

# How to verify your information



This document shows you how to certify important documents and prove who you are through proof of identity.

It's important we can confirm your information is genuine and can verify we're talking with the right person. It may seem strict, but these steps are necessary to avoid the wrong people accessing your money.

## Providing proof of your identity (POI)

Some transaction requests must be supported by proof of identity (POI) documents that have been certified correctly, or electronically verified. For example, if you wish to:

- apply for a benefit payment, including a transfer to another fund if you don't provide your tax file number or the other fund is a self-managed super fund
- apply to open an income stream account
- advise a change of name, and
- provide or update the bank account you nominate to receive payments from your super account.

If you transfer money from another fund, they may also need your POI documents if you haven't provided your TFN to that fund or they're unable to verify your identity. These documents should be sent directly to your other fund.

### Certifying your proof of identity doesn't have to be complicated:

#### 1 Collect your originals

A list of the acceptable POI documents is shown below.

#### 2 Photocopy your originals

#### 3 Have your copies certified

Take both your copies and original documents to a person who can certify documents. A list of certifiers, inside and outside Australia is included over the page.

If the document and/or the certification is not written in English, it must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI).

### Providing Proof of ID electronically

Some of our forms allow you to verify your identity electronically by providing two government-issued identification documents – such as your Australian Passport, Driver's Licence and Medicare Card.

**NOTE:** The proof of identity requirements are slightly different if you're outside Australia.





## Acceptable POI documents

To prove your identity, you can provide either:

ONE certified document from List A

**OR**

ONE certified document from List B

**PLUS**

ONE certified document from List C.

### List A

- A current drivers licence with a photograph, issued in Australia or under the authority of a foreign government.
- An Australian passport.
- A current Australian state/territory proof of age card containing your photograph.
- A current passport, similar travel document or national identity card issued by a foreign government department, the UN or an agency of the UN, containing your photograph and either your signature or a unique identifier.

### List B

- A birth certificate issued by a state or territory of Australia, by a foreign government, or by the United Nations or an agency of the United Nations.
- A citizenship certificate issued by the Commonwealth or a foreign government.
- A current Centrelink pension card that entitles you to receive financial benefits.

### List C

- A notice issued by the ATO within the last 12 months that shows your name and current residential address and records an amount payable to or by you e.g. your last tax assessment.
- A notice issued by a local council or utilities provider in the last three months showing the provision of services to you and your current residential address e.g. rates notice, electricity or water bill.
- A notice issued by the Commonwealth or a state or territory government within the last 12 months showing your name and current residential address and the provision of financial benefits to you e.g. Centrelink letter.
- If you're under 18, you can provide a student card, or a letter from a school principal. The letter must include the date it was issued (within three months of providing your proof of ID), your name, residential address and the dates you attended the school.

## How to certify your documents

All copied pages of original personal identity documents (including any change of name documents) must be certified as true copies by an authorised person with the appropriate qualifications or registration (see below) who cannot be the owner or addressee of the document.

The authorised person must sight the original and the copy to ensure the documents are identical, then certify each page by writing "I certify that this document is a true copy of the original", followed by their signature, printed name, address, qualification (e.g. justice of the peace, Australia Post employee), registration number (if applicable) and date.

### People who can certify documents if you're in Australia

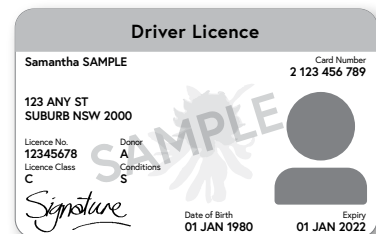
The following lists a subset of people who are authorised to witness your signature on a statutory declaration as well as certify copies of original documents. For a complete list of authorised witnesses/certifiers, go to the Attorney-General's Department website at [www.ag.gov.au](http://www.ag.gov.au).

- Australia Post employee in charge of an office providing postal services (charges may apply)
- chiropractor
- dentist
- financial adviser or financial planner
- full-time or part-time teacher employed at a school or tertiary institution
- justice of the peace
- legal practitioner
- magistrate
- medical practitioner
- nurse
- optometrist
- pharmacist
- physiotherapist
- police officer
- psychologist
- veterinary surgeon.

Samantha Sample has provided a copy of her identification. It includes her **signature, full name, date of birth and current residential address.**

The authorised person has sighted the original identification and confirmed that the copy is a true copy.

Details for the authorised person to include are full name, address, qualification, registration number (if applicable), date and signature.



*I certify that this document is a true copy of the original.*

*K Anderson*

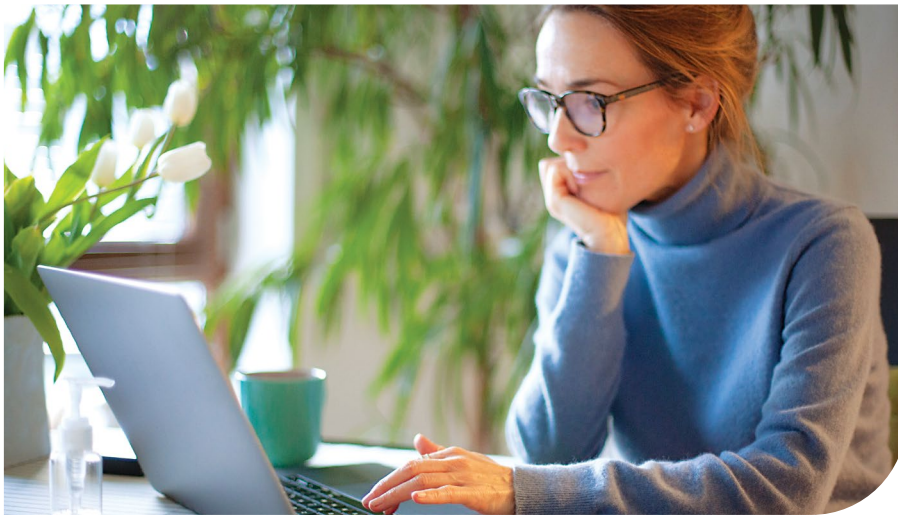
**Name:** Kate Anderson  
**Address:** 6 Some St Suburb NSW 2000  
**Qualification:** JP  
**Registration no:** 123456  
**Date:** 11 October 2021

### People who can certify documents if you're outside Australia



The following people can certify copies of the originals:

- consular staff at an Australian Embassy, High Commission or Consulate
- a public notary or other person authorised to administer an oath or affirmation or to authenticate documents in the country you are visiting or living in.
- The professions listed above if you're in Australia can only certify documents outside Australia if they work or are registered in Australia. Where your documents are certified outside Australia, the certifier must quote their registration number or the relevant law that qualifies them to authenticate your documents.



If your name has changed you'll need to supply certified evidence of the change(s).

## If you have previously provided certified POI

If you have already provided electronic verification or a certified copy of your documents, you don't have to provide it again unless you change your name or provide or update your nominated bank account information. If these have changed since you originally provided proof of ID, you'll need to resupply your proof of ID documents.

## If you're updating your nominated bank account details

You'll need to provide proof of ID when setting up and updating the bank account you nominate to receive payments from your super fund.

## If your name has changed

You'll need to provide a certified copy of a document that links your name in our records to the new name on your identity document(s). Your ID documents must be issued by a government department or agency.

If you're outside Australia your ID document(s) must be issued by an Australian and/or foreign government department, the UN or an agency of the UN.

## We're here to help

### Contact us



Phone: 1300 650 873  
8.30am to 6pm (AEST)  
Monday to Friday

Int'l: +61 3 9131 6373

Email: [enquiries@aware.com.au](mailto:enquiries@aware.com.au)

### Get advice



Phone: 1300 620 305  
8.15am to 8.15pm (AEST)  
Monday to Friday

Book: [aware.com.au/advice](http://aware.com.au/advice)

Email: [aware.com.au/advice](mailto:aware.com.au/advice)



[aware.com.au](http://aware.com.au)

### Important information

Personal advice requires the provider to act in the client's best interests and take into account the client's circumstances. These rules do not apply to general advice. This communication contains general advice only and no personal advice. We have not taken into consideration any of your objectives, financial situation or needs or any information we hold about you when providing this general advice. Further this communication does not contain, and should not be read as containing, any recommendations to you in relation to our product. Before taking any action, you should consider whether the general advice contained in this communication is appropriate to you having regard to your circumstances and needs and seek appropriate professional advice if you think you need it. Contact us to make an appointment to see one of our representatives. Before making a decision about Aware Super you should read our product disclosure statement and Target Market Determination (TMD) available at [aware.com.au/PDS](http://aware.com.au/PDS) or call us and we'll send you a copy. Issued by Aware Super Pty Ltd ABN 11 118 202 672, AFSL 293340, the trustee of Aware Super ABN 53 226 460 365. Financial planning services are provided by our wholly owned financial planning business Aware Financial Services Australia Limited, ABN 86 003 742 756, AFSL No. 238430. You should read their Financial Services Guide before making a decision.