

Identification (ID) requirements

Australians lost \$3.1 billion* to scammers in 2022. In some situations we'll ask you to provide proof of your identity. This keeps your super safe and ensures it only goes to you.

You'll need to provide proof of identity when you:



Withdraw your super or fully withdraw your income stream



Rollover to a self managed super fund (SMSF)



Ask us to search for lost super



Start a retirement income stream



Update your banking details

People signing on your behalf will also need to provide proof of identity.

Three ways you can provide proof of your identity

Option 1. Electronic ID

This is the easiest way to provide proof of your identity.

Write down the details of your ID on the forms you're sending us. You'll need to have these handy:

1. Medicare card **and**
2. Australian driver's licence or Australian passport

We'll use the details you give us to do an electronic ID check. Please complete all fields on the form. For help locating your driver's licence card number, see page 4.

Option 2. By email (Selfie ID)

Email us your form and electronic copies (scanned or clear photos) of your ID. Your ID doesn't need to be certified. Send us:

1. A photo of you holding your Australian driver's licence **and** a clear photo of the back of the driver's licence



or a photo of you holding your passport



2. **And** any other documents that may be required – see page 2.

Option 3. By post or in person (Certified ID)

You'll need to post or give us your form with certified copies of documents:

1. A certified copy of your Australian driver's licence (both sides) or Australian passport **and**
2. Any other documents that may be required – see page 2

See page 3 for how to get your ID certified.

* Targeting Scams: Report of the ACCC on scams activity 2022, published April 2023.

Documents you need to give us

What do you want to do?	Electronic ID	Selfie ID/Certified ID
Withdraw \$50,000 or less* (includes full withdrawals from a Cbus Super Income Stream) or Rollover \$50,000 or less* to a SMSF	As described on page 1 – write your ID details on your form	Australian driver's licence (both sides) or Australian passport.
Withdraw more than \$50,000* (includes full withdrawals from a Cbus Super Income Stream) or Rollover more than \$50,000* to a SMSF	As described on page 1 – write your ID details on your form	<ol style="list-style-type: none"> 1. Australian driver's licence (both sides) or Australian passport and 2. Bank statement (dated within six months) where your payment will be made and 3. One of these: <ul style="list-style-type: none"> - Phone, electricity, gas or water bill (dated within three months) - Council rates or Australian Taxation Office (ATO) notice (dated within 12 months) - Birth certificate, birth extract or pension card.
Open a Cbus Super Income Stream or Change your Cbus Super Income Stream banking details	As described on page 1 – write your ID details on your form	<ol style="list-style-type: none"> 1. Australian driver's licence (both sides) or Australian passport and 2. Bank statement (dated within six months) where your payment will be made and 3. One of these: <ul style="list-style-type: none"> - Phone, electricity, gas or water bill (dated within three months) - Council rates or ATO notice (dated within 12 months) - Birth certificate/extract, citizenship certificate or pension card.
Search for lost super	As described on page 1 – write your ID details on your form	<ol style="list-style-type: none"> 1. Australian driver's licence (both sides) or Australian passport and 2. Birth certificate/extract, citizenship certificate or government issued concession card and 3. One of these: <ul style="list-style-type: none"> - Phone, electricity, gas or water bill (dated within three months) - Bank statement (dated within six months) - Council rates or ATO notice (dated within 12 months).
Correct your date of birth	As described on page 1 – write your ID details on your form	Australian driver's licence (both sides) or Australian passport or (certified ID only) birth certificate/extract.
Change your name	Not available	<ol style="list-style-type: none"> 1. Australian driver's licence (both sides) or Australian passport and 2. One of these showing a relationship exists between the two (or more) names: <ul style="list-style-type: none"> - Marriage certificate - Decree absolute (divorce certificate) - Deed poll or Change of name certificate from the Births, Deaths and Marriage Registration Office. <p><i>If the name on your account is incorrect (e.g. spelling mistake or employer error), please provide a certified copy of your driver's licence (both sides) or passport and a hard copy Statutory Declaration – go to cbussuper.com.au/forms if you need a template.</i></p>
To sign on behalf of a Cbus Super member	<p>To set up a Power of attorney (POA) or Guardianship and make a request:</p> <ol style="list-style-type: none"> 1. Provide Guardianship papers or Post a completed <i>Power of attorney notification</i> form, along with the certified hard copy of the POA document (every page) and 2. Include the relevant form for your request (e.g. withdrawal form) and 3. Write your ID details on the <i>Proving your identity electronically</i> form. <p>Once the POA/Guardianship is set up, you can use the <i>Proving your identity electronically</i> form to sign on behalf of the member. The member's proof of identity will also be required.</p>	<p>To set up a POA or Guardianship and make a request:</p> <ol style="list-style-type: none"> 1. Provide Guardianship papers or Post a completed <i>Power of attorney notification</i> form, along with the certified hard copy of the POA document (every page) and 2. Include the relevant form for your request (e.g. withdrawal form) and 3. Certified ID as indicated in the table above (depending on the type of request). <p>Once your POA/Guardianship is set up, you can use the <i>Proving your identity electronically</i> form to sign on behalf of the member or provide certified ID. The member's proof of identity will also be required.</p>

* These limits are before tax has been deducted or any interest adjustments.

Hints, tips and troubleshooting

Your ID and account details must match

If you're changing your name, you'll need to provide documentation to prove the change of name (see table on page 2).

Your ID needs to be current and show your name and residential address

Your documents can't be expired, except for an Australian passport which can be used if it expired within the last two years. All certified ID must be dated within 12 months.

Bank statements must show your current name and address

You might be able to download one from your online banking. If your bank account is new and you haven't received a statement yet, you'll need to provide a letter from your bank that shows your name, address, account details and the bank's stamp.

Don't have a driver's licence or passport?

If you don't have a driver's licence or passport, you must provide **four certified documents** from the below list:

- 1 Bank statement (dated within six months) **and**
- 2 Birth certificate or birth extract, pension card or Australian citizenship certificate **and**
- 3 Letter from Centrelink about a benefit, Council rates or ATO notice (dated within 12 months) **and**
- 4 Phone, electricity, gas or water bill (dated within three months).



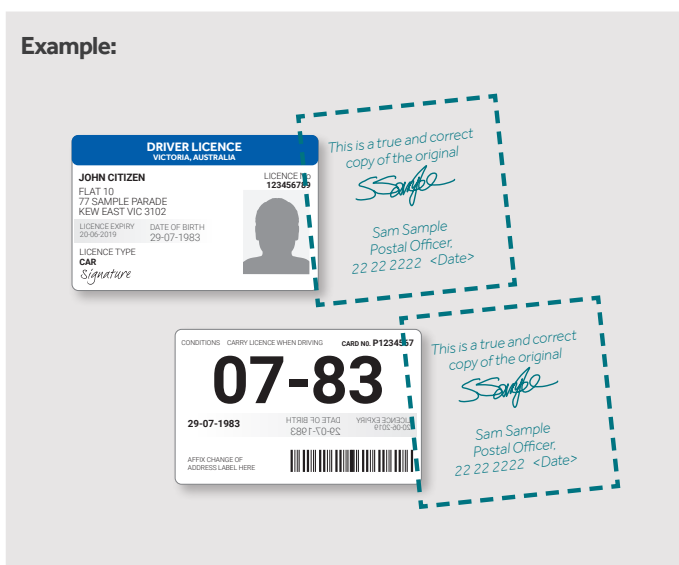
If you can't provide the ID we've asked for, give us a call on **1300 361 784** to discuss alternatives.

How to get your ID certified

Take your original documents and a clear photocopy of both sides to an authorised person (see *Who can certify documents*). If documents are written in a foreign language, you'll need to supply an English translation by an accredited translator.

The authorised person needs to:

1. Write or stamp in English on the photocopies words to the effect of 'This is a true and correct copy of the original'.
2. Write their name, qualification (for example, Justice of the Peace, Police Officer, Pharmacist, etc), address and registration number (if applicable).
3. Sign and date the copy.



Who can certify documents

Visit us in person in Adelaide, Brisbane, Melbourne, Perth or Sydney and we can certify your documents. Find our details at cbussuper.com.au/contact.

The following authorised people can certify your documents.

- police officer
- permanent employee or agent of Australia Post* with five or more years' continuous service, who is employed in an office supplying postal services to the public
- finance company officer with two or more years' continuous service (with one or more finance companies)
- officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), with two or more years' continuous service (with one or more licensees)
- notary public officer[†]
- registrar or deputy registrar of a court
- justice of the peace[†]
- member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
- person enrolled as a legal practitioner on a State or Territory Supreme Court, or the High Court of Australia
- Australian consular officer or diplomatic officer[†]
- Judge, magistrate[†] or chief executive officer of a Commonwealth court.

The following people can also certify identification – except if you're rolling over your account to a SMSF:



- dentist
- optometrist
- medical practitioner
- pharmacist.

* Australia Post may charge to certify ID (contact Australia Post for details).

[†] These people can certify your ID if you're outside of Australia.

Find your driver's licence card number

Each Australian driver's licence has a unique card number, which is different to your licence number. The location of your driver's licence card number will be different, depending where and when the licence was issued. Check the table below:

Where/when your driver's licence was issued	Location of your card number	Where/when your driver's licence was issued	Location of your card number
Victoria Your licence or learner's permit was issued before November 2022 and you've not reported a data breach.	 Your driver's licence card number is also shown in your VicRoads account – go to vicroads.vic.gov.au to log in.	Australian Capital Territory (ACT)	
Victoria Your licence or learner's permit was issued after November 2022, or your licence or learner's permit was re-issued due to a data breach.	 Your driver's licence card number is also shown in your VicRoads account – go to vicroads.vic.gov.au to log in.	Queensland Your licence was issued before June 2019.	
Victoria If you've changed your address, this sticker will be on the bottom left at the back of the card and it will show your card number.		Queensland Your licence was issued after June 2019.	
New South Wales		South Australia	
Northern Territory Your licence was issued before 10 December 2020.		Tasmania	
Northern Territory Your licence was issued from 10 December 2020 onwards.		Western Australia	

Please send us your form with your ID

By email: If you're providing Selfie ID. You need to use the email address that's on your Cbus Super account.

By post or in person: If you're providing certified ID or a hard copy of a POA/Statutory Declaration.

If you need help with proof of identity, call us on the number below, visit a front counter or reach out to your local Coordinator – head to cbussuper.com.au/contact to find their details.



cbusenq@cbussuper.com.au
cbussuper.com.au
 Log in to chat to us online



1300 361 784
 8am to 8pm (AEST/AEDT)
 Monday to Friday



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 PARRAMATTA NSW 2124



Visit us in person in Adelaide, Brisbane, Melbourne, Perth and Sydney.
 Details: cbussuper.com.au/contact