

Change of contact details



Complete this form to change your contact details.

RED SECTIONS FOR YOUR INFORMATION

GREY SECTIONS TO FILL OUT

Save time! Complete in **SuperOnline**

Before you start

- Read the Important Information section at the end of this form.
- You can also update your details in SuperOnline (except for mobile numbers) or by calling us.
- You only need to complete the details that apply to the changes you wish to make.
- To change your name and/or date of birth complete a **Change of member details** form available at telstrasuper.com.au/forms
- If you are signing this form on behalf of another person, you will need to provide identification in the member's name and attach an **Authorised Third Party Representative Identification form** available at telstrasuper.com.au/forms and include any certified documents as required.
- So that we can process your change request to your account you'll need to supply us with proof of your identity. For information on acceptable proof of identity documents and how to get documents certified see the Important Information at the end of this form or visit telstrasuper.com.au/proofofid

1. Your details currently held by TelstraSuper

Title Mr Mrs Miss Ms Other

Full name*

Member number*

Date of birth*

Residential address*

Suburb*

State*

Postcode*

Postal address (leave blank if same as residential address)

Suburb

State

Postcode

Mobile/contact no.*

Email*

*Mandatory fields

2. Your new contact details

Residential address

Suburb

State

Postcode

Postal address (leave blank if same as residential address)

Suburb

State

Postcode

Mobile

Daytime contact no.

Email address

New details effective from

Date



3. Proof of Identity

Proof of your identity and the identity of any attorney, administrator or guardian who signs this form on your behalf must be supplied **every time** a change of contact detail request is made. This can be done in one of two ways:

Option 1 – Electronic ID verification

By providing details of any **TWO** of the following identity documents – your Medicare card, pension card, Australian drivers licence, Australian passport – you agree to TelstraSuper using this information to verify your identity electronically using independent data sources.

By ticking this box:

a) I confirm that I am authorised to provide these identification documents to TelstraSuper

b) I acknowledge that my personal information will be sent to TelstraSuper's external identity verification provider to verify my identity with the identity records they hold or the purposes of this change of contact details request, and consent to that being done.

Important: Make sure the details you provide are accurate. If the personal details you provide in **section 1** do not match the electronic identification details you provide below, we will not be able to use these details to prove your identity. This will delay processing your request as we may require you to provide us with certified proof of identity documents.

Medicare:

Full name (including initials as shown on your Medicare card)

Medicare 10 digit number

Expiry date

mm/yyyy

Your reference number (the number beside your name)

Pension card:

Card type

Health Care Card

Seniors Health Card

Pensioner Concession Card

Full name (as shown on card)

CRN

– –

Expiry date

dd/mm/yyyy

Australian drivers licence:

Full name (as shown on your licence)

Australian drivers licence number

Expiry date

mm/yyyy

State of issue

Card number

Contact your licence provider if unsure of your card number

Australian passport:

First name (including middle name as shown on your passport)

Surname (as shown on your passport)

Australian passport number

Expiry date

mm/yyyy

Place of birth (as shown on your passport)

Option 2 – Certified document ID verification

See the Important Information section to understand the documents we can accept and how to get your proof of identity documents certified. Please note we may use these documents for the purpose of undertaking electronic data verification using independent data sources in the event your proof of identity documents have not been correctly certified.

I have attached a certified copy of **one photographic** proof of identity document

OR

I have attached certified copies of **two non-photographic** proof of identity documents.

4. Your signature and declaration

By signing this form, I:

- declare that all the information I have provided on this form is true and correct
- understand that to change my contact details I must provide my proof of identity
- authorise TelstraSuper to update the details I have provided on this form
- consent to my personal information being used in accordance with TelstraSuper's Privacy Policy and Privacy Collection Statement
- consent to TelstraSuper verifying my identity via electronic means using independent data sources, or in the event my certified documents (if applicable) have not been correctly certified
- understand that, from time to time TelstraSuper may contact me to request additional information and to verify my instructions on this form.

Each person who signs this form on behalf of the applicant named in this form:

- represents and warrants that they are lawfully appointed as guardian, administrator or attorney (as applicable), and
- declares that they are acting in accordance with the terms of the relevant power of attorney, guardianship order or administration order, including that if more than one person must act under the appointing document, all nominated persons must include their name, signature and date on this form below, and
- declares that their appointment remains valid and current as at the date of this form.

State your capacity (if applicable): Guardian Administrator Attorney

Name

Signature

Date



Please return completed form to TelstraSuper:

PO Box 14309, MELBOURNE VIC 8001 or email to contact@telstrasuper.com.au

Before sending this form to TelstraSuper, please check that you have:

- read the Important Information section
- provided details of two proof of identity documents or certified copies of your proof of identity documents.



Important information - Change of contact details

Your application cannot be processed until acceptable proof of identity documents have been provided to us as required by law when submitting a **Change of contact details** form.

Proof of your identity and the identity of any attorney, administrator or guardian who signs this form on your behalf must be supplied every time a change of contact details request is made. This can be done in one of two ways:

1. Electronic ID verification

Supply details of any **TWO** of the following identity documents: Medicare card, pension card, Australian drivers licence or Australian passport, and you consent for TelstraSuper to verify your identity electronically using independent data sources.

OR

2. Certified proof of identity documents

Supply a certified copy of one acceptable photographic ID document or two non-photographic ID documents.

Acceptable photographic ID (one document required)

Certified copy of one of the following documents:

- current Australian driver's licence or permit that contains your photograph
- current passport
- current Proof of Age card containing your photograph
- national identity card containing your photograph and signature.

Acceptable non-photographic ID (two documents required)

Certified copy of one of the following documents:

- Medicare card
- birth certificate
- a citizenship certificate issued by the Commonwealth or a foreign government
- low income health care card or Commonwealth seniors health card or Pensioner Concession Card

AND

Certified copy of one of the following documents containing your name and current residential address:

- a council rates notice (less than 3 months old)
- gas, water or electricity bill (less than 3 months old)
- a notice of assessment from the ATO (less than 12 months old)

A complete list of acceptable identification is available on our website at telstrasuper.com.au/proofofid

Signing a document on behalf of another person

You must complete and attach an **Authorised Third Party Representative Identification** form including a certified copy of the document by which you are authorised to sign on behalf of another person:

- power of attorney document
- guardianship order
- administration order.

For a copy of an **Authorised Third Party Representative Identification** form go to telstrasuper.com.au/forms

How to get your proof of identity documents certified

- Photocopy your identity documents (if you're using your driver's licence, photocopy both sides)
- Take the photocopies and the original documents to a person authorised to certify proof of identity documents:
 - If living in Australia: This includes pharmacists, police officers or a Justice of the Peace.
 - If living overseas: This must be a person who is an Australian Consular Officer or a foreign notary public.

For a complete list of people authorised to certify proof of identity documents in Australia and overseas visit telstrasuper.com.au/proofofid

To certify your documents, the authorised person must:

- sight the original and the copy
- confirm that the documents are identical
- write or stamp on the photocopy:
 - 'I certify that this is a true and correct copy of the original document I have sighted', and
 - their name, qualification, business address, and registration number (if applicable), and
 - their signature and date on all pages of the photocopy.

Example



I certify that this is a true and correct copy of the original document I have sighted.

J. Sample

Joan Sample
11 Same St, SOMETOWN VIC 3009

Justice of the Peace
Reg no: 26587
1 March 2020

How to provide your Certified proof of identity documents

You must keep your original ID documents. The certified copy of your proof of identity documents is only valid for 12 months from when the original documents were certified (provided the original ID documents have not expired). We recommend that you upload your certified copy of your proof of identity documents via SuperOnline. Alternatively, you can send via post.

Telstra Super Pty Ltd, ABN 86 007 422 522, AFSL 236709 is the trustee of the Telstra Superannuation Scheme ABN 85 502 108 833 (TelstraSuper). Telephone 1300 033 166 Website telstrasuper.com.au

Telstra Super Pty Ltd complies with the Privacy Act 1988 (Cth). For further information on privacy visit our website at telstrasuper.com.au to download a copy of our Privacy Policy and Privacy Collection Statement.
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