

1. ACCOUNT OWNER(S) DETAILS

Full Given Name/s and Surname

Residential or Business
Address (not PO Box)

Street

Suburb/Town

State

P/code

Email

Phone No.

2. DOCUMENTS TO BE CERTIFIED (SEE ATTACHED LIST OF ACCEPTABLE DOCUMENTS AND INSTRUCTIONS ON HOW TO COMPLETE)

Category

Document details

Type of Document & Reference No.
(if applicable)

Full Name of Person
to whom it relates

Category

Document details

Type of Document & Reference No.
(if applicable)

Full Name of Person
to whom it relates

Category

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(if applicable)

Full Name of Person
to whom it relates

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Document details

Type of Document & Reference No.
(if applicable)

Full Name of Person
to whom it relates

3. CATEGORIES OF CERTIFIERS

1. Legal Practitioner

2. Judges

3. Magistrates

4. CEO of a Federal Court

5. Registrar or Deputy Registrar of a court

6. Justice of the Peace

7. Notary Public

8. Police Officer

9. Agent of Australia Post

10. Employee of Australia Post (2 years service)

11. Australian Consular or Diplomatic Officer

12. Officer of Financial Institution (2 years service)

13. Finance Company Officer (2 years service)

14. Officer of authorised representative of AFS licensee

15. Accountants (member of a recognised accounting body)

16. Australian Credit Licence Holder or Authorised representative

Category of Referee – Insert relevant
number (see list above)

Please refer to your State or Territory based legislation for a comprehensive list of who can certify documents

4. CERTIFIER'S DETAILS

Full Given Name/s and Surname			
Occupation			
Residential or Business Address (not PO Box)	Street		
	Suburb/Town	State	P/code
Phone No. (current Australian Business Hours Telephone No.)			

5. CERTIFIER STATEMENT

I have examined the original identification document/s listed above. I have attached a copy of each identification document and endorsed each copy of the identification document in the following manner:

This is to certify that this is a true copy of the original document/s which I have sighted.

Date

Name

Signed

Title

Registration Number (if applicable)

I understand that it is an offence under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to give false and misleading information.

Signature		Date	
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DOCUMENTS TO BE CERTIFIED (SEE ATTACHED LIST OF ACCEPTABLE DOCUMENTS AND INSTRUCTIONS ON HOW TO COMPLETE)

Under the *Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth)* we must verify an individual's identity before we provide them with services and products. This means that when an individual applies to become our customer, they must show us:

- 1 document from the Category A list, **or**
- Both:
 - (i) 1 document from the Category B list; **and**
 - (ii) 1 document from the Category C list; **or**

- Both:
- (iii) 1 document from the Category D list; **and**
 - (iv) 1 document from either the Category B or C list.

Category A Documents

- Front and back of current non-digital drivers licence or permit issued by a Australian State or Territory authority that contains the person's full name, date of birth, residential address, Drivers Licence number and card number, photograph and signature;
 - with the exception of instances where the front of the Australian licence displays all required information or
 - Digital Drivers Licence issued in any Australian State or Territory that contains the person's full name, date of birth, residential address, Drivers Licence number and card number, photograph and signature
- A current passport issued by the Australian government (or one that has expired within the last 2 years);
- A card issued by an Australian State or Territory for the purpose of proving the person's age, which contains a photograph of the person in whose name the document is issued and full name; or
- A current passport or similar document issued for the purpose of international travel, that:
 - contains a photograph and the signature of the person whose name the document is issued;
 - is issued by a foreign government, the United Nations or an agency of the United States;
 - If it is written in a language that is not understood by the person carrying out the verification, it must be accompanied by a documented translation to English prepared by an accredited National Accreditation Authority for Translators and Interpreters (NAATI) translator; and
 - Certified copy of Category C or D document displaying customer's name and Australian residential address.

In relation to Individuals you can satisfy full name verification requirements where a Category A documents provides a middle initial in place of a full middle name. This is only applicable subject to required documents being received and that the document also verifies the name, date of birth and address of the individual.

DOCUMENTS TO BE CERTIFIED CONTINUED

Category B Documents

- Birth certificate or birth extract issued by a Foreign Government Organisation, Australian State or Territory;
- A pension card issued by Centrelink that entitles the person in whose name the card is issued, to financial benefits (must be signed by the card holder to be acceptable ID. Please note the card may list the customer as partnered and note the partner's name and Centrelink reference number – card is not to be used as ID for the partner;
- An electoral enrolment card or other evidence of enrolment not more than two years old;
- A current Medicare card, Department of Veteran's Affairs entitlement card or any other current entitlement card issued by the Commonwealth Government;
- A document held by MyState conferring an interest by way of security over property of the Customer;
- Records relating to a mortgage or other instrument of security granted to the Customer by a Financial Institution other than us; or
- Records held under law relating to land titles.

Aboriginal and Torres Strait Islanders

- A Reference by appropriate person for individuals who are unable, due to Aboriginal and/or Torres Strait Islander heritage, to provide documentation (See section 18 for details);

Category C Documents

- A notice issued to an individual by an Australian or Foreign Government, or Australian State or Territory Government, within the last 12 months, that contains the name of the individual and their residential address and records the provision of financial benefits to the individual;
- A notice of assessment issued to an individual by the Australian Taxation Office within the last 12 months that contains the name of the individual and their residential address; or
- A notice that was issued to an individual by a local government body (foreign or domestic) or utilities (foreign or domestic) provider within the preceding three months that contains the name of the individual and their residential address and records the provision of services to that address or to that person;

Category D Documents

- A current photo Firearms Licence issued by an Australian State or Commonwealth Authority;
- A current Security Industry or Commercial Agents and Private Inquiry Agents operator licence issued by an Australian State or Commonwealth Authority;
- A current photo identity card for an Australian Police Force Officer or Australian Defence Force Member;
- A current consular photo identity card issued by the Australian Department of Foreign Affairs and Trade; and
- Other documents verifying a customer's identity may be considered if MyState determine that those documents are reliable and independent. Please refer to your direct supervisor if you require guidance.

If any of the documents are in a previous name, the customer must provide an additional document that shows how their name was changed, issued and recorded by an Australian State or Territory (for example a Certificate of Marriage recorded by the registry of Births, Deaths and Marriages).

INDIVIDUALS IN PARTICULAR CIRCUMSTANCES

A person's particular circumstances may mean that they are unable to show us the documents (or the combination of documents) set out in Categories A, B C and D. If that person falls within one of the categories listed below that person may prove their identity by showing us the documents and where relevant answering the questions listed under that category.

IDENTIFICATION DOCUMENTS FOR MINORS

The minimum age to open a deposit account is 13 years and a term deposit is 16 years as per our T&Cs.

If the Minor, who is aged between 13 and 16 years of age, cannot meet the standard category A, or B, C and D combinations, the following documents can be used;

- Category B document; A birth certificate or birth extract issued by an Australian State or Territory;

And at least one of the three following options;

- Category C document; A notice that was issued to a person by a school principal, on the school letterhead, within the preceding three months that contains the name of the person and their residential address and records the period of time that the person attended at the school; or
- Category C document: A valid photo identification card issued by a school that contains the name of the person, DOB and expiry date; or
- Category C document: A document issued by the Australian government or a State or Territory government within the last 12 months showing a financial benefit (such as Family Tax Benefit part A or B payments, Parenting Payment or Youth allowance) containing the Minor's name and date of birth or address;

IDENTIFICATION DOCUMENTS FOR MINORS CONTINUED

If the Minor is unable to provide Category B and Category C ID documents and presents at a branch with their Parent / Legal guardian to open a new customer profile, the following can be used;

- Parent / Legal Guardian must be an existing customer, with their ID to be verified and recorded in BaNCS;
- Certified copy of the Minor's Birth Certificate;
- Certified copy of Medicare Card detailing the name of the Minor and presenting Parent/Legal guardian (Minor and presenting Parent / Legal Guardian must be on the same Medicare card); and
- CMS note to be left confirming Minor presented to branch with parent, that staff have sighted the Minor and the Parent/Legal Guardian and above required ID has been collected and verified

INDEPENDENT AND RELIABLE DOCUMENTATION

These lists are not exhaustive. Other documents verifying your identity may be used if we determine that those documents are reliable and independent. Please call our Service Centre on 138 001 if you require guidance.

If any of the documents are in a previous name, a customer must provide an additional document that shows how their name was changed, issued and recorded by an Australian State or Territory (for example a Certificate of Marriage recorded by the registry of Births, Deaths and Marriages).

CERTIFIED DOCUMENTS

An individual who is applying to become a new customer online or who is unable to visit a branch in person may have their identity verified by sending a copy of the required document (or combination of documents) that identifies the individual as set out above and that has been certified as a true copy to us.

If a person is to rely on a certified copy the following requirements must be satisfied.

Certified copies of previously certified copies will not be accepted. A properly certified copy of the ORIGINAL document must be provided.

The person certifying the document must have sighted the ORIGINAL.

Proper certification must appear on each page to be certified, and should show:

- the date;
- the signature of the person certifying the document; and the name of the person certifying the document, this should be clearly printed or evident in any official stamp that is used; and
- the title of the person certifying the document; and where relevant the registration number of the person certifying the document (for example a Justice of the Peace must include their registration number when certifying a document)

☐ Scan all documentation to Bizedocs and securely destroy all physical copies as per *Information Retention and Disposal Procedure*