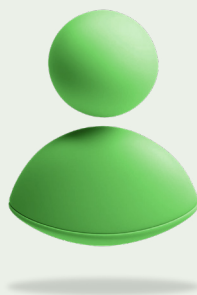


# Providing proof of identity



Rest

Fact sheet

At Rest we're always working to protect your super and personal information. From time to time, we might need you to prove that it's you we're dealing with. This means we may ask for proof of identity documents.

You may be able to prove your identity by providing your documents for electronic verification. If not, you'll need to photocopy the documents and get the photocopies certified. Read through this guide to understand the documents you need to supply and the steps you need to take.

## Electronic verification



In some circumstances, Rest may be able to confirm your identity by checking your personal details against reliable and trustworthy government and independent sources in real time. That means we can start processing your request straight away. Electronic verification could happen online, in the Rest App or over the phone.

**The following documents are acceptable as proof of your identity when verifying electronically. We may only need one, but we recommend providing as many as you can.**

- Current Australian driver's licence
- Australian passport (current, or expired less than three years ago)
- Medicare card



**If you have any trouble meeting these identification requirements, please contact us on 1300 300 778 to discuss how we can support you.**

## Verification with certified documents

If electronic verification is not suitable, then the following documents are acceptable as proof of your identity – either **one from type A** or **two from type B**.

### A. One of the following documents:

- Current Australian driver's licence containing your photo
- Australian passport (current or expired less than two years ago)
- Current Australian proof of age card containing your photo (issued under a state or territory law)
- Current driver's licence, passport or similar travel document issued by a foreign government, if it contains your photo and signature.\*

### B. If you don't have one of the documents listed above, you will need to provide two documents. One from each group below.

#### Group 1 identity documents

- Birth certificate or extract (if different name)
- Australian citizenship certificate
- Current Pension card issued by Services Australia

#### Group 2 documents that show your name and residential address

- An official letter sent by the government (Commonwealth, State or Territory) within the last 12 months that shows you are receiving a financial benefit, such as a Centrelink payment notice
- An official letter sent by the Australian Taxation Office (ATO) within the last 12 months that shows a debt to or refund, such as a Tax Assessment notice
- An official letter sent by a local Government body or utilities provider within the last three months for the provision of services, such as a council rates notice or electricity bill
- If you're under 18, an official letter sent by a school principal within the last three months which shows the period of time you've attended at the school.

\* Documents that are not written in English must be accompanied by an English translation prepared by an accredited translator. An accredited translator is any person who is currently accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) at the level of Certified Translator or above.

## Certifying your identity documents takes just three easy steps:

1. Make a photocopy of the original identity document that identifies you (e.g. your driver's licence).
2. Take both your original identity document and the photocopy to an authorised person who can certify (e.g. your local police station, see 'Who can certify your identity' for a full list).
3. Get the authorised person to stamp or write 'I have sighted the original document and certify this to be a true and correct copy of the original document sighted', followed by their signature, full name, qualification, registration number and the date.

The example below shows how a certified copy of your proof of identity should look.



Photocopy of identity with certification

## Change of name or signing on behalf of another person

If you have changed your name or are signing on behalf of another person, you will need to provide a certified linking document that proves a link exists between two (or more) names. The following table contains information about suitable linking documents.

Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from Australian Births, Deaths and Marriages Registration Office
Signed on behalf of another person	Guardianship papers or Power of Attorney

## Who can certify your identity?

- A Justice of the Peace
- A pharmacist, medical practitioner, nurse, dentist, optometrist, chiropractor, physiotherapist, psychologist or veterinary surgeon
- A teacher employed on a full-time basis at a school or tertiary education institution
- A police officer
- A public notary
- A bank, building society, credit union or finance company officer with two or more years of continuous service
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence with two or more years of continuous service with one or more licensees
- A permanent employee of the Commonwealth or a Commonwealth authority, a State/Territory or a State/Territory authority or a local government authority, with two or more years of continuous service
- A Member of the Parliament of the Commonwealth, the Parliament of a State/Territory or local government authority of a State/Territory
- An Australian consular or diplomatic officer (within the meaning of the Consular Fees Act 1955)
- A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants
- A registrar or deputy registrar of a court
- A person enrolled as a legal practitioner on the roll of the Supreme Court of a State/Territory or the High Court of Australia
- A judge or magistrate of a court
- A Chief Executive Officer of a Commonwealth Court.

**We're unable to accept any documents that have been certified by a family member, friend or tax agent.**

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