



Proof that it's you!

Guide to providing proof of ID

We need to verify your identity to make sure we're giving your hard-earned money to the right person.

When we need to verify your ID

We need to verify your identity when you:

- withdraw super from your account
- transfer super to another super fund
- apply to open a new retirement income account
- update certain account details such as your name, date of birth or bank account.

There may be other times we need to verify your identity to protect the security of your account and personal information.

How to verify your ID

You can choose either:

- electronic verification, or
- paper-based verification.

If you're transferring your super to another fund, we can generally prove your identity using your tax file number (TFN).

If we can't verify your TFN, you must prove your identity using one of the following methods.

Electronic verification

With your permission, we can verify your ID against official records online, checking your details with relevant official record holders using third-party systems.

To give us permission to verify your identity electronically:

- call us on **1800 005 166**

OR

- select the 'I want to use electronic verification' option on your form.

Paper-based verification

If you prefer paper-based verification, you'll need to provide certified copies of your identification documents. To do this, follow the three steps on the next page.

1.

Copy your ID documents.

Photocopy your current driver licence or passport. Make sure you copy both sides if the document is double-sided.

See *What if I don't have a current licence or passport?* on page 3 for more options.

2.

Have an authorised person certify them.

Take the photocopy and original ID documents to an authorised person and ask them to certify them.

See *Who's an authorised person?* below for a list of people who can certify documents.

To certify your documents, the authorised person must:

Compare the photocopy to the original then stamp or write either **'This is a true and correct copy of the original'** or **'Certified true copy'** followed by their:

- Signature
- Full name
- Qualification or position (such as police officer)
- Date of signing



3.

Send us the certified copies (not the originals).

Email info@caresuper.com.au

Post GPO Box 1547, Hobart TAS 7001

Who's an authorised person?

The following people can certify documents:

- a police officer¹
- a permanent employee of Australia Post with five or more years of continuous service
- a financial adviser or financial planner
- a finance company officer with five or more years of continuous service
- a legal practitioner
- a medical practitioner, nurse, or midwife
- a pharmacist
- an architect
- a dentist
- an optometrist
- a chiropractor, physiotherapist, or occupational therapist
- a teacher employed at a school or tertiary education institution
- a judge, registrar, or deputy registrar of a court¹
- a magistrate¹
- a Chief Executive Officer of a Commonwealth court
- a Justice of the Peace¹
- a notary public officer¹
- an Australian consular officer or an Australian diplomatic officer¹
- an officer with, or an authorised representative of, a holder of an Australian Financial Services Licence, with two or more years of continuous service with one or more licensees
- any person listed in Schedule 2 of the Statutory Declarations Regulations 2018.



Some authorised people may charge a fee for certifying your documents. Not all authorised people can certify your documents:

- You can't certify your own documents
- Family members can't certify your documents.

¹If you live overseas, these people can certify your documents.

What if I don't have a current licence or passport?

In place of a current driver licence or passport, you can provide one of the following:

- An Australian passport that expired less than two years ago. (Foreign passports must be current.)
- A current identification card issued by an Australian state government, a foreign government, the United Nations or an agency of the United Nations. This must include your photo, full name, date of birth, signature and an expiry date. School, university and library cards aren't accepted
- A certified copy of one document from Group A and Group B below.

Group A (must show your full name and date of birth)

- a birth certificate or birth extract
- a citizenship certificate issued by either the Commonwealth or a foreign government.

Group B (must show your full name and residential address)

- Australian pension card (Centrelink)
- Centrelink letter of entitlement to benefits
- a notice issued by the Commonwealth, state or territory issued within 12 months, such as an ATO *Notice of assessment*
- a notice issued by the local government body or utilities provider within the last three months, such as a council rates notice or an electricity bill.



If your documents aren't in English

You must provide a translation by an accredited translator.

You can find an accredited translator on the National Accreditation Authority for Translators and Interpreters website at naati.com.au.

What if I changed my name?

Partial name change

If you've changed only part of your name, for example your surname has changed but your given names have stayed the same, we can update

your details using electronic verification if you have ID documents in your new name. Call us on **1800 005 166**.

Alternatively, you can complete a *Change your details* form and provide certified proof of your new name. If you choose paper-based verification, we can verify your name change with certified copies of either:

- your photo ID documents (e.g. your current driver licence or passport) in your new name
- OR**
- your current driver licence or passport in your previous name and a document that links your previous name with your new name²

Full name change

If you've changed both your surname and given name(s), you'll need to complete a *Change your details* form and provide certified proof of your new name. You can't use electronic ID verification.

Please provide certified copies of both of the following:

- your photo ID documents (e.g. your current driver licence or passport) in either your new name or your previous name
- a document that links your previous name with your new name²

²Examples include a marriage certificate (decorative certificates won't be accepted), deed poll or a change of name certificate from the Registry of Births, Deaths and Marriages.

What if I'm signing a form or document on behalf of a member?

You need to provide a certified copy of one of the following documents along with certified proof of your identity:

- guardianship papers³
- power of attorney

At least the first or last page must be certified, with each additional page initialled by the certifier.

³Please note that we can also accept official guardianship documentation electronically. Contact us for more details.

What to do if you don't have conventional forms of ID?

We understand some members may be unable to provide the usual forms of ID we need.

If you're experiencing difficulties proving your identity, please contact us on **1800 005 166**.

We'll work with you to find a solution.

Anti-money laundering and counter-terrorism financing

While you're a CareSuper member, we collect your personal details and other identification information to help us meet our responsibilities under Australian anti-money laundering and counter-terrorism financing laws.

We're committed to meeting our regulatory obligations in identifying, mitigating, and managing money laundering and terrorism financing risk. We aim to protect you from money laundering and terrorism financing activities and understand our responsibility in this area.

Privacy collection statement

We collect, hold and use your personal information primarily to manage your account. This includes calculating, managing and paying your benefits, as well as informing and educating you about your account. Without your personal information, we may not be able to deliver these services.

Generally, we collect personal information from you directly but, from time to time, we collect information about you from other sources (e.g. your employer or our insurer). Sometimes we collect information about you because we're required or authorised by law to do so. For example, Commonwealth anti-money laundering laws require us to collect certain information to verify your identity before we can pay you a benefit.

From time to time it might be necessary for us to disclose your personal information to external organisations which, typically include our professional advisers, our insurers, certain government bodies (e.g. the ATO), external mail houses and other super funds. Disclosure of a member's personal information to an entity located outside Australia will only occur where it's necessary for the purposes of administering your membership in accordance with our *Privacy policy*.

For important information about how we collect, hold and use your personal information and exercising your rights in relation that information (including accessing or correcting it, or making a complaint) you should consider our *Privacy policy* which is available at caresuper.com.au/privacy or by contacting us.

 All our forms and publications are available at caresuper.com.au/forms or call us, and we'll send you a copy.

Here to help

1800 005 166 (+61 3 7042 2723 if overseas)
caresuper.com.au

 info@caresuper.com.au  GPO Box 1547, Hobart TAS 7001



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