



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
- make an insurance claim.

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.

When you need to verify your identity, you can either complete the 'Provide proof of identity' section in the form you're completing, or you can use the form attached to this guide.

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 these three steps.

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?* on page 3 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



If you provide a certified copy of your driver licence, make sure the card number is visible. The card number may be on the back of your licence.

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 officer
- 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 court
- a magistrate
- a Chief Executive Officer of a Commonwealth court
- a Justice of the Peace
- a notary public officer
- an Australian consular officer or an Australian diplomatic officer
- 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.

If you live overseas, these people can certify your documents:

- a police officer
- a judge, registrar, or deputy registrar of a court
- a magistrate
- a Justice of the Peace
- a notary public officer
- an Australian consular officer or an Australian diplomatic officer.

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 name¹

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 name¹

¹Examples 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 papers²
- power of attorney

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

²Please 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



This document contains general information only and doesn't take into account your objectives, financial situation or needs. Before making a decision about CareSuper, you should consider if this information is right for you. You may also wish to consult a licensed financial adviser. Consider the PDS and TMD at caresuper.com.au/pds. Any advice provided in this document is provided by CareSuper Advice Pty Ltd (ABN 78 102 167 877, AFSL 284443). A copy of the *Financial services guide* for CareSuper is available at caresuper.com.au/fsg.

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Provide your proof of identity

1800 005 166
info@caresuper.com.au
GPO Box 1547, Hobart TAS 7001

Use this form to give permission for us to verify your identity online using official records.
Alternatively, you can provide certified paper copies of your ID—see this guide for details on both options.

Section 1

Your personal details

Member number											Account number										
Date of birth (DD MM YYYY)																					
Last name																					
Given name(s)																					
Residential address																					
Suburb/Town/City										State					Postcode						
Preferred phone																					
Email																					

Section 2

Provide proof of identity

Please verify your identity by choosing option 1 or 2.

☐

Option 1 – I want to use electronic verification

☐

I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third-party systems for the purpose of confirming my identity.

Important: Make sure that the details you provide below exactly match your documents. If the details vary, we won't be able to verify your identity electronically.

Provide details of any TWO of the following:

1. Australian driver's licence

Full name as appears on my driver's licence

My Australian driver's licence number

State of issue

Expiry date (DD MM YYYY)

Card issue number

2. Medicare card

Full name as appears on my Medicare card

My Medicare number

Valid to (MM YYYY)

Colour of card

☐

Green

☐

Yellow

☐

Blue

Your reference number on this card is

3. Australian passport

Full name as appears on my passport

My Australian passport number

☐

Option 2 – I want to use paper-based verification

☐

I've provided certified proof of identity with this form. Read our *Guide to providing proof of ID* fact sheet for more details.

☐

I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or official record holder via third-party systems for the purpose of confirming my identity.

Section 3

Member
declaration

By signing this form, I'm making the following statements:

- I declare the information is true and correct.
- 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 official records.
- If I am providing proof of identity for an insurance claim, I consent for this information to be provided to our insurer to verify my identity when assessing my claim.
- I consent to the use of my personal information as outlined in CareSuper's *Privacy policy* available at caresuper.com.au/privacy or by calling us on **1800 005 166**.

Your signature

Date (DD MM YYYY)



Return the completed, signed and dated form via:

- upload using the Contact Us portal in **Member Online**
- email to info@caresuper.com.au
- mail to CareSuper, GPO Box 1547, Hobart TAS 7001