

# Need to confirm your identity?

13 11 84 [art.com.au](https://art.com.au)

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## Did you know?

You may be able to save time and avoid the hassle of post by confirming your identity in Member Online.

Visit [art.com.au/memberonline](https://art.com.au/memberonline) to get started.

The following describes important things to remember when completing each section of the form.

1

### Your current account details

Complete this section with the details we currently have on your account.

2

### Why are you confirming your identity

Let us know why you are providing proof of identity in this section. Tick the option that applies to you, and then follow the instructions for what you need to provide as documentation for proof of identity.

3

### Consent to verify

We need your consent before we verify your identity electronically. Review and tick the relevant box in this section to continue with confirming your identity.

4

### What identity documents are you providing

For where Australian Retirement Trust requests you to confirm your identity, generally we require at least one primary identifier or two secondary identifiers. A primary identifier is typically a photo ID issued by a government authority (such as a passport, driver's licence, proof of age card etc). If you don't have a primary identifier for whatever reason, you can also provide us two secondary identifiers instead (such as a notice from a government authority or utilities service).

Please tick the documents that you are providing in this section. If you're unsure about whether a document you are providing is valid for us to use, refer to the Important information page details of what must be provided in documents for it to be valid proof of identification.

5,6,7

### Checklist and authorisation

Use the checklist to double check everything is complete. If you're completing this form on behalf of a member, follow the instructions. Read the authorisation statements and sign.

## Important information

### What is an acceptable identification document?

Any **one** of the following documents will be accepted as primary identification:

A current driver's licence or permit issued under a law of a State or Territory or equivalent authority of a foreign country that contains your photo, name, residential address and date of birth (**please copy and certify both front and back sections** if relevant). Certification must be no more than 12 months old.

- a current passport issued by the Commonwealth
- a card issued under a law of a State or Territory for the purpose of proving the person's age which contains your photo, name and date of birth (please copy and certify both front and back sections if relevant). Certification must be no more than 12 months old
- a current Proof of Age card
- a current passport or a similar document issued for the purpose of international travel or a national identity card issued for the purpose of identification that:
  1. contains your photo, name and signature,
  2. is issued by a foreign government, the United Nations or an agency of the United Nations, and
  3. if it is written in a language that is not understood by the person carrying out the verification, is accompanied by an English translation prepared by an accredited translator.

If you cannot provide us with one of the documents outlined above, then we may accept any **two** of the documents listed in the table (right) as secondary identification. That is, one document from each of the columns in the table. It's important to note we cannot accept documents that have expired. We also reserve the right to request additional information to verify your identity.

#### One document from here

A birth certificate or birth extract issued by a State or

A citizenship certificate issued by the Commonwealth,

A citizenship certificate issued by a foreign government,

A birth certificate issued by a foreign government, the United Nations or an agency of the United Nations,

A pension card issued by the Department of Human Services that entitles you to financial benefits,

A healthcare card issued by the Department of Human Services that entitles you to financial benefits.

#### and, one document from here

##### A notice that:

- a) was issued to you by the Commonwealth, a State or a Territory within the preceding 12 months,
- b) contains your name and your residential address, and
- c) records the provision of financial benefits to you under a law of the Commonwealth, State or Territory (as the case may be).

##### A notice that:

- a) was issued to you by the Australian Taxation Office within the preceding 12 months,
- b) contains your name and your residential address, and
- c) records a debt payable to or by you to the Commonwealth under Commonwealth law relating to taxation.

##### A notice that:

- a) was issued to you by a local government body or utilities provider within the preceding three months,
- b) contains your name and your residential address, and
- c) records the provision of services by that local government body or utilities provider to your address or to that person.

##### In relation to a person under the age of 18, a notice that:

- a) was issued to you by a school principal within the preceding three months,
- b) contains your name and your residential address, and records the period of time you attended the school.

### Who can certify?

- Justice of the Peace (including Commissioner for Declarations),
- Police Officer,
- One of the following with 2 or more years of continuous service:
  - a) Australia Post permanent employee
  - b) Financial Institution Officer e.g. bank employee
  - c) Australian Financial Services Licensee, authorised representative or officer.

For a full list of who can certify, including overseas certifiers, please visit [art.com.au/id](http://art.com.au/id)

### What do we mean by certified?

We understand you'll want to provide us with copies of your ID documents, rather than the originals. That's fine, but you must have them 'certified' within the last 12 months. This means the certifier must:

1. Sight the original and the copy to make sure both documents are identical, and
2. Write or stamp 'certified true copy of original document' on each page, and
3. Sign and print their name, qualification (e.g. Justice of the Peace, Australia Post permanent employee), and the date on each page of the document.

### How your proof of identity document should look.



- a) Copy of the document that identifies you
- b) Displays 'Certified true copy of original document' written or stamped and signature of authorised person
- c) Authorised person's stamp and registration number (if applicable)
- d) Name, qualification and phone number of authorised person, and
- e) Date of authorisation

### Important notes on identification:

- We cannot accept documents which have expired. If an expired document is received, we won't be able to process your Proof of Identity form until suitable identification has been provided.
- If you're providing a document that isn't in English, you'll also need to provide an English translation prepared by an accredited translator. For further information on this, please call us on **13 11 84**.

**For further details refer to the Proof of identity requirements at [art.com.au/id](http://art.com.au/id)**  
Please keep these important information pages for your records.

# Super Savings

## Confirm Your Identity



Australian  
Retirement  
Trust

13 11 84 | [art.com.au](http://art.com.au)  
Reply Paid 2924  
Brisbane Qld 4001

**Important:** Please provide us with as much information as possible. Please tick box where appropriate.

Use **BLOCK** letters and dark ink when completing this form and ensure it is signed and dated.

\*DENOTES MANDATORY FIELD.

Member number

### 1 Personal details

Title	First name*	Middle name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last name*	Date of birth (DD/MM/YYYY)*	Gender*
<input type="text"/>	<input type="text"/>	<input type="text" value="M"/> <input type="text" value="F"/>
Street Address / PO Box*		Country of Birth*
<input type="text"/>		<input type="text"/>
Suburb / Town*	State*	Postcode*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Home phone number	Daytime phone number*	
<input type="text"/>	<input type="text"/>	
Personal email address	Mobile phone number	
<input type="text"/>	<input type="text"/>	

Please complete for identity purposes.

#### Important information

Please attach certified proof of identity (e.g. driver's licence or passport). Refer to the Proof of identity requirements, available at [art.com.au/id](http://art.com.au/id) for more information about acceptable documents and certifiers.

### 2 Why are you confirming your identity

Select ONE of the following options\*

☐

To search for super held outside of Australian Retirement Trust

☐

Requesting a payment from your super

☐

Providing this for an Insurance claim

Other

You'll need to provide:

one primary identifier

—OR—

two secondary identifiers

### 3 Consent to verify

With your consent, Australian Retirement Trust can use Equifax IDMatrix to verify your identity electronically. This program uses data held in places such as the Electoral roll, White pages, Department of Transport, the Passport Office, and Equifax credit information files to verify your details.

As part of the electronic verification process, your document details (for example your driver's licence number) will be submitted to the Australian Government's Document Verification Service (DVS). The DVS is a national online system that allows organisations to compare a customer's identification with a government record. More information about the DVS is available on their website [dvs.gov.au](http://dvs.gov.au)

☐

By checking this box, I consent to my identity being verified electronically. I acknowledge that the document details I provide as evidence of my identity will be checked with the relevant body. This includes consent for the personal information you have provided, such as name, date of birth and residential address, to be verified against personal information contained in your credit information file. Note that Australian Retirement Trust will not access your credit related information such as credit card and loan applications.\*

➔ Please continue over page

## 4 What identity documents are you providing

**Important:** any primary identification documents provided as proof of identity must be copies of those documents that have been certified no more than 12 months ago.

Please tick which documents you are supplying with this form.

### Primary identification

Provide ONE of these

- ☐ A current Australian Passport
- ☐ A current driver's licence card
- ☐ A current Proof of age card
- ☐ Other (refer to Important information page for more options)

— OR —

### Secondary identification

Provide ONE of these

- ☐ A birth certificate/extract
- ☐ A citizenship certificate issued by the Commonwealth or a foreign government
- ☐ A pension card or healthcare card issued by Services Australia that entitles you to a financial benefit

— AND —

Provide ONE of these

- ☐ A notice issued to you by the Commonwealth, a State, or a Territory within the preceding 12 months (refer to Important information page for what this must contain)
- ☐ A notice issued to you by the a local government body or utilities provider within the preceding 3 months (refer to Important information page for what this must contain)
- ☐ Other (refer to Important information page for more options)

## 5 Checklist

☐ Have you completed all of the mandatory fields on the form?

☐ Are you signing on behalf of the member? If you're signing on behalf of the member, you'll need to provide an original or certified copy of Guardianship papers or Power of Attorney documentation.

☐ Have you signed and dated this form? If you are under the age of 18 your parent or guardian will need to sign the form too.

## 6 Authorisation and declaration

I declare that all the details on this Confirm Your Identity form are correct.

Full name (print in BLOCK letters)\*

**Note:** If you are under the age of 15 your parent or guardian will need to complete section 7 below.

Member to sign here\*



Date (DD/MM/YYYY)\*

## 7 Authorisation and declaration signed on behalf of the member

I declare:

- I am authorised to sign on behalf of the member and have attached an original or certified copy of Guardianship or Power of Attorney papers, or
- I'm signing on behalf of (or in addition to) a member under the age of 15 as their parent or guardian and have attached appropriate proof of parent or guardianship, such as a certificate of birth or adoption papers.
- that all the details on this Confirm Your Identity form are correct.

Full name (print in BLOCK letters)\*

Sign here on behalf of the member\*



Date (DD/MM/YYYY)\*

Please return the form to  
Australian Retirement Trust  
Reply Paid 2924 Brisbane Qld 4001

We are committed to respecting your privacy and take protecting the privacy of personal information seriously. Our Privacy Policy sets out how we do this including how we collect, hold and disclose personal information. For a copy of the Privacy Policy, please visit [art.com.au/privacy](https://art.com.au/privacy) or call 13 11 84.