

# Proof of identity

## Keep your super safe

To protect your super, we'll sometimes ask for your identity document (ID) to prove who you are. We want to make sure only you can get into your account.

### How is my identity verified electronically?

From time to time we may ask you to provide certain identification information and documentation ('**Identifying Information**') to us for the purposes of electronically verifying your identity. We do this via the Document Verification Service (**DVS**) and/or by submitting your information to a third party credit reporting agency (**CRA**).

The types of Identifying Information we may request from you and disclose to the DVS or a CRA includes your name, residential address, date of birth and details of documents such as a passport, drivers' license or passport.

Our use of these services helps us to make identity-based decisions by providing greater assurance that the information provided by you is legitimate.

Each time you are required to provide any Identifying Information for the purposes of electronic verification, we will ask for your consent to us using and disclosing this information, for the purpose of requesting verification through the DVS and/or a CRA.

#### Verification via the DVS

The DVS is a Commonwealth, State and territory initiative. Its operation and our use of it is governed by applicable laws including the *Identity Verification Services Act 2023*, the *Identity Verification Rules 2024*, and the *Privacy Act 1988*.

Australian Retirement Trust is an authorised user of the DVS via our related entity ART Group Services Limited, which is a service provider to the fund and is also covered by our [Privacy Policy](#).

After Australian Retirement Trust collects your Identifying Information, we submit that information to the DVS to confirm your details via a third party service provider.

The DVS is a secure online system that checks whether your Identifying Information matches the information on the original records held by the relevant authorities. The result will simply be 'yes' or 'no'.

#### Verification via a CRA

A CRA may check your information against the DVS and/or against records in your credit information file for the purpose of the CRA providing an assessment to us about whether the personal information you provide matches information held by the CRA.

The CRA will use your personal information and may use the personal information of other persons held by the CRA, to make its assessment. This process doesn't give us access to other information about you (such as credit card and loan applications), our request won't be recorded on your credit information file, and the CRA can't use your information for anything else.

## Your rights

Our [Privacy Policy](#) governs how we protect your Identifying Information, including your specific legal rights under the Privacy Act to, for example, request:

- access to your personal information held by us;
- that we correct your personal information if it is inaccurate, out of date, incomplete, irrelevant or misleading.

You may also have relevant legal rights under other legislation.

Any information supplied for the purpose of electronic verification will not be used for any other reason.

Electronic verification is an efficient means of verifying your identity. If you do not consent to us verifying your identity using the DVS or via a CRA, we may verify your identity in other ways, but these other ways may take longer and you may experience delays in us undertaking tasks for you, including acting on your instructions. If you prefer that your identity is not verified electronically, please provide document-based proof of identity per the instructions in this factsheet.

If you have any questions or wish to make a complaint about how we have electronically verified your identity or our use of the DVS, please see section 8 of our [Privacy Policy](#) available at [qsuper.qld.gov.au/privacy](https://qsuper.qld.gov.au/privacy). More information about the about the DVS is available on the Australian Government's [ID Match](#) website.

## How do I prove my identity?



### Option 1 – Electronic check (Member Online, email or post)

If you live in Australia, we can confirm your identity by an electronic check. We check your identity using online public records, databases, or directories. You don't need to send us any ID.

Simply add in your Australian driver's licence or passport details on the form you're filling out. We'll use it to check your identity once we get the form.

If you live overseas, an electronic check is not available. Send us your ID using option 2 or 3 (below).

## Options 2 and 3 below can be used for Document-based verification



### Option 2 –Selfie ID (email)

A "selfie ID" is a picture of you holding your ID.

You can send us a selfie ID with your filled in form. See the list of acceptable ID on page 3.

1. Take a clear picture or scan of your ID.
2. Take a selfie with your ID.
3. Send us the original photo files (not in a document or PDF). Make sure your selfie is clear enough that we can see your face and read the writing on your ID.



### Option 3 – Certified ID

Can't use electronic or selfie ID?

You can send us certified copies of your ID. To protect your account, we have strict guidelines on who can certify your ID. See the list of acceptable ID, certifiers, and how to certify on page 3.



## This is when we'll ask for your ID

Action	How
Make a withdrawal or claim	Option 1 – Electronic ID (Member Online, email or post)
Open or restart a retirement income stream	Option 2 – Selfie ID (email)
Transfer a death benefit to an account in your name	Option 3 – Certified ID (post or in-person)
Rollover to a self-managed super fund	
Claim your super as a departing temporary resident	
Transfer your super to New Zealand	
Help with searching for or combining your super accounts	
Change your name	Option 3 – Certified ID (email, post or in-person) <b>Note:</b> For 'Change your name' only, you have the additional method of emailing your Certified ID.

## Where to find my driver's licence card number and passport information for Electronic ID

Your card number is different from your licence number and you need both.

<h3>Australian Passport</h3> 	<h3>New South Wales</h3> 	<h3>Australian Capital Territory</h3> 
<h3>Tasmania</h3> 	<h3>Western Australia</h3> 	<h3>South Australia</h3> 
<h3>Northern Territory</h3> 	<h3>Queensland</h3> 	<h3>Victoria</h3> 

## Which documents do I need?

### Selfie ID:

#### One document from here:

- Current Australian or foreign driver's licence (front and back)
- Current Photo identification card or Proof of Age card issued by an Australian state or territory (front and back, where relevant)
- Passport including signature page and personal details page (Australian passports can have expired in the last 2 years).

### Certified ID:

#### One document from here:

- Current Australian or foreign driver's licence (front and back)
- Current Photo identification card or Proof of Age card issued by an Australian state or territory (front and back, where relevant)
- Passport including signature page and personal details page (Australian passports can have expired in the last 2 years)

OR

#### Two documents from here:

##### One of these:

- Birth certificate or birth extract (Australian, foreign or UN)
- Citizenship certificate (Australian or foreign)
- Your Services Australia Pension card
- Your Services Australia healthcare card

AND

##### One of these that has the date, and your name and residential address:

- Services Australia notice showing you've received a financial benefit (from the last 12 months)
- ATO notice of assessment (from the last 12 months)
- Local council rates notice (from the last 3 months)
- Electricity or gas notice (from the last 3 months)
- If you're under 18, notice from your school principal (from the last 3 months)

## Who can certify my documents?

### In Australia, these people can certify your documents:

- Team members from our in-person Member Centres
- Justice of the Peace
- Commissioner for Declarations
- Judge or magistrate of a court
- Chief Executive Officer of a Commonwealth court
- Registrar or deputy registrar of a court
- Legal practitioner
- Police officer
- Notary public
- Bank or other financial institution officer (with 2 or more years of continuous service with 1 or more financial institutions)
- Financial adviser or planner (with 2 or more years of continuous service)
- Australian consular officer or Australian diplomatic officer
- Accountant (with 2 or more years of continuous membership with either the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants)
- Medical practitioner (includes GP, surgeon, specialists, nurse)
- Pharmacist
- Australia Post employee (permanent employee with at least 2 years of continuous employment)

### If you're currently living overseas:

- Police officer of an overseas force (police badge number required)
- Commissioner of oaths
- Australian consular officer
- Australian diplomatic officer
- Judge
- Notary public
- Court registrar
- Justice of the Peace

If your documents are not in English, you need to get them translated. Use an accredited translator to do this.

Visit [naati.com.au](http://naati.com.au) to find a list of approved translators in Australia.

## What should my certified document/s look like?

### There are 3 ways to make a copy of your ID:

1. Photocopy
2. Take a photo and print it
3. Scan and print it

It doesn't have to be the same size or in colour. But we'll need to be able to read it.

### After the certifier looks at your original ID document/s, they'll:

- Write or stamp 'certified as a true copy of the original'
- Sign and date the copy
- Write their name, job title and address (if needed)

**Important:** Make sure they add evidence of their status (eg. add a registration number, stamp and/or company/employer name).

## What if I've changed my name?

If you've changed your name, send us the following:

- Certified ID with your new name, and
- Certified copy of one of the following:
  - Marriage certificate (Births, Deaths and Marriages registry)
  - Deed poll
  - Change of name certificate (Births, Deaths and Marriages registry)

## Signing for another person

If you're signing a claim form for someone else, send us a certified copy of:

- Guardianship papers or Power of Attorney (each page)
- The member's identification document/s
- Your identity documents.

## What won't you accept?

Bank cards, credit cards, debit cards, private health insurance cards, library cards.

## What about my digital driver's licence?

Digital licences will only be accepted in-person at our Member Centres.

## How to get it to us

### Email:

[qsuper@qsuper.qld.gov.au](mailto:qsuper@qsuper.qld.gov.au)

### Post:

GPO Box 200, Brisbane QLD 4001

### Drop into our member centres:

Visit [qsuper.qld.gov.au/membercentres](https://qsuper.qld.gov.au/membercentres) for locations

### Fax:

1300 242 070

## How to find out more

If you have any questions, call 1300 360 750

### Member Services team

**Phone** 1300 360 750

**Overseas** +61 7 3239 1004

Monday to Friday 8.00am – 6.00pm (AEST)

**Postal address** GPO Box 200, Brisbane QLD 4001

**Email** [qsuper@qsuper.qld.gov.au](mailto:qsuper@qsuper.qld.gov.au)

**Fax** 1300 242 070

**Website** [qsuper.qld.gov.au](https://qsuper.qld.gov.au)

### Member Centres

Visit [qsuper.qld.gov.au/membercentres](https://qsuper.qld.gov.au/membercentres) for locations

This is general information only. It's not based on your personal objectives, financial situation or needs. So, think about those things and read the relevant Product Disclosure Statement and Target Market Determination at [art.com.au/pds](https://art.com.au/pds) before you make any decision about our products. And if you're still not sure, talk with a financial adviser.

This information and all products are issued by Australian Retirement Trust Pty Ltd ABN 88 010 720 840, AFSL 228975, trustee of Australian Retirement Trust ABN 60 905 115 063 ('the Fund' or 'ART').

When you give us your details for the electronic ID check, we share your name, address, and birth date with a credit reporting agency (CRA). The CRA checks if your information matches their records. You must agree to let us check your information with the people who issued your documents. This helps us follow the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. We can't see any other information about you. The CRA won't record our check on your file or use it for anything else. If we can't confirm who you are this way, we'll write to you. Then, you'll need to use another way to prove who you are.

We're careful with your personal information. Our privacy policy explains how we handle it. You can read our policy at [art.com.au/privacy](https://art.com.au/privacy) 239895.FS51.04/25.