

Proof of identity

From time to time you may be required to provide certified proof of identity and other information to ensure the security of your HESTA for Mercy account.

To help make this process easier, read through this factsheet to determine the documents you need to supply and the steps you need to take when we ask you to prove your identity.

When do I need to prove my identity ?

You will need to provide us with certified identification before progressing with certain transactions. Typically this will include transactions that involve paying any money out of your account or authorising someone else to speak to us on your behalf or connect to your account in any way.

The most common situations for when this occurs is when you are:

- Applying for a benefit payment
- Transferring to a self-managed super fund (SMSF)
- Transferring to a KiwiSaver account
- Activating an Income Account

1. Primary identification documents

To prove your identity you will need to provide a certified copy of one of the following primary identification documents that contains your photograph, date of birth and signature (copy both sides where applicable):

- current driver's licence
- Australian passport or a current foreign passport
- current card issued under a State or Territory for the purpose of proving a person's age (that contains your photograph and signature).

Identification documents must not be expired (excepting an Australian passport which may be expired within 2 years).

The person certifying your documents must state their name, their position (e.g. Justice of the Peace, Police Officer) and their position identifier (e.g. JP Number, Police badge number).

The certification must not be more than 12 months old.

Identifying another super fund

If you are providing us with instructions relating to another super fund, we will ask you for additional identifying information including Tax File Number and if it's a Self Managed Super Fund (SMSF), copies of a recent bank statement of the SMSF.

IMPORTANT: If you are unable to provide a copy of your primary identification documents, you can provide alternative documents (see overleaf)

2. Photocopy both sides of your ID



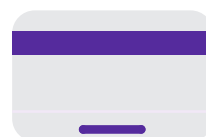
The photocopy should:

- be easy to read
- show your current ID in full (expired ID won't be accepted)
- be less than 12 months old when we receive it
- have your current residential address on it.

3. Certify your identification



I certify that this document is a true copy of the original having being sighted by me on this day 17 March 2021.



J. Sample

Mr John Sample
Justice of Peace
Registration No.
123456789

Take both your original ID document/s and the photocopy to an authorised person who can certify (such as Justice of the Peace, police officer, medical practitioner or post office employee - see overleaf for other people that can certify your documents).

After sighting the original and the copy and making sure both documents are identical, the authorised person will certify each page of your copies. The example above shows how a certified copy of your proof of identity should look.

This must be included on **every** page.

4. Provide copies of your certified ID to HESTA for Mercy



PO Box 8334,
Woolloongabba QLD 4102

OR



information@hestaformercy.com.au

Alternative identification

If you are unable to provide any primary photographic identification, you will need to provide two certified identification documents, one from each of the following lists:

- Birth certificate or birth extract
 - Citizenship certificate issued by the Commonwealth
 - Pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits (back and front)
- AND**
- Letter from the Department of Human Services (Centrelink) or other Government body (in your name) in the last 12 months regarding a Government assistance payment
 - Tax Office Notice of Assessment (in your name) issued in the last 12 months
 - Rates notice from local council (in your name) issued in the last 3 months
 - Electricity, gas or water bill (in your name) issued in the last 3 months
 - Landline phone bill (in your name) issued in the last 3 months (mobile phone bills will not be accepted)

We may ask you for more information

We don't like asking you for more than we need to, however for your security we may ask for additional information relating to your identity. We'll only do this if we need greater confidence that it is you we are dealing with and not a criminal or unauthorised person. Sometimes we'll be acting on advice from authorities about known fraudulent practices and taking extra precautions.

Who can certify documents in Australia?

For a full listing of people who can certify your documents, see Schedule 2 of the Statutory Declarations Regulations 2018.

Some of the people who can certify copies of originals as true copies are:

- a Justice of the Peace
- a Commissioner for Declarations
- a financial adviser or financial planner with two or more years continuous service with one of more licensees
- a police officer
- a medical practitioner
- a nurse
- an accountant (member of ATMA, CA ANZ, CPA or IPA)
- a teacher permanently employed on a full time or part time basis at a school or tertiary institution
- a notary public
- a magistrate
- a bank officer with 2 or more continuous years of service

Note: If your identification is written in a language other than English, the identification must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator or higher (or an equivalent accreditation), to translate from a language other than English into English.

contact us

1300 368 891 | [Email form to information@hestaformercy.com.au](mailto:information@hestaformercy.com.au) or mail to: PO Box 8334, Woolloongabba QLD 4102

Who can certify documents outside of Australia?

- an authorised staff member of an Australian Embassy,
- High Commission or Consulate
- an authorised employee of the Australian Trade Commission who is in a country or place outside Australia
- an authorised employee of the Commonwealth of Australia who is in a country or place outside Australia
- a Member of the Australian Defence Force who is an officer or a non-commissioned officer with 2 or more years of continuous service
- a Notary Public from a country ranked 129 or below in the latest Transparency International Corruptions

Change of name

If you have changed your name, you **must** provide a certified copy of the relevant name change document, for example, a Marriage Certificate issued by the Registry of Births Deaths & Marriages, Decree Nisi or Deed Poll (in addition to the above identification).

If your legal name or date of birth does not match exactly to our records (excluding aforementioned name changes), please contact us for further instructions.

Signing on behalf of another person.

If you are signing on behalf of a HESTA for Mercy member you will need to provide the following:

- a **certified** copy of the Guardianship papers or Power of Attorney; and
- a **certified** copy of the appropriate proof of identity for the holder of the Guardianship or Power of Attorney.

Note: Certified ID is also required for the member