

PROOF OF IDENTITY REQUIREMENTS FACT SHEET



When withdrawing money from your super you are required, by law, to prove your identity. That's so we can be sure that we're releasing the money to the right person.

There are two ways you're able to prove your identity to us:

OPTION 1: ELECTRONICALLY

You won't need to provide an original or copy of your certified ID if you choose this method, however we may ask you to provide these documents if we're unsuccessful in verifying your identity electronically. We'll let you know if we have any issues. We're also unable to verify your identity electronically if you're currently living overseas or if you've recently changed your name. By providing your personal details to us and giving us consent to use this method, you agree to the Fund disclosing and matching your details with third party sources to verify your identity.

More information on how we collect and store your personal details can be found in our Privacy Policy, available at energysuper.com.au

ACCEPTED IDENTIFICATION DOCUMENTS

Medicare Card

Australian Driver's Licence

Australian or New Zealand Passport

OPTION 2: DOCUMENT-BASED

If you'd prefer, you can choose to verify your identity by providing original or certified copies of ID to us.

WHAT DOCUMENTS CAN I USE TO PROVE MY IDENTITY?

EITHER

One of the following documents only:

- driver's licence issued under State or Territory law (must be current and must not have expired - provide both front and back of licence); or
- current passport (or can be expired within the last 2 years); or
- Proof of Age Card (must be current); or
- a national identity card (must contain a photograph and either a signature or unique identifier).

OR: TWO OF THE FOLLOWING DOCUMENTS (ONE FROM EACH COLUMN)

One of the following documents:

- birth certificate or birth extract; or
- citizenship certificate issued by the Commonwealth; or
- concession card issued by the Department of Human Services, that is, a Pensioner Concession Card, Health Care Card or Seniors Health Card.

AND

One of the following documents:

Notice that contains your name and residential address that was issued by:

- Commonwealth, State or Territory Government within the past 12 months that records the provision of a financial benefit, for example: letter from the Department of Human Services regarding a Government assistance payment; or
- Australian Taxation Office within the past 12 months that records a debt or refund payable, for example: Tax Office Notice of Assessment; or
- Local Council or Utilities Provider within the past 3 months that records the provision of services for example: Rates Notice, Electricity or Phone Bill.

OR

For a person under the age of 18, a notice that:

- was issued by a school principal within the past 3 months; or
- contains your name and residential address; or
- records the period of time that a person attended a school.

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WHO CAN CERTIFY MY PROOF OF IDENTIFICATION DOCUMENTS?

Preferred certifier

- a Justice of the Peace (JP) or a Commissioner for Declarations
- a police officer
- 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)
- a judge of a court
- a master of court
- a magistrate
- a chief executive officer of a Commonwealth court
- a registrar or deputy registrar of a court
- a clerk of a court
- a notary public
- a bailiff
- a sheriff or sheriff's officer
- a Commissioner for Affidavits
- an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- a permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public
- a bank officer, credit union or building society officer with 2 or more continuous years of service
- an officer with 2 or more continuous years of service with one or more financial institutions (for the purposes of the *Statutory Declaration Regulations 1993*)
- a finance company officer with 2 or more years of continuous service with one or more finance companies (for the purposes of the *Statutory Declaration Regulations 1993*)
- an officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more continuous years of service with one or more licensees
- an accountant who is a member of Chartered Accounts Australia and New Zealand, the Association of Taxation and Management Accountants, CPA Australia or the Institute of Public Accountants
- an accountant who is a fellow of the National Tax Accountants' Association
- a permanent employee of the Commonwealth or a Commonwealth authority, a State/Territory or a State/Territory authority or a local government authority, with two or more years of continuous service
- a member of the Parliament of the Commonwealth or a State/Territory or local government authority.
- a marriage celebrant registered under *Subdivision C of Division 1 of Part IV of the Marriage Act 1961*
- a minister of religion registered under the under *Subdivision C of Division 1 of Part IV of the Marriage Act 1961*

- a teacher employed on a permanent full-time or part-time basis at a school or tertiary education institution.
- a member of the Australasian Institute of Mining and Metallurgy
- a member of the Governance Institute of Australia Ltd
- Employee of the Australian Trade and Investment Commission who is authorised under *paragraph 3(d) of the Consular Fees Act 1955*
- an engineer who is a member of Engineers Australia.
- an engineer who is a registered a Registered Professional Engineer of Professionals Australia, registered as an engineer under a law of the Commonwealth, a State or Territory or the National Engineering Register by Engineers Australia.
- a member of the Australian Defence Force who is a officer, non-commissioned officer or warrant officer (under the meaning of the *Defence Force Discipline Act 1982*)

Other individual occupations approved to certify

- an architect
- a dentist
- a chiropractor
- a financial adviser or financial planner
- a legal practitioner
- a medical practitioner
- a migration agent (registered under *Division 3 of Part 3 of the Migration Act 1958*)
- a nurse or midwife
- an occupational therapist
- an optometrist
- a patent attorney
- a pharmacist
- a physiotherapist
- a psychologist
- a trade marks attorney
- a veterinary surgeon.

People who can certify your documents outside of Australia

- an Australian consular officer or an Australian diplomatic officer (within the meaning of the *Consular Fees Act 1955*)
- a person authorised as a notary public in a foreign country
- certifications made by a person in a foreign country who is authorised by law in that jurisdiction to administer oaths or affirmations or to authenticate documents
- judge of a court in an overseas jurisdiction
- police officer of an overseas force
- Registrar, or Deputy Registrar, of a court in an overseas jurisdiction.

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IMPORTANT

If you decide to use the document-based method, all copied pages of ORIGINAL proof of identification documents need to be certified as true copies by any individual approved to do so.

To certify your ID they need to:

1. compare the photocopy to the ORIGINAL
2. make sure both documents are identical
3. stamp or write "This is a true and correct copy of the original" followed by their signature, printed name, occupation/qualification (e.g. Justice of the Peace, Police officer), registration number (if any) and the date, on each page.

HAS YOUR NAME CHANGED OR ARE YOU SIGNING ON BEHALF OF ANOTHER PERSON?

If your name has changed:

To prove your name change, you'll need to use the document-based method of ID verification and provide a certified copy of a **Linking document** in addition to your other certified identification document/s (such as a driver's licence or passport). Some examples of linking documents can be seen below.

You'll need a certified copy of one of these:

- marriage certificate from the Births, Deaths and Marriages Registration Office
- deed poll; or
- change of name certificate from the Births, Deaths and Marriages Registration Office.

If you're a legal personal representative and signing on behalf of another person:

You'll need to provide a certified copy of one of the following documents to us (if not previously provided):

- guardianship papers
- Power of Attorney (POA).

An approved certifier is required to certify each page of the POA. If the POA is over 12 months old an Statement of Non-Revocation will need to be provided.

You'll also need to prove your identity using either the electronic or document-based method.

If you choose the electronic method, you'll also need to provide your **date of birth** and **address**, in addition to your selected document details.

CAN I FAX OR EMAIL MY PROOF OF IDENTIFICATION DOCUMENTS?

Yes, we are able to accept proof of ID documents by email or fax as long as they are clear to read and certified. You can still post these documents if you wish to do so, however you should consider this at your own risk.

Return to:

Energy Super
PO Box 10530
Brisbane Adelaide Street QLD 4000

SPECIAL CIRCUMSTANCES

In exceptional circumstances, an individual may not possess, or be able to obtain, the documentation required above. This may include individuals who are homeless, refugees, living in a declared natural disaster zone, experiencing domestic violence, have recently been released from an Australian Correctional Centre, and Aboriginal and Torres Strait Islander people from remote areas. We may accept alternative documents for these individuals. For more information call us on **1300 374 436**.

YOUR PRIVACY IS IMPORTANT TO US

LGIAsuper (the issuer of the Energy Super product) respects your privacy. All personal information collected by the Fund is protected in line with LGIAsuper's Privacy policy. To find out more about how we collect and manage your personal information, please refer to our privacy policy available at energysuper.com.au

We're here to help – Call **1300 436 374**

Email info@energysuper.com.au or visit energysuper.com.au

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