

Proving Your Identity

As custodians of your superannuation savings, we might need you to prove your identity from time to time. There are two options for doing this.

Our preference is to use electronic identification.

Option 1 – Electronic identification

To prove your identity electronically, choose this option on the relevant form you are completing, and provide your driver licence information or passport number.

From here we will provide your name, address and date of birth to a credit reporting agency (CRA) to check if your personal information matches your credit information file with the CRA. As part of this process, on the relevant form you will be required to provide your consent to your information being checked with the document issuer or official record holder. This will allow us to verify you under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth). It doesn't give us access to other information about you, our request won't be recorded on your credit information file and the CRA can't use it for anything else. If we cannot identify you this way, we will advise you in writing and inform you of another way to verify your identity.

For full details on our privacy approach, please read the Privacy section of our website. If you currently live overseas, you cannot use the electronic method.

Option 2 – Certified identification

You can also prove your identity by posting, emailing or faxing us a certified copy of one of the following documents:

- Current Australian driver licence
- Current identification card issued by an Australian state or territory that is a Photo identification card or Proof of Age card
- Current passport (Australian passports can have expired in the last two years).

Alternatively, you can provide two documents that include one of the following:

- Birth certificate or birth extract
- Citizenship certificate issued by the Australian Government
- Pension card issued in your name by Services Australia that entitles you to a financial benefit.

AND one of the following:

- Notice issued by Services Australia that shows a financial benefit has been provided to you (issued within the last 12 months)
- ATO notice of assessment (issued within the last 12 months)
- Local council rates notice (issued within the last three months)
- Electricity or gas notice (issued within the last three months).

Please note the above document must contain your current name and address.

If you are having difficulty proving your identity under options 1 or 2, other options may be available to you such as a statement by a community elder. Please contact us to discuss your options:

- Call us on **1300 360 750**
- Email us at qsuper@qsuper.qld.gov.au

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).
- Medical practitioner (includes GP, surgeon, specialists)
- Pharmacist
- Australia Post employee (permanent employee with at least two years of continuous employment).

If you are currently living overseas, the following people can certify your documents:

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

For documents in a language other than English, we will require an English translation prepared by an accredited translator.

What should my certified document/s look like?

After the certifier views your original identification document/s, they will:

- Write or stamp 'certified as a true copy of the original'
- Sign the document
- Write their name and qualification
- Apply a registration number (if applicable to their certifying authority, e.g. Justice of the Peace, reg # 123456, CPA # 123456), and/or company/employer name
- Apply a stamp (if applicable to their certifying authority).

Certified as a true copy of the original

J Case

*J Case
Justice of the Peace
Registration #123456
10 January 2022*

What to do if you have changed your name

If you have changed your name you will need to give us certified identification in your current name and a certified copy of one of the following documents that supports your name change:

- Marriage certificate from the Births, Deaths and Marriages registration office
- Deed poll
- Change of name certificate from the Births, Deaths and Marriages registration office.

Acting on behalf of another person

If you are signing a claim form on behalf of someone else, you will need to provide a certified copy of:

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

Please note that each page of the Power of Attorney document must be certified.

For more information

If you have any questions about this factsheet, please contact us on **1300 360 750**.

Member Centres

70 Eagle Street, Brisbane
63 George Street, Brisbane
Sunshine Coast University Hospital, Ground Floor,
Main Hospital Building, 6 Doherty Street, Birtinya

Member Services team

Phone 1300 360 750
Overseas +61 7 3239 1004
Monday to Friday 8.00am – 6.00pm (AEST)

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