

## 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](https://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 on behalf of 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

If you need to advise us of a change to your personal details, electronic verification is the simplest way to prove your identity. If your personal details have changed, or you elect to provide certified copies of your ID, please refer to the instructions below.

## 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

## PROOF OF IDENTITY

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

#### 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 licencees
- 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.

## YOUR DETAILS

Member number  Date of birth (DD MM YYYY)

### IMPORTANT

Make sure the details you provide are accurate. If your personal details provided do not match your electronic identification details, we will not be able to use your personal details to prove your identity, which will delay processing your request.

## OPTION 1: USE ELECTRONIC VERIFICATION

You **MUST** provide details of **at least two** of the following documents:

By providing my Medicare card, driver's licence or Australian passport details below, I authorise the use of my personal details (including the information below) for the purpose of electronic data verification using reliable and independent data sources. I understand Active Super uses a third party system for this purpose.

### Document 1: Medicare card

Full name as shown on your Medicare card, including initials

Card no.  I am person number  on this card

Green Expiry date (MM YYYY)

Blue Expiry date (DD MM YYYY)

Yellow Expiry date (DD MM YYYY)

### Document 2: Australian driver's licence

First name as shown on your licence

Last name as shown on your licence

Date of birth as shown on your licence (DD MM YY)

Australian driver's licence number

Australian driver's licence card number

State where driver's licence was issued

Expiry date (DD MM YYYY)

### Document 3: Australian passport

Given name(s) (including middle name) as shown on your passport

Last name as shown on your passport

Date of birth as shown on your passport (DD MM YY)

Australian passport number

Country of birth (not shown on passport)

Family name at birth (not shown on passport)

Signed

Date (DD MM YY)

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**OPTION 2: PROVIDE COPIES OF IDENTIFICATION DOCUMENTS**

I have attached copies of my certified proof of identity with this form.

**Please ensure that you provide photocopies of your original documents and that they are correctly certified.**

Signed

Date (DD MM YY)

**Privacy Collection Statement**

The information provided on this form is collected by LGSS Pty Limited (ABN 68 078 003 497) as Trustee for Local Government Super (ABN 28 901 371 321) ('Active Super') for the purposes of administering accounts and providing services to you associated with fund membership. If you do not provide the requested information, Active Super may not be able to perform these services. Your personal information may be shared with our administrator, other superannuation trustees and other service providers, in order to be able to provide our services to you. We may provide information to government, regulatory or other bodies if required by law. For further information about how we manage and protect personal information, please refer to our privacy policy available at [activesuper.com.au/privacy-policy](https://activesuper.com.au/privacy-policy) or by calling us on 1300 547 873. It sets out how we use the information we hold about you, how you can access and correct the information, how you may complain about a breach of privacy and our process for resolving privacy related enquiries and complaints.

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