

## PROOF OF IDENTITY

Proving who you are helps to keep your super safe. When you ask us to make a payment to you, or to roll your super out of Active Super, we need to verify your identity. If we can't, your request could be delayed or denied.

### HAVE YOU CHANGED YOUR NAME?

If you've changed your name, we'll need a certified ID in your current name and a certified copy of one of the following documents that supports your name change, along with your completed *Change of membership details* form, available at [activesuper.com.au](http://activesuper.com.au)

- Marriage certificate
- Deed poll
- Change of name certificate from Births, Deaths and Marriages Registration Office.

### AN ERROR IN YOUR PERSONAL DETAILS?

If you've seen that your date of birth, gender or the spelling of your name has been recorded incorrectly, we'll need certified hard copy documents as proof so that we can make the required changes, along with your completed *Change of membership details* form.

### ARE YOU ACTING ON BEHALF OF ANOTHER PERSON?

If you're acting upon another person, please provide a certified copy of:

- Guardianship papers or Power of Attorney and
- Your ID and the member's ID

### HOW LONG IS YOUR CERTIFIED ID VALID FOR?

Certified ID documents are valid for two years from the certification date, or six months for electronically verified Proof of Identity.

### ADDITIONAL VERIFICATION

If we have difficulty identifying you, we may reach out to you to ask for extra information.

### ELECTRONIC VERIFICATION

The simple option for members who don't need to change their details. This can be used when you are requesting a payment.

### STILL UNSURE?

If you're unsure about how to certify your ID, please refer to page 2, or reach out to us on 1300 547 873.

# FACTSHEET

## PROOF OF IDENTITY

### CERTIFYING COPIES OF YOUR ID

#### Step 1: Find the right ID

What ID do you need?

A current Australian driver's licence<sup>1</sup> or an Australian passport that is current or has expired within the last two years. If you don't have a current Australian driver's licence or passport, see the 'Other acceptable ID' section below.

<sup>1</sup> Must have the same name and address as on the application.

#### Step 2: Make a photocopy of your ID

Make sure you have a clear and full copy of your ID.

#### Step 3: Get your ID photocopies certified by an authorised person

You can usually find an authorised person to certify your ID at a post office, bank or police station. Please see the 'Who can certify your ID?' section below for a list of people who can certify your ID copies, depending on whether you are inside or outside of Australia.

#### Step 4: Make sure your ID has been certified correctly

You will need to show your original ID and the photocopy to an authorised person. They will:

- compare the copy and the original
- write or stamp 'This is a true and correct copy of the original' or similar words, followed by their signature, printed name, qualification (e.g. Justice of the Peace, police officer) and the date
- provide information clearly identifying the person certifying.

#### Step 5: Send the original certified photocopy by post

We need to see the original signatures on the certified ID so you will need to post the documents to us. Emails or faxes of these documents can't be accepted.

Please post certified copies of your ID to:

Active Super  
PO Box N835  
Grosvenor Place NSW 1220

# FACTSHEET

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### OTHER ACCEPTABLE ID

If you don't have an Australian driver's licence or Australian passport please supply a certified copy of one of the following:

- A State or Territory issued card which confirms your date of birth and contains a photograph of you
- A national identity card with photograph, your signature and translation if necessary<sup>1</sup>
- A current foreign driver's licence with a photograph of you, date of birth and a translation if necessary<sup>1</sup>
- A foreign passport issued by a foreign government.

If you haven't got one of these documents you will need to supply **two other certified forms of ID.**

#### 1. One of the following:

- Australian birth certificate
- Birth certificate issued by a foreign country and translation if necessary<sup>1</sup>.
- Australian citizenship certificate

#### 2. And one of the following:

- Notice issued by the Commonwealth, State or Territory Governments or local council or utilities provider that contains your name and address which was issued within the last 12 months. For example: Australian Tax Office Notice of Assessment, rates notice from local council, electricity, telephone water or gas bill.
- Centrelink letter regarding a Government assistance payment

<sup>1</sup> If the document is not written in English it must be accompanied by an English translation from an accredited translator. That person must be currently accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI), or equivalent at the level of professional translator or above.

### WHO CAN CERTIFY YOUR ID?

In **Australia**, the following people are authorised to certify documents:

- Justice of the Peace
- Permanent employee of Australia Post with at least two years continuous service
- Legal practitioner (e.g. solicitor or barrister)
- Police officer
- 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 licences
- Member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants
- A finance company officer, a bank, credit union or building society officer, with two or more years of continuous service
- A member of the Commonwealth, State or Territory Parliaments
- A magistrate, judge of a court or chief executive officer of Commonwealth Court

- Health professionals: Chiropractor, dentist, medical practitioner, nurse, optometrist, pharmacist, physiotherapist, psychologist
- Veterinary surgeon
- Member of Chartered Secretaries Australia
- Notary public
- Sheriff or Sheriff's officer

Outside **Australia**, the following people are authorised to certify documents, which document and certification must be in English:

- Justice of the Peace or equivalent
- Notary public or equivalent
- Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Employee of the Commonwealth or the Australian Trade Commission who works outside Australia.
- Any person who is in a country or place outside Australia and is currently licensed or registered in Australia (under a State or Territory law) to practise in an occupation listed above or holds a position in Australia listed above.