



Customer Verification and You

As a result of the Anti Money Laundering legislation which became effective 12 December 2007, we are now required to obtain and hold information verifying your identity on file. This is a requirement for many financial institutions across Australia and you may be asked to provide this type of information more frequently in the future when you open bank accounts, make new investments or transact on your superannuation.

These new rules mean that you need to supply us with a certified copy of ONE of the following documents:

Accepted ID Documents;

- Current Drivers Licence with a Photo
- Current Passport
- Australian Passport that expired within the last two years
- Australian Proof of Age Card

Alternatively you can provide one document from list A and one document from list B certified;

List A;

- Australian Birth Certificate or Extract
- Commonwealth citizenship certificate
- Foreign Birth Certificate or Extract
- Foreign citizen certificate
- Pension Card issued by Centrelink

List B;

- The previous financial years ATO tax advice letter
- A recent Australian utilities bill
- If you're under 18, provide a letter from your current School principal confirming your enrolment, dated within the last 3 months.
- Commonwealth Government letter of financial benefit dated within the last 12 months.

Important Note If you are below age 55 and are making an application for superannuation, we simply require a copy of your ID above. It does not require verification.

See over for information about how you can arrange for your documents to be verified.

How do I get my documents certified

There are a number of people within your community that can help you by verifying your documents.

Remember to provide these people with a copy and take the original document with you so the copy can be certified.

Once your copy has been certified, you should send it to us at GPO Box 2979 Melbourne VIC 3001.

Who can certify my ID documents?

- A Financial Adviser
with 2 or more continuous years of service with one or more licensees
- An Accountant
a member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership.
- The staff at BankWest
with 2 or more continuous years of service with one or more financial institutions
- A lawyer
who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner

Or

- A police officer
- A justice of the peace
- A judge, magistrate or court registrar

Someone who is certifying your ID should include the following information on the copy of the documents:

- Their name
- Their signature
- Their capacity as someone who can identify you as above.

If you or the person you have chosen to certify your documents have questions about this process, we can be contacted on 1300 780 553 between 8.30am and 5.30pm EST.

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