

Providing ID Factsheet

Due to government legislation you need to provide certified ID when withdrawing part or all of your super. At mobiSuper, we're all about making this super stuff easier, so just follow the instructions and you'll have your ID together in no time.

▼ PROOF OF IDENTITY

We require a certified copy of your proof of identity (POI) documents before we can pay your benefit. If you have already provided a certified copy of your POI document(s), you do not have to provide it again, as long as your name or residential address have not changed, the identification document has not expired and the document was certified within the last 12 months. If you have already provided certified copies of your POI documents but your name has since changed, you must provide evidence of the change(s) as follows:

Change of name

If you have changed your name, you must provide a certified copy of one of the following name change documents:

- marriage certificate or certificate of registration (if you are on the relationship register) issued by the Births, Deaths and Marriages Registration Office (ceremonial certificates cannot be accepted)
- deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office.

If you have reverted to your maiden name on divorce, we will require your divorce certificate and your marriage certificate showing your original maiden name.

Change of residential address

If you have changed your residential address, you must provide a certified copy of a POI document showing your new residential address. If it is more convenient, you can provide the original (rather than a certified copy) of a recent notice issued by your local council or a recent utilities bill addressed to you at your current residential address.

▼ POWER OF ATTORNEY

If you are requesting benefits on behalf of the member as the holder of their Power of Attorney, you must provide certified copies of POI documents for yourself and the member.

We may request updated and/or additional certified POI documents at any time if we consider this is necessary for the security of our members' benefits.

ACCEPTABLE DOCUMENTS AND CERTIFICATION

The primary and secondary documents we accept are shown below. The people who can certify these documents are shown on page 3 of this document.

You can provide:

Either:

A certified copy of one of the following documents:

- current Australian state/territory driver's licence with your photograph
- Australian passport
- current card issued under an Australian state or territory law for the purpose of proving your age and containing your photograph
- current foreign passport or similar travel document containing your photograph and signature*.

OR

One certified document from this list:

- an Australian birth certificate or extract issued by a state or territory
- a citizenship certificate issued by the Commonwealth
- a current Centrelink pension card that entitles you to receive financial benefits

And:

One certified document from this list:

- a notice issued by the ATO within the last 12 months that shows your name and current residential address and records an amount payable to or by you e.g. your last tax return.
- a notice issued by a local council or utilities provider in the last three months showing the provision of services to you and your current residential address e.g. rates notice, electricity or water bill.
- a notice issued by the Commonwealth or a state or territory government within the last 12 months showing your name and current residential address and the provision of financial benefits to you e.g. Centrelink letter.

Please Note: Documents not written in English must be accompanied by an English translation prepared by an accredited translator.

📌 CERTIFICATION OF PERSONAL DOCUMENTS

All copied pages of original POI documents (including any change of name documents) need to be certified as true copies by an authorised person with the appropriate Australian qualifications or registration (see below) who cannot be the owner or addressee of the document. The authorised person must sight the original and the copy to ensure both documents are identical, then make sure all pages have been certified by writing 'I certify that this document is a true copy of the original', followed by their signature, printed name, qualification (e.g. justice of the peace, Australia Post employee, etc.), registration number (if applicable) and date.

The following is a non exhaustive list of people who can certify copies of original documents:

- police officer
- Australia Post employee in charge of an office providing postal services (charges may apply)
- Officer or an authorised representative of an Australian Financial Services Licensee (AFSL) with two or more years continuous service
- medical practitioner
- legal practitioner
- pharmacist
- justice of the peace
- magistrate
- nurse
- optometrist
- dentist
- chiropractor
- physiotherapist
- psychologist
- veterinary surgeon
- full-time teacher employed at a school or tertiary institution

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