

# Individual Customer Identification Checklist



**Our vision...To excel at securing and enhancing the financial wellbeing of people, businesses and communities.**

This checklist is a guide to help you understand what customer information is collected and checked before any financial product or service can be provided. The following is required to ensure that we can meet our Anti-Money Laundering and Counter-Terrorism Financing regulatory obligations.

## Customer to Provide

- ✓ Full name
- ✓ Residential address
- ✓ Full postal address (if different from residential address)
- ✓ Date of birth
- ✓ Full contact details including telephone and email address
- ✓ Country or countries of citizenship, residence, and tax residence
- ✓ Occupation and employment details (as applicable)

### ***If a Sole Trader***

- ✓ Full business name, business address, and Australian Business Number (ABN) (if any)

## Customer documents required to verify full name and either residential address or date of birth

- ✓ Either a passport or Australian or New Zealand driver's licence (which must be current)  
**OR**
- ✓ Two items from this list:
  - Australian or foreign birth certificate or extract
  - Australian or foreign citizenship certificate
  - Centrelink pension or health card**OR**
- ✓ One item from the non-photographic documents listed above AND one from the following list (i.e. total two items):
  - A notice from the Commonwealth/state or territory issued to the person and containing their name and residential address
  - Australian Tax Office (ATO) notice containing name and residential address
  - A utilities notice from a local government body or utility provider showing name and residential address, and indicates provision of services to that person
  - Overseas driver's licence

### **How do I provide this information?**

Original documents must be presented or certified copies can be provided with application forms (if applicable).

### **How do I get my documents certified?**

To be correctly certified the required documents must be clearly noted as 'True copy of the original document' and signed by a prescribed person. For further details of parties who can certify copies please refer to your representative for further assistance.

### **What if my documents aren't in English?**

If your identification documents are not in English then a translation of each document is required. All translations must be completed by a translator that is accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) or an equivalent.

### **What happens if the name on the identification document is different or has changed?**

If the name on the identification document has changed since it was issued, then a Change of Name certificate, issued by the Registry of Births Deaths and Marriages must also be provided.