



Lost Member Advice

When should I use this form?

If we think you're a lost member, we place security measures on your account to protect your privacy and prevent your statements from being sent to the wrong address.

You can use this form to get back in touch with us and update your contact details.

If you think you're a lost member and haven't contacted us about it yet, please call us on **1300 360 750**. In some cases you may be able to provide your details over the phone without having to fill out this form.



➤ If you spot this symbol, head to page 3 to read the Important notes.

1 Personal details ➤

Title Given names

Surname

Previous name¹ (if we know you by another name)

Date of birth (dd/mm/yyyy) Home phone number

Mobile phone number Work phone number

Email address

Residential address

State Postcode

Postal address As above

State Postcode

2 Employment history

QSuper contributing employer

Location

Payroll number

Date employed (dd/mm/yyyy) TO Date (dd/mm/yyyy)

Previous QSuper contributing employer

Location

Payroll number

Date employed (dd/mm/yyyy) TO Date (dd/mm/yyyy)

Approximate amount of super with QSuper
\$

Your employment status
 Full-time Part-time
 Contract Temporary

¹ If your name has changed and you work for the Queensland Government or related entity employer, let your payroll office know and they'll then let us know. Otherwise, please send us a certified copy of either a marriage certificate or other legal change of name document.

3 Member declaration

I confirm all the details I've given on this form are true and correct and I've attached the proof of identity documents QSuper needs.

Signature

Date (dd/mm/yyyy)

4 Identification requirements

We're committed to protecting your super and making sure you're the only person who has access to it. That's why we have a program in place that complies with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

As part of this program, we need identification details to reactivate your account. If you're acting on behalf of a member (e.g. under a power of attorney), both you and the member will need to supply identification as described below. A certified copy of the power of attorney is also required.

To reactivate your account, you'll need to give us a certified copy of one of the following current documents. It must include your name, photo, and either date of birth or residential address.

Please tell us which document you've attached:

- your current Australian driver licence
- your current Australian passport (or one which has expired within the past two years)
- a Proof of Age Card issued by an Australian state or territory
- a current foreign passport or similar travel document showing both your photo and your signature (any documents written in a foreign language must be accompanied by an English translation prepared by an accredited translator).

If you're unable to give us any of the above documents, please get in touch with us on **1300 360 750** for info on the other documents you may be able to give us to prove your identity.

We've explained the steps involved with getting your documents certified and a list of approved certifiers below.

How to get your documents certified

- You'll just need to take a copy of your identification documents along with the original to an approved certifier who will confirm they've seen your original documents.
- Make sure the certifier sights the original and signs the copy, confirming it's a true copy of the original. They must also include their name, date of certification, and their qualification (e.g. JP) from the list of acceptable certifiers.
- Post this form and the certified copy of your identification to us – but please don't send us your original documents. We can't accept faxes or copies of the certified documents.

Who can certify my documents?

In Australia, the following people are able to certify your documents:

- 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 two or more years of continuous service with one or more financial institutions)
- Australian consular officer or Australian diplomatic officer
- Accountant (with two 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).

Not currently in Australia? These are the people who can certify your documents **if you're overseas**:

- Australian consular officer
- Australian diplomatic officer
- Judge
- Notary public
- Court registrar
- Justice of the Peace.

Just so you know, you'll also need to give us an English translation prepared by an accredited translator for any foreign language documents.

5 Certified person declaration

I confirm I'm an acceptable certifier from a profession listed above.

Name (please print)

Occupation

Signature

Date (dd/mm/yyyy)

Important notes

Section 1 If you've changed your name and haven't told us, you'll need to attach a 'linking document', in addition to your proof of identity.

A linking document is simply a document that proves a relationship exists between two (or more) names.

You can give us a certified copy of a marriage certificate, deed poll, or change of name certificate (from the Registry of Births, Deaths, and Marriages) showing both the previous name and the new name.

Just make sure the copy of the original document you give us is certified or we won't be able to accept it. You can find who is an acceptable certifier on the list on page 2. Please make sure you send us this original form in the post, as we can't accept faxed copies.

Where do I send the form?

Please send your completed form to QSuper, GPO Box 200, Brisbane Qld 4001.

Or email to qsuper@qsuper.qld.gov.au



Member Centres 70 Eagle Street Brisbane and 63 George Street Brisbane
Telephone 1300 360 750 (+617 3239 1004 if overseas)
Monday to Thursday 8:30am to 5:00pm AEST
Friday 9:00am to 5:00pm AEST

Postal address GPO Box 200 Brisbane Qld 4001
Email qsuper@qsuper.qld.gov.au
Fax 1300 242 070
Website qsuper.qld.gov.au

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