

Please note:

To be able to action your request, we need you to provide certified proof of your identity. This helps prevent fraudulent activity on your account and is required under certain laws.

Step 1

Print a photo of your ID, or make a photocopy. Most people use their driver licence (make sure to copy both sides) or their passport. See a list over the page of the documents that can be used for identification purposes.

Step 2

Take your original identification documents and the copies to one of the people listed over the page who can certify documents.

Step 3

The certifier can certify the photocopy of your ID by placing a stamp or writing 'This is a true and correct copy of the original' followed by their signature, printed name, qualification and the date. For example:



Step 4

Send the certified copy of your ID to us at the address listed on the cover letter. We can only accept certified documents that have a certifiers original signature on them, so please don't email your documents.

What ID can I use to prove who I am?

- Australian driver licence
 - Australian passport
 - Proof of age card (or the equivalent document for your state or territory) that contains your photograph and name
 - NSW photo card and birth card or a WA photo card
 - A national identity card which is issued by a foreign government, the UN or agency of the UN and contains your photograph, name and signature.
- If you don't have any photographic ID, you can provide two pieces of ID from List A or one from List A and one from List B below.

List A:

- Australian birth certificate or birth extract
- Birth certificate issued by a foreign government, the UN or agency of the UN
- Citizenship certificate issued by the Commonwealth
- A Centrelink pension card issued for financial benefits with your name on it.

List B:

- A Centrelink notice regarding a Government assistance payment issued within the last 12 months
- A notice from a local government or utilities provider issued within the last three months. For example an electricity bill, water bill, or council rates notice.
- A Tax Office Notice of Assessment issued to you within the last 12 months.

Who can certify my ID?

A person who is currently licensed or registered under a law to practise in one of the following occupations:

- Chiropractor
- Dentist
- Legal practitioner
- Medical practitioner
- Nurse
- Optometrist
- Patent attorney
- Pharmacist
- Physiotherapist
- Psychologist
- Trademarks attorney
- Veterinary surgeon.

A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described) or a person who is in the following list:

- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- An officer with, or a credit representative of, a holder of an Australian Credit Licence (ACL), having two or more years of continuous service with one or more licensees
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having two or more years of continuous service with one or more licensees
- Australian Consular Officer, within the meaning of the Consular Fees Act 1955. This includes a person appointed to hold or act in any of the following offices of the Commonwealth (of Australia) in a country or place outside Australia:
 - (a) Consul-General
 - (b) Consul
 - (c) Vice-Consul
 - (d) Trade Representative
 - (e) Consular Agent
- Australian Diplomatic Officer, within the meaning of the Consular Fees Act 1955. This includes a person appointed to hold or act in any of the following offices of the Commonwealth (of Australia) in a country or place outside Australia:
 - (a) Ambassador
 - (b) High Commissioner
 - (c) Minister
 - (d) Head of a Mission
 - (e) Commissioner
 - (f) Charge d'Affaires
 - (g) Counsellor, Secretary or Attache at an Embassy, High Commissioner's office, Legation or similar
- Bailiff
- Bank officer with two or more continuous years of service
- Building society officer with two or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with two or more years of continuous service
- Employee of the Australian Trade and Investments Commission who is:
 - (a) in a country or place outside Australia and

- (b) authorised under paragraph 3 (d) of the Consular Fees Act 1955 and
- (c) exercising his or her function in that place
- Employee of the Commonwealth who is:
 - (a) in a country or place outside Australia and
 - (b) authorised under paragraph 3 (c) of the Consular Fees Act 1955 and
 - (c) exercising his or her function in that place
- Fellow of the National Tax Accountants' Association
- Finance company officer with two or more years of continuous service
- Holder of a statutory office not specified in another item in this list
- Judge of a court
- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- Master of a court
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force who is:
 - (a) an officer or
 - (b) a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with two or more years of continuous service or
 - (c) a warrant officer within the meaning of that Act
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the Institute of Public Accountants
- Member of:
 - (a) the Parliament of the Commonwealth or
 - (b) the Parliament of a State or
 - (c) a Territory legislature or
 - (d) a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961
- Notary public
- Permanent employee of:
 - (a) the Commonwealth or a Commonwealth authority or
 - (b) a State or Territory or a State or Territory authority or
 - (c) a local government authority or
 - (d) With two or more years of continuous service and the person is not already specified in another item on this list
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior Executive Service employee of:
 - (a) The Commonwealth or a Commonwealth authority or
 - (b) a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution.

Who can certify my ID overseas?

Some acceptable certifiers for overseas residents:

- An Australian consular or diplomatic officer
- A person authorised as a notary public in a foreign county
- A judge, magistrate, registrar or deputy registrar of an overseas court.
- What if I have changed my name?
- You'll need to show the link between your old and new names. You can show us your driver licence or passport and a certified copy of:
 - Your marriage certificate
 - Change of name certificate from the Births, Deaths and Marriages Registration Office or equivalent agency in your state
 - Documents from Deed poll.

What if I have changed my name?

You'll need to show the link between your old and new names. You can show us your driver licence or passport and a certified copy of:

- Your marriage certificate
- Change of name certificate from the Births, Deaths and Marriages Registration Office or equivalent agency in your state
- Documents from deed poll.

What if I'm signing on behalf of someone else?

If you're signing on behalf of someone else, you will need to provide us with a certified copy of the Power of Attorney or Enduring Power of Attorney, with all pages certified, as well as a certified copy of your ID. If you have any queries, we recommend that you call us on the number **displayed on your letter**.

What if my ID is in another language?

If submitted documents are not written in English, they must be accompanied by an English translation from an accredited translator.

Things you should know:

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