- deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office. If you have reverted to your maiden name, we will require your marriage certificate (from the Births, Deaths and Marriages Registration Office) showing your maiden name and your married name.

#### Power of attorney

If you are requesting benefits on behalf of the member as the holder of their Power of Attorney, you must provide certified copies of POI documents for yourself and the member.

We may request updated and/or additional certified POI documents at any time if we consider this is necessary for the security of our members' benefits.

#### Proof of identity

Any change of name, change of bank account, update to your mobile number or providing an overseas address we have recorded for you must be supported by **proof of identity** (POI) documentation.

#### Providing certified proof of your identity is a three-step process

### Collect your originals

Collect your proof of identity document(s). We have listed the documents you can use below.





#### Have your copies certified

Take your copies and your original documents to a person who can certify documents. A list of authorised certifiers and certification guidelines is included under **Certification of personal documents**. You can provide:

#### **Either:**

A certified copy of one of the following documents:

- A current drivers licence with a photograph, issued in Australia or under the authority of a foreign country.<sup>^</sup>
- An Australian passport (if expiry is less than 2 years old)
- A current Australian state/ territory proof of age card containing your photograph
- A current passport, similar travel document or national identity card issued by a foreign government department, the UN or an agency of the UN, containing your photograph and either your signature or a unique identifier<sup>A</sup>

#### Or:

One certified document **AND** from this list:

- A birth certificate issued by a state or territory of Australia, by a foreign government, or by the United Nations or an agency of the United Nations<sup>^</sup>
- A citizenship certificate issued by the Commonwealth or a foreign government<sup>^</sup>
- A current Centrelink pension card that entitles you to receive financial benefits

One certified document from this list:

- A notice issued by the ATO within the last 12 months that shows your name and current residential address and records an amount payable to or by you e.g. your last tax assessment
- A notice issued by a local council or utilities provider in the last three months showing the provision of services to you and your current residential address e.g. rates notice, electricity or water bill
- A notice issued by the Commonwealth or a state or territory government within the last 12 months showing your name and current residential address and the provision of financial benefits to you e.g. Centrelink letter
- If you're under 18, you can provide a student card, or a letter from a school principal. The letter must include the date it was issued (within three months of providing your proof of ID), your name, residential address and the dates you attended the school.

^ If the document and/or the certification is not written in English, it must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI). If you are unable to provide these documents, please call us to discuss alternatives.

#### Certification of personal documents

All copied pages of original personal identity documents (including any change of name documents) must be certified as true copies by an authorised person with the appropriate qualifications or registration (see below) who cannot be the owner or addressee of the document. The authorised person must sight the original and the copy to ensure the documents are identical, then certify each page by writing "Certified to be a true copy of the original seen by me", followed by their signature, printed name, address (personal or professional), qualification (e.g. justice of the peace, Australia Post employee), registration number (if applicable) and date. In the case of a multiple page document, the authorised certifier must certify all pages by repeating the above steps on each page and including the numbering of each page (1 of 25).

#### If you are in Australia

The following lists a subset of people who are authorised to witness your signature on a statutory declaration as well as certify copies of original documents. For a complete list of authorised witnesses/certifiers, go to the Attorney-General's Department website at **www.ag.gov.au**.

- Australia Post employee in charge of an office providing postal services (charges may apply)
- chiropractor
- dentist
- financial adviser or financial planner
- full-time or part-time teacher employed at a school or tertiary institution
- justice of the peace
- legal practitioner
- magistrate
- medical practitioner
- nurse
- optometrist
- pharmacist
- physiotherapist
- police officer
- psychologist
- veterinary surgeon

Samantha Sample has provided a copy of her identification. It includes her **signature**, **full name**, **date of birth** and **current residential address**.

The authorised person has sighted the original identification and confirmed that the copy is a true copy.

Details for the authorised person to include are full name, address, qualification, registration number (if applicable), date and signature.

Driv	er Licence	
Samantha SAMPLE		Card Number 2 123 456 789
123 ANY ST SUBURB NSW 2000	JAKE	
	ADEL	
Licence No. Donor 12345678 A		
C C Conditions		
Simiture		
Signature	Date of Birth 01 JAN 1980	01 JAN 2030

Certified to be a true copy of the original seen by me.

K Anderson

Name: Kate Anderson Address: 6 Some St Suburb NSW 2000 Qualification: JP Registration no: 123456 Date: 1 March 2023

If you are providing a certified copy of your driver's licence, please ensure this copy contains the card number which may be located on the back of your card.

#### If you are outside Australia

The following people can certify copies of the originals:

- consular staff at an Australia Embassy, High Commission or Consulate
- a public notary or other person authorised to administer an oath or affirmation or to authenticate documents in the country you are visiting or living in.

The professions listed under **If you are in Australia** can only certify documents outside Australia if they work or are registered in Australia. Where your documents are certified outside Australia, the certifier must quote their registration number or the relevant law that qualifies them to authenticate your documents.

#### **Overseas residents**

If you change your address to an overseas address, reside overseas or direct Aware Super to make your payment to an overseas address, you must provide verification proof.

#### What proof of identity information must be provided?

A passport issued by the Commonwealth,

#### OR

A passport or a similar document issued for the purpose of international travel, that:

- a. contains a photograph and the signature of the person in whose name the document is issued
- b. is issued by a foreign government, the United Nations or an agency of the United Nations, and
- c. if it is written in a language that is not understood by the person carrying out the verification, is accompanied by an English translation prepared by an accredited translator.

#### AND

one of the following:

- a. a licence or permit issued under the law or equivalent authority of a foreign country for the purpose of driving a vehicle that contains a photograph of the person in whose name the document is issued and contains their residential address, or
- b. a notice that:
  - was issued to an individual by a local government body or utilities provider within the preceding three months
  - contains the name of the individual and his or her residential address, and
  - records the provision of services by that local government body or utilities provider to that address or to that person.