



# The simple way to certify proof of identity.

## For pension

July 2017

When submitting forms to Hostplus you may be required to provide documentation so we can verify your identity. To help you provide the right documentation, we've provided a step-by-step guide on how to certify your proof of identification documents. If you have changed your name or signing on behalf of someone else you must follow this same process.

- Part A - What supporting documentations are required
- Part B - How to certify document

### Part A – what supporting documentation is required?

For all cash withdrawals or rollovers(excluding Hostplus) please submit documents from the list below.

#### Option A

Certified copy of any one of the following documents:

- Current drivers licence or learners permit issued by a State or Territory of Australia with your photograph (both sides)
- Current passport issued by the Commonwealth of Australia that has not expired within the past two years (Information and photo page)
- Foreign passport or similar travel document containing a photograph and the signature of the person that has not expired within the past 2 years (documentation not written in English must be accompanied by an English translation prepared by an accredited translator (National Accreditation Authority for Translators and Interpreters (NAATI))
- Card issued under a State or Territory containing a photograph of the person:
  - Proof of age card or Key pass
  - Dept. of Defence ID
  - Police ID
  - Firearms / shooting licence
  - Waterways / boat licence
  - Working with children license

#### Option B

Certified copies of any one of the documents from List 1 and a certified copy of one of the documents from List 2 :

#### List 1

- Birth certificate or birth extract issued by a State or Territory of Australia
- Citizenship certificate issued by Commonwealth of Australia; Foreign Citizenship Certificate (translated into English if required by a translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI))
- Australian Visa
- Medicare Card
- Immigration Card – Permanent Residence Evidence Card (PRE), Evidence of Immigration Status Card (EIS) Certificate of Identify (COI) – Certificate of Evidence of Residential Status (Form 283) issued by the department of Immigration and Citizenship (DIAC)
- Foreign drivers licence (both sides and translated into English if required by a translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI))
- Employee ID card issued by a government authority or public service
- One of the following Centrelink Pension Cards:
  - Health Care Card
  - Commonwealth Seniors Health Card
  - Pensioner Concession Card
  - Interim Concession Card

#### List 2

- Government benefits notice (less than 12 months old)
- Utility bill (less than 3 months old)
- A current debit/credit card
- Car registration notice (less than 12 months old)
- Rates notice from local council (less than 12 months old) containing your name and residential address
- Notice issued by Federal, State or Territory government or local council (within the past 12 months) containing your name and residential address

For members under the age of 18:

- Learners permit
- Student Card (Photo ID)
- A notice issued by a school principal that records the period of time the individual attended the school (issued within the last 3 months)

### What if I recently changed my name or I'm signing on behalf of another member?

Your name must be the same as shown on your proof of identity. If you have changed your name you will need to provide a certified copy of what is called a 'linking document'.

A linking document is a document that proves a relationship exists between two (or more) names. If you are signing on behalf of another Hostplus member, you will also need to provide a linking document. The linking document you provide must be certified or it can't be accepted. Examples of linking documents are:

#### Change of name

As part of the identification process you will need to verify your identity by providing either one document from OPTION A or two documents from OPTION B:

#### And

A certified copy of any one of the following documents:

- Marriage Certificate
- Divorce Certificate
- Deed poll or change of name certificate from the Registry of Births, Deaths and Marriages
- Notice of assessment from the Australian Taxation Office (less than 24 months old). Document does not need to be certified if provided through the MyGov portal

#### Change of DOB

As part of the identification process all members will need to verify their identity by providing either one document from OPTION A or two documents from OPTION B:

#### And

A certified copy of any one of the following documents:

- Birth Certificate
- Drivers licence
- Passport

Note: Only the one verification document is required in this instance

#### Change of Gender

Please provide either of the following:

1. statement from a Registered Medical Practitioner or Registered Psychologist verifying your gender
2. valid Australian Government travel document, such as a valid passport specifying your preferred gender
3. State or Territory Birth Certificate which specifies your preferred gender or
4. State or Territory Gender Recognition Certificate or Recognised Details Certificate showing a State or Territory Registrar of Birth, Death and Marriage

### What is a certified copy?

A certified copy is a copy of an original document, which has been certified and signed by a person who is authorised to certify that it is a true and correct copy of the original.

### How do I obtain a certified copy of a document?

You will need to take your original document(s) and a clear and legible photocopy of both sides of the original document to a person who is authorised to certify proof of identity documents.

### What do the certifiers need to do?

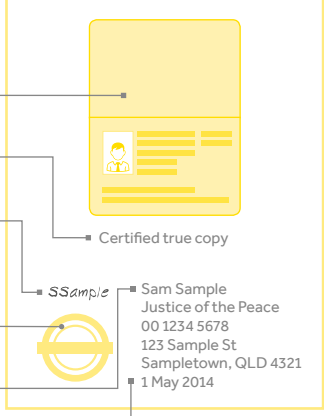
The certifier will need to compare your copy with the original, then stamp or write 'This is a true and correct copy of the original'.

On every page of your proof of identity the certifier must include all of the following:

- Signature
- Name
- Address
- Occupation
- Phone number
- Date of authorisation
- Authorised person's stamp and registration number (if applicable).

### What does a certified identity document look like?

This is what a certified proof of identity document should look like:

- Copy of the document that identifies you (ie. your passport or driver's licence - front and back)
  - Write or stamp "certified true copy" of original document
  - Have the authorised person sign the document
  - Authorised person's stamp and registration number (if applicable)
  - Name, qualification, phone number and address of authorised person, and
  - Date of authorisation
- 

### Find someone to certify your documents.

Only certain people are authorised to certify identification documents. For a complete list of people permitted to certify documents go to [hostplus.com.au/id](http://hostplus.com.au/id). A few common examples are:

- Police officer
- Agent of the Australian Postal Corporation who is in charge of, or a permanent employee with two or more years of continuous service with, an office supplying postal services to the public
- Pharmacist
- Legal practitioner

- Medical practitioner
- Justice of the Peace

#### **Member residing overseas.**

For members residing overseas, the persons who are authorised to certify identification documents are:

- An Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955).
- An employee of the Commonwealth or the Australian Trade Commission who is authorised and exercises his or her function in that place.
- A person authorised as a notary public in a foreign country.
- Any person who is in a country or place outside Australia and is currently licensed or registered in Australia (under a State or Territory law) to practise in an occupation listed in Part B.

Members residing overseas must have their identification documents certified by a person who has an Australian connection (as set out above). Any documents certified by a person who is licensed or registered to practise in an occupation listed in Part B in a foreign country (and not in Australia), or who holds a position in a foreign country, will not be accepted by Hostplus (except for a foreign notary public).

---

#### **i Important note.**

- All pages of your proof of identity documents must be certified.
- The certification must be on the copy of the document, not on the back of the page or a separate page attached to the document.
- The certified copies of your proof of identity documents must contain an original signature. Faxed or emailed copies will not be accepted.
- If any documents are written in a language other than English, they must be accompanied by an English translation prepared by an accredited translator.
- Documents certified more than 12 months ago will not be accepted.
- The person certifying your documents can not be the benefactor or be connected to any organisation you are using to assist you in obtaining access to your super, even if they are authorised to certify documents.

If these conditions are not met, Hostplus will be unable to process your request. If you need more information about certifying a document, simply call **1300 348 546**, 8am–8pm (AEST), Monday to Friday.

---