

# Proof of Identity Guide

This guide sets out the proof of identity documents that can be accepted and how to get your proof of identity documents certified.

## How to use this guide

You are required by law to provide information to us about your identity in certain circumstances, including before withdrawing your benefit, rolling over your benefit to a Self Managed Superannuation Fund (SMSF), opening a TelstraSuper RetireAccess account or receiving a death benefit.

If you're of Aboriginal and/or Torres Strait Islander heritage and are unable to meet the current TelstraSuper proof of identity requirements, you may provide alternative supporting documentation including the **Indigenous persons identity referral** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms) or by calling us on **1300 033 166** to have one sent to you.

## 1. How to get your proof of identity documents certified

### Step 1: Organise and photocopy your proof of identity documents

- Gather your acceptable proof of identity documents from the list in section 2. Ensure they are current and have not expired.
- Make photocopies of your documents. If you're using your driver's licence you will need to photocopy both sides.
- If the document is not written in English it must be accompanied by an English translation prepared by an accredited translator.

### Step 2: Get your proof of identity documents certified

- Take your photocopies and the original documents to a person authorised to certify proof of identity documents, see **section 3** over page.
- 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 August 2021

### Step 3: Send your certified proof of identity documents to us with your completed forms

- Do not send your original proof of identity documents
- We are unable to accept proof of identity documents that were certified more than 12 months before the date they were submitted.

## 2. Proof of identity documents

You must provide 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:

- 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.

**OR**

### Acceptable non-photographic ID (two documents required)

Certified copy of one of the following:

- 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 residential address:

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

if you're under 18, a notice issued by your school principal (less than 3 months old) that records the period of time of school attendance.

### 3. Who can certify your proof of identity documents?

**1. A person who is currently licensed or registered under a law of a State or Territory to practise in one of the following occupations:**

- Architect
- Chiropractor
- Dentist
- Financial adviser or financial planner
- Legal practitioner
- Medical practitioner
- Midwife
- Migration Agent registered under Division 3 of Part 3 of the Migration Act 1958
- Nurse
- Occupational therapist
- Optometrist
- Patent attorney
- Pharmacist
- Physiotherapist
- Psychologist
- Trade marks attorney
- Veterinary surgeon.

**2. One of the following persons:**

- a person who is enrolled on the roll of the Supreme Court of an Australian State or Territory, or the High Court of Australia as a legal practitioner
- accountant who is a fellow of the National Tax Accountants' Association or a member of Chartered Accountants Australia and New Zealand, the Association of Taxation and Management Accountants, CPA Australia or the Institute of Public Accountants
- Australian public service employee engaged on an ongoing basis with two or more years of continuous service
- a bank, building society credit union or finance company officer with two or more continuous years of service
- Magistrate, Clerk of a court or Judge
- Justice of the Peace
- marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- member of the Australian Defence Force who is an officer, warrant officer or non-commissioned officer
- notary public
- police officer
- sheriff
- teacher employed on a permanent full-time or part time basis at a school or tertiary education institution.

**3. If you are overseas**

Persons who are living outside of Australia must have their proof of identity documents certified by a person who is an Australian Consular Officer or a foreign notary public.

If the authorised person is required to have a minimum service period e.g. a bank officer, the certification must state this.

A complete list of persons who are authorised to certify proof of identity documents is available on our website at [telstrasuper.com.au/proofofid](https://telstrasuper.com.au/proofofid)

### 4. If you have changed your name or are signing a document on behalf of another person

If your linking document is not written in English it must be accompanied by an English translation prepared by an accredited translator.

#### Change of name

You must provide a certified copy of one of the following linking documents **AND** proof of identity documentation as required in **section 2**:

- your marriage certificate (a ceremonial certificate is not acceptable)
- your divorce certificate
- your birth certificate
- your change of name certificate issued by an Australian State or Territory Births, Deaths and Marriages Registry (for any reason including change of name by deed poll).

#### Signing a document on behalf of another person

You must attach to the form you are signing on behalf of the member 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](https://telstrasuper.com.au/forms)

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](https://telstrasuper.com.au)

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