

About this guide

This guide explains identification requirements for cash withdrawals, change of name, correcting your date of birth and signing on a member's behalf.

Proving your identity protects your account

The law requires Equip Super to verify the identity of members to safeguard member benefits and to help protect your account from identity theft.

The accompanying information outlines when and how you may need to provide proof of identity documents to support your applications.

If after reading this document, you are unable to meet our requirements, please contact us for assistance on **1800 682 626** (8am to 8pm Monday to Friday AEST).

There are two ways you can prove your identity to Equip Super.

Electronic identification

For transfers within Equip Super or rollovers to other super funds, you can authorise Equip Super to use your personal details and TFN which can be verified with the Australian Taxation Office (ATO).

Where this is not possible or your electronic identification cannot be validated, Equip Super will require paper-based certified proof of identity.

Certified identification

Paper-based proof of identity must be certified as true copies by a person authorised to certify documents.

The documents you need to provide will depend on the transaction as outlined in this guide.

How to certify your identification

1 – What you will need to get certified

(A) Documents for benefit payments paid as a lump sum, changing bank account details OR opening a new Equip Super Retirement Income or Transition to Retirement Income account

A certified copy of either:

- Current Australian or foreign driver's licence (including the back of the driver's licence if your address has changed)
- Australian passport (may be used if expired in last 2 years)
- Current foreign passport, or similar document issued for the purpose of international travel
- Current card issued under a State or Territory for the purpose of proving a person's age
- Current national identity card issued by a foreign government for the purpose of identification

OR

One certified copy of a document from this list:

- Birth certificate or extract
- Citizenship certificate issued by the Commonwealth
- Pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits

AND

One certified copy of a document from this list:

- Letter from the Department of Human Services (Centrelink) or other Government body in the last 12 months regarding a Government assistance payment
- Tax Office Notice of Assessment issued in the last 12 months
- Rates notice from local council issued in the last 3 months
- Electricity, gas or water bill issued in the last 3 months
- Landline phone bill issued in the last 3 months (note mobile phone bills will not be accepted).

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(B) Documents change of names

If you have changed your name, you must provide a certified copy of the relevant name change document, for example, a Marriage Certificate issued by the Registry of Births Deaths & Marriages, Decree Nisi or Deed Poll (in addition to the above identification).

If your legal name or date of birth does not match exactly to our records (excluding aforementioned name changes), please contact us for further instructions.

(C) Documents for signing on behalf of a member of Equip Super

If you are signing on behalf of the applicant you will need to provide the following:

- A certified copy of the Guardianship papers or Power of Attorney; and
- A certified copy of the appropriate proof of identity for the holder of the Guardianship or Power of Attorney.

Note: Proof of identity documents are required for both the member and the Power of Attorney - see step 1 (A) above.

(D) Documents for change of date of birth

A certified copy of one document from the following list:

- Current driver's licence, Passport **OR** birth certificate/extract

Document translation

If your document is written in a language other than English, the identification must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator or higher (or an equivalent accreditation), to translate from a language other than English into English.

2 – Presenting your documents for certification

Make copies of your identification before going to get your documents certified as the place you attend may not make copies for you or may charge a fee for doing so.

A couple of things to remember.

- If your identification is double-sided, make sure you copy both sides
- Make sure you check that your identification is current or recent enough - see the table in Step 1 for details.

3 – Make sure your documents are correctly certified

All copied pages of ORIGINAL supporting documents or proof of identity documents need to be certified as true copies by an individual approved to do so.



Certified true copy

J. Sample

Mr John Sample

Justice of the Peace

Registration No.123456789

Date: 01/01/2020

The authorised person must:

- Sight the original and the copy and make sure both documents are identical, then
- Make sure all pages have been certified as true copies by writing or stamping 'certified true copy', then
- Sign, print their name, qualification (eg Justice of the Peace, Australia Post employee etc) and registration number (if applicable), then
- Date their certification (must be within 12 months of receipt)

4 – Who can certify your identification?

Going to a Post Office or a Police station may be the easiest way, but if that is not possible, the following people can also certify your identification:

- Permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public.
- Agent of the Australian Postal Commission who is in charge of an office supplying postal services to the public.
- Architect
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Bailiff
- Bank Officer, Building Society Officer or Credit Union Officer (with two or more continuous years of service)
- Commissioner for Affidavits or Declarations
- Court Officer, Registrar or Deputy Registrar of a Court, Judge, Clerk, Magistrate, Master of a Court, Chief Executive Officer of a Commonwealth Court
- Fellow of the National Tax and Accountants' Association
- Finance Company Officer (with two or more continuous years of service with one or more finance companies)
- Financial Adviser or Financial Planner
- Justice of the Peace
- Holder of a Statutory office not specified in another item
- Legal Practitioner
- Marriage Celebrant (registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961)

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4 – Who can certify your identification? (continued)

- Medical practitioner, Chiropractor, Dentist, Nurse, Optometrist, Physiotherapist, Psychologist, Midwife, Occupational Therapist
- Member of Chartered Secretaries Australia
- Member of Engineers Australia (other than at the grade of student), a Registered Professional Engineer of Professionals Australia or registered under a law of the Commonwealth, a State or Territory or registered on the National Engineering Register by Engineers Australia
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force (who is an officer; or a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with two or more years of continuous service or a warrant officer within the meaning of that Act)
- Member of the Governance Institute of Australia Ltd
- Member of the Institute of Chartered Accountants in Australia and New Zealand, the Australian Society of Certified Practising Accountants, the Institute of Public Accountants or the Association of Taxation and Management Accountants
- Member of Commonwealth Parliament, State Parliament, Territory Legislature or a Local Government Authority (State or Territory)
- Migration agent registered under Division 3 of Part 3 of the Migration Act 1958
- Minister of Religion (under Subdivision A of Division 1 of Part IV of the Marriage Act 1961)
- Notary Public
- Officer with, or Authorised Representative of, an Australian Financial Services Licensee (who has had at least two years of continuous service with one or more licensees)
- Officer with, or a credit representative of, a holder of an Australian credit licence (who has had at least two years of continuous service with one or more licensees).
- Permanent employee of the Commonwealth (or Commonwealth Authority) or a State or Territory (or State or Territory Authority) or a Local Government Authority with two or more years of continuous service
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Pharmacist
- Police Officer, Sheriff or Sheriff's Officer
- Senior Executive Service Employee of the Commonwealth (or Commonwealth Authority) or a State or Territory (or State or Territory Authority)
- Teacher employed on a full-time basis at a school or tertiary education institution
- Trade marks attorney, Patent Attorney
- Veterinary surgeon

5 – Who can certify documents outside Australia?

- an authorised staff member of an Australian Embassy, High Commission or Consulate
- an authorised employee of the Australian Trade Commission who is in a country or place outside Australia
- an authorised employee of the Commonwealth of Australia who is in a country or place outside Australia
- a Member of the Australian Defence Force who is an officer or a non-commissioned officer with two or more years of continuous service
- Notary Public from a country ranked from 1 to 129 in the latest Transparency International Corruptions Perception at [transparency.org](https://www.transparency.org)

6 – Verification

A verification of the certifying party may be performed. If a discrepancy arises, you may be requested to re-certify documentation.

Important Note

The information in this document is a guide only and we may request additional documentation prior to any payment.

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