

Fact sheet



Guide to providing proof of ID



5 October 2021

Why do I need to do this?

If you're making a withdrawal or starting a pension, you need to prove who you are so we can be sure we're giving the money to the right person. Plus, it's a requirement under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* that we obtain personal details and other identification information from you at the time of the application process and while you remain a member of Spirit Super.

If you're transferring your super between complying super funds, we can generally prove your identity using your tax file number (TFN). If we can't verify your TFN, you'll need to prove your identity using one of the methods below and opposite.

You can prove your identity three ways

1. Phone

We may be able to confirm your identity over the phone by checking your details against official records using third party systems. Just call us on **1800 005 166**.

2. Electronic verification

Important: Make sure that the details you provide below match your documents exactly. 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 20YY)

2. Medicare card

Full name as appears on my Medicare card

My Medicare number

Valid to (MM 20YY)

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

3. Paper-based verification

You'll need to provide certified copies of your identification documents.



Three steps to providing certified ID

Only do this if you've chosen to prove your identity using a paper-based approach, or if we've been unable to verify you over the phone or electronically.

1. Copy your documents

Take a photocopy of your current driver's licence or passport. Make sure you copy both sides if the document is double-sided.

See *What if I don't have a current driver's licence or passport?* for more options.

2. Have an authorised person sign them

Take the photocopy and your original documents to an authorised person and ask them to certify your ID. See *Who is an authorised person?* for a list of people who can certify your identity. To certify your documents, the authorised person needs to:

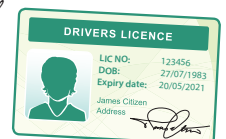
- compare the photocopy to the original
- stamp or write either 'This is a true and correct copy of the original' or 'Certified true copy' followed by their:
 - signature
 - full name
 - qualification or position (such as police officer)
 - date of signing.

This is a true and correct copy of the original.

Name: John Smith

Qualification/position: Australia Post employee

Date: 01/09/2021



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This fact sheet is for general information only and doesn't take into account your objectives, financial situation or needs. You should assess your financial position, personal objectives and needs before making a decision based on this information.

If you're considering acquiring or continuing to hold a particular financial product, you should obtain the *Product disclosure statement* relating to the product and consider it before making any decision. Spirit Super's *Product disclosure statement* (the *Member guide*) and *Target market determination* are available at spiritsuper.com.au/pds or by contacting us on 1800 005 166.

3. Send the certified copies to us

You can post your certified documents to us at Spirit Super, GPO Box 1547, Hobart TAS 7001.

We can't accept copied, faxed or scanned copies of certified documents.

Who's an authorised person?

The following people can certify documents:

- a police officer¹
- a permanent employee of Australia Post with two or more years' continuous service
- a financial planner
- a finance company officer with two or more years' continuous service with one or more finance companies
- 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 authorised representative of, a holder of an Australian Financial Services Licence, with two or more years' continuous service with one or more licensees
- any person listed in Schedule 2 of the *Statutory Declarations Regulations 2018*.

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

Not all authorised people can certify your documents:

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

Some authorised persons may charge a fee for certifying your documents.

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

We may not be able to verify your identity over the phone or using electronic verification.

We can accept your Australian passport if it expired within two years. If it's a foreign passport, it must be current.

We'll also accept 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.

Otherwise, you must provide a certified copy of one document from Group A and Group B as detailed 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 need to provide us with 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've changed my name?

We can update your name using electronic verification if you have identification documents in your new name, just call us on **1800 005 166**.

You can also change your name by completing a *Change your details* form available at spiritsuper.com.au/forms and providing certified proof of your new name.

If you choose to use paper-based verification we can verify your name change with certified copies of either:

- your current driver's licence or passport in your new name

OR

- your current driver's licence or passport in your previous name **AND**
- a document that links your previous name with your new name, such as:
 - marriage certificate – decorative certificates won't be accepted
 - deed poll
 - 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 papers
- power of attorney.

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

We understand for a variety of reasons that some members may not be able to provide the normal forms of ID that we request.

If you're experiencing difficulties providing the forms of ID documents that we've requested, please contact us on **1800 005 166** and we'll work with you to find a solution.

More information

For more information, email us at info@spiritsuper.com.au or call us on **1800 005 166**. If phoning from overseas, call us on **+61 3 6270 4800**.

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