

Guide to providing proof of ID



30 September 2023

All our forms and publications are available at spiritsuper.com.au/forms or call us on 1800 005 166, and we'll send you a copy.



When we need to verify your ID

We need to verify your identity when you:

- withdraw super from your account
- transfer super to another super fund
- apply to open a new pension account.

This is to make sure we're giving your hard-earned money to the right person.

We also collect your personal details and other identification information while you're a member of Spirit Super. This is to meet our obligations under Australian anti-money laundering and counter-terrorism financing laws.

How to verify your ID

You can choose for us to verify your ID using either electronic verification or paper-based verification.

If you're transferring your super to another fund, we can generally prove your identity using your tax file number (TFN).

If we can't verify your TFN, you must prove your identity using one of the following methods.

Electronic verification

With your permission, we can verify your ID against official records online. To do this we'll check your details with relevant official record holders using third-party systems.

To give us permission to verify your identity electronically:

- call us on **1800 005 166**

OR

- select the 'I want to use electronic verification' option on your form.

This is general information only and doesn't take into account your objectives, financial situation or needs. Before making a decision about Spirit Super, you should consider if this information is right for you and read our *Product disclosure statements*, *Target market determinations* and *Financial services guide*. These are available at spiritsuper.com.au/pds or by calling 1800 005 166. | Issuer is Motor Trades Association of Australia Superannuation Fund Pty Ltd (ABN 14 008 650 628, AFSL 238718), the trustee of Spirit Super (ABN 74 559 365 913). Any advice is provided by Quadrant First Pty Ltd (ABN 78 102 167 877, AFSL 284443) (Spirit Super Advice), which is wholly owned by the trustee. A copy of the *Financial services guide* for Spirit Super Advice is available at spiritsuper.com.au/financial-services-guide or by calling us on 1800 005 166.

Paper-based verification

If you can't or don't want us to verify your ID electronically, you need to provide certified copies of your identification documents. To do this, follow these three steps:



1. Copy your documents

Photocopy your current driver's licence or passport. Make sure you copy both sides if the document is double-sided.

See *What if I don't have a current driver's licence or passport?* for more options.

2. Have an authorised person sign them

Take the photocopy and original ID documents to an authorised person and ask them to certify them.

See *Who is an authorised person?* for a list of people who can certify documents.

To certify your documents, the authorised person must:

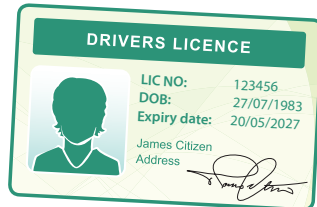
- compare the photocopy to the original
- stamp or write either 'This is a true and correct copy of the original' or 'Certified true copy' followed by their:
 - signature
 - full name
 - qualification or position (such as police officer)
 - date of signing.

This is a true and correct copy of the original.

Name: John Smith

Qualification/position: Australia Post employee

Date: 01/09/2022



Who's an authorised person?

The following people can certify documents:

- a police officer¹
- a permanent employee of Australia Post with five or more years of continuous service
- a financial adviser or financial planner
- a finance company officer with five or more years of continuous service
- a legal practitioner
- a medical practitioner, nurse or midwife
- a pharmacist
- an architect
- a dentist
- an optometrist
- a chiropractor, physiotherapist or occupational therapist
- a teacher employed at a school or tertiary education institution
- a judge, registrar or deputy registrar of a court¹
- a magistrate¹
- a Chief Executive Officer of a Commonwealth court
- a Justice of the Peace¹
- a notary public officer¹
- an Australian consular officer or an Australian diplomatic officer¹
- an officer with, or an authorised representative of, a holder of an Australian Financial Services Licence, with two or more years of continuous service with one or more licensees
- any person listed in Schedule 2 of the *Statutory Declarations Regulations 2018*.

¹If you live overseas, these people can certify your documents.

Some authorised persons may charge a fee for certifying your documents.

! Not all authorised people can certify your documents!

- You can't certify your own documents.
- Family members can't certify your documents.

3. Send us the certified copies (not the originals)

Email info@spiritsuper.com.au

Post GPO Box 1547, Hobart TAS 7001

What if I don't have a current driver's licence or passport?

In place of a current driver's license or passport, you can provide one of the following.

- An Australian passport that expired less than two years ago. (Foreign passports must be current.)
- A current identification card issued by an Australian state government, a foreign government, the United Nations or an agency of the United Nations. This must include your photo, full name, date of birth, signature and an expiry date. School, university and library cards aren't accepted.
- A certified copy of one document from Group A **and** Group B below.

Group A (must show your full name and date of birth)

- a birth certificate or birth extract
- a citizenship certificate issued by either the Commonwealth or a foreign government.

Group B (must show your full name and residential address)

- Australian pension card (Centrelink)
- Centrelink letter of entitlement to benefits
- a notice issued by the Commonwealth, state or territory issued within 12 months, such as an ATO *Notice of assessment*
- a notice issued by the local government body or utilities provider within the last three months, such as a council rates notice or an electricity bill.

If your documents aren't in English, you must provide a translation by an accredited translator. You can find an accredited translator on the National Accreditation Authority for Translators and Interpreters website at naati.com.au.

What if I changed my name?

We can update your details using electronic verification if you have ID documents in your new name. Call us on **1800 005 166**.

Alternatively, you can complete a *Change your details* form and provide certified proof of your new name. If you choose paper-based verification, we can verify your name change with certified copies of either:

- your current driver's licence or passport in your new name

OR

- your current driver's licence or passport in your previous name **AND**
- a document that links your previous name with your new name, such as:
 - marriage certificate (decorative certificates won't be accepted)
 - deed poll
 - change of name certificate from the Registry of Births, Deaths and Marriages.

What if I'm signing a form or document on behalf of a member?

You need to provide a certified copy of one of the following documents along with certified proof of your identity:

- guardianship papers²
- power of attorney.

At least the first or last page must be certified, with each additional page initialled by the certifier.

²Please note that we can also accept official guardianship documentation electronically. Contact us for more details.

What to do if you don't have conventional forms of ID?

We understand some members may be unable to provide the usual forms of ID we need.

If you're experiencing difficulties proving your identity, please contact us on **1800 005 166**.

We'll work with you to find a solution.

Privacy collection statement

We collect, hold and use your personal information primarily to manage your super. This includes calculating, managing and paying your benefits, as well as informing and educating you about your super. Without your personal information, we may not be able to deliver these services.

Generally, we collect personal information from you directly but, from time to time, we collect information about you from other sources (eg your employer or our insurer).

Sometimes we collect information about you because we are required or authorised by law to do so. For example, Commonwealth anti-money laundering laws require us to collect certain information to verify your identity before we can pay you a benefit.

From time to time it might be necessary for us to disclose your personal information to external organisations which, typically include our professional advisers, our insurers, certain government bodies (eg the ATO), external mail houses and other super funds. Disclosure of a member's personal information to an entity located outside Australia will only occur where it's necessary for the purposes of administering your membership in accordance with our *Privacy policy*.

For important information about how we collect, hold and use your personal information and exercising your rights in relation that information (including accessing or correcting it, or making a complaint) you should consider our *Privacy policy* is available at spiritsuper.com.au/privacy-policy or by contacting us.



More information

1800 005 166
+61 3 6270 4800 (if overseas)
info@spiritsuper.com.au
spiritsuper.com.au

GPO Box 1547
Hobart TAS 7001