

Providing proof of your identity

You can prove your identity (ID) in one of two ways (see explanations below):

Electronic verification



or

Physical certification



Electronic verification

The easiest way to verify your identity is electronically.

If this option is available on the form you're filling out, simply complete it and provide the details of any **two** of the following documents where specified:

- Passport
- Driver licence
- Medicare card

We can verify your identity electronically via:

- The Australian Government's Document Verification Service (DVS), via GBG (an identity verification service provider), which confirms whether your ID details match the records of the relevant official record holder. For more information, about the operation of the DVS refer to the DVS Privacy Statement (idmatch.gov.au/resources/identity-verification-services-privacy-statement)
- Disclosing your personal details to credit reporting agency Experian. NOTE: no credit file information (e.g. loans, debts) are disclosed to AustralianSuper as part of this check.

The information match request will be conducted by a third party, and you will be asked to agree to this on the form as well.

Electronic signatures are not accepted on the following forms. They require an ink signature:

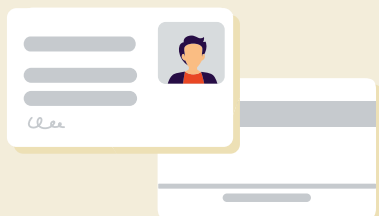
- Power of Attorney
- Guardianship documents
- Certified documents
- Making, changing or cancelling a binding death benefit nomination



Physical certification

How to certify physical copies of your ID:

1. Photocopy both sides of your ID (as applicable):



The photocopy should:

- be easy to read
- show your current ID in full (expired ID won't be accepted)
- have your current residential address on it (where displayed, for example bills).

See 'Proof of ID for certified documents' on page 2 for acceptable forms of ID.

2. Take your photocopies and physical ID to someone who can certify your ID¹:

- A medical practitioner
- A post office employee
- A financial adviser or planner
- A police officer
- An optometrist or pharmacist

3. Get them to certify your ID:

I certify that this document is a true copy of the original having being sighted by me on this day 17 December 2023.

Sam Sample
Sam Sample
Reg. No. 000000
A police officer for the state of Victoria

Compare
The certifier should compare the photocopy to your original ID.

Stamp or write the certification
“I certify that this document is a true copy of the original sighted by me...”

Include the date ‘...on this day [date],[month],[year]’

Their personal details
Name, address/location, qualification and registration number (if or as relevant).

The documents we receive from you must have been certified and dated within the last 6 months. We can’t accept undated documents. All ID documents and certifications must be in the English language. All overseas documents in a foreign language must be translated into English by an accredited translator.

4. Send copies of your certified ID to us via our website australiansuper.com/upload-document, or by mail (see Contact details below).

Proof of ID for certified documents³

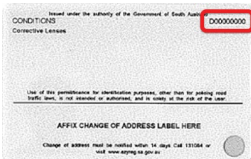
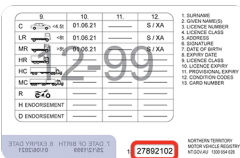
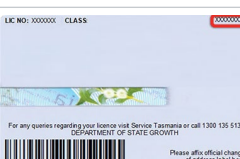
I want to	How much	What ID you need to give us		
		Primary photographic ID		Additional ID
Open an account based pension	Any amount	Driver licence, passport or government-issued proof of age card	and	Either one bill (power, telephone) or one bank document issued within the last six months
Change the bank account my account based pension is paid into	Not applicable	Driver licence, passport or government-issued proof of age card		
Update my bank details (EFT)	Any amount	Driver licence, passport or government-issued proof of age card	and	Copy of bank document issued within the last six months
Rollover to another regulated super fund	Any amount	Driver licence, passport or government-issued proof of age card		
Rollover to a SMSF	Any amount	Driver licence, passport or government-issued proof of age card	and	A SMSF bank document that clearly displays the SMSF account name, BSB and account number issued within the last 12 months
Withdrawal	Up to \$20,000	Driver licence, passport or government-issued proof of age card		
	Over \$20,000 up to \$100,000	Driver licence, passport or government-issued proof of age card	and	Either one bill (power, telephone) or one bank document issued within the last six months
	Over \$100,000	Driver licence, passport or government-issued proof of age card	and	Either two bills (power, telephone) or three bank documents issued within the last six months.

The ID documents you submit must be current and not expired. If using your driver licence or government-issued proof of age card, you will need to copy both sides. Bills or bank documents must have the same residential address as your AustralianSuper account. SMSF bank documents must have the same address as the registered SMSF. AustralianSuper reserves the right to request additional certified identification documents where required. If you choose to use a government-issued proof of age card, it must be one issued by your state or territory government. No alternatives will be accepted.

¹ See page 3 ‘Other ways to prove your identity’ for a list of people who are allowed to certify documents.
² Australia Post charges a fee for each photocopy you need to get certified.
³ Please note that this table only includes the most common scenarios for members. For ID requirements outside these situations, please refer to the individual form.

Driver licence card number

The table below shows where the card number is located for each state's driver licence.

State	Card number location	Version or Issue
New South Wales (NSW)		
Australian Capital Territory (ACT)		
South Australia (SA)		
Northern Territory (NT)		Issued on or after 10th December 2020
Northern Territory (NT)		Issued before 10th December 2020
Queensland (QLD)		Issued on or after June 2019
Queensland (QLD)		Issued before June 2019
Western Australia (WA)		
Tasmania (TAS)		
Victoria (VIC)		

Other ways to prove your identity

If you don't have a driver licence, passport or government-issued proof of age card you will need to have two documents physically certified (see page 1):

One of these:

- birth certificate or birth extract
- citizenship certificate issued by the Commonwealth
- pension card issued by Centrelink that entitles a person to financial benefits.

And one of these:

- a letter from Centrelink regarding a government assistance payment (less than 12 months old)
- Australian Taxation Office notice of assessment (less than 12 months old)
- rates notice (less than 12 months old).

All ID should show your name and residential address.

Can't get to a post office or police station?

These other people are allowed to certify documents:

- a Justice of the Peace¹
- a finance company officer with two or more years of continuous service (with one or more finance companies)
- a Notary Public¹
- a registrar or deputy registrar of a court¹
- a medical practitioner or dentist
- a person enrolled on the roll of a state or territory Supreme Court or the High Court of Australia, as a legal practitioner
- an Australian consular officer or an Australian diplomatic officer¹
- a judge of a court¹
- a magistrate
- a Chief Executive Officer of a Commonwealth court.

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

Signing for others and name changes

If you're signing for others or have changed your name, you'll also need to provide a certified copy of a linking document. Linking documents for name changes include a marriage certificate, deed poll or change of name certificate. Linking documents for signing on someone else's behalf include a Power of Attorney or Financial Administrator appointment papers.

If you can't use electronic verification, or provide physical copies of certified ID, please contact us.



Contact us

Call 1300 300 273

(8am to 8pm AEST/AEDT weekdays)

Mail

Super address: GPO Box 1901 Melbourne VIC 3001

Retirement address: Locked Bag 6 Carlton South VIC 3053

Web australiansuper.com

Message us For details on how to message us, visit australiansuper.com/contact-us



This document has been prepared and issued in October 2026 and is subject to change. It may contain general financial advice that does not take into account your personal objectives, financial situation or needs. Before making a decision about AustralianSuper, consider your financial requirements and read the Product Disclosure Statement (PDS) and Target Market Determination (TMD), available at australiansuper.com/pds and australiansuper.com/tmd or by calling **1300 300 273**. AustralianSuper Pty Ltd ABN 94 006 457 987 AFSL 233788 Trustee of AustralianSuper ABN 65 714 394 898.