



# Providing proof of identity

To protect your benefit entitlement and ensure your privacy is maintained, we need certified documentation verifying your identity before we can process certain requests.

These are some of the transaction requests that must be supported by certified proof of identity (POI):

- you wish to apply for a benefit payment, which includes a transfer to another fund if you don't provide your tax file number or the other fund is a self-managed super fund
- you wish to apply to open an income stream account
- you wish to advise a change of name.

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

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

Providing certified proof of your identity is a three-step process:

- 1 Collect your originals**  
Collect your proof of identity document(s). The documents you can use are shown below.
- 2 Photocopy your originals**
- 3 Have your copies certified**  
Take your copies and your original documents to a person who can certify documents. A list of certifiers, and details about how documents are to be certified inside and outside Australia are included over the page.

## 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 Australian state/territory driver's licence containing your photograph
- 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

- An Australian birth certificate or extract issued by a state or territory
- A citizenship certificate issued by the Commonwealth
- 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 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). If you are unable to provide these documents, please call us to discuss alternatives.

### Certification of personal 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.

#### If you are 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.

#### If you are outside Australia

The following people can certify copies of the originals:

- ➔ consular staff at an Australia 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 under **If you are 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.



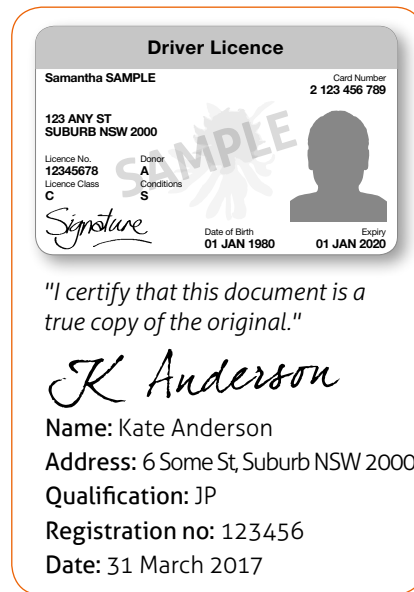
Samantha Sample has provided a copy of her identification that includes her signature, full name, date of birth and current residential address.



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.



### What if you have already provided certified POI?

If you have already provided a certified copy of your POI document(s), you do not have to provide it again, as long as your name or residential address have not changed. If either your name or residential address has changed since providing certified documents, you must provide evidence of the change(s).

If you have changed your name, you will need to provide a certified copy of a document that links your name in our records to the name on your identity document(s) with your new name. See Step 3, Have your copies certified for details of people who can certify your documents. The documents must be issued by a government department or agency.

If you changed your name outside Australia, you will need to provide a certified copy of a document that links your name in our records to your new name. The document must be issued by an Australian and/or foreign government department, the UN or an agency of the UN.

If you have **changed your residential address**, you must provide a certified copy of a POI document showing your new residential address. If it's more convenient, you can provide the original (rather than a certified copy) of a recent notice issued by your local council or a recent utilities bill addressed to you at your current residential address.



### Contact us

**Phone** 1300 650 873  
**Fax** 1300 722 072  
**Email** [enquiries@firststatesuper.com.au](mailto:enquiries@firststatesuper.com.au)  
**Web** [firststatesuper.com.au](http://firststatesuper.com.au)  
**Post** PO Box 1229  
Wollongong NSW 2500

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