Change your details

How to use this form

Use this form to change your details:

- update your contact details
- change your name
- correct your date of birth
- provide your tax file number (TFN).

Important

Did you know you can update your contact details and provide your TFN in your online account? Log into your account at **cbussuper.com.au/login.**

Providing proof of your identity

Step 1. Find out which documents you need to give us

When you make changes to your name or date of birth, you'll need to provide us with proof of your identity. This protects your account and ensures you're the only one who can make changes to your account.

Your request	Documents you'll need to give us
Update your contact details or provide your TFN	Nothing. Just complete the form and sign, or do this in your online account.
Change of name	Current certified documents: **1.** Australian driver's licence (both sides) or Australian or New Zealand passport **and** **2.** **One** of these showing a relationship exists between the two (or more) names: • Marriage certificate • Decree absolute (divorce certificate) • Deed poll or Change of name certificate from the Births, Deaths and Marriages Registration Office.
	Or, if your account name is incorrect (e.g. spelling mistake or employer error), please provide: **1.** a certified copy of your driver's licence (both sides) or Australian or New Zealand passport **and** **2.** a hard copy Statutory Declaration. Go to **cbussuper.com.au/forms** if you need a template.
Correct date of birth	The easiest way is to write your ID details at **step 4** and authorise us to complete an electronic ID check. Then post or email us the completed form. Alternatively, you can provide one of these current documents as certified ID: • Australian Driver's licence (both sides) • Australian or New Zealand passport • Birth certificate/extract[1].

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[1] The name on your birth certificate/extract must match the name on your CBUS account. If your name doesn't match, you will need to supply documents to support your change of name on your CBUS account first.

Step 2. Get your ID certified

Take your original documents and a clear photocopy of both sides to an authorised person (see *Who can certify your 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.

Example:



Step 3. Send us your form and documents

If you're providing certified ID, you just need to send us the certified copies of your identification, not the originals, along with this form.

Who can certify your 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
- 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[2]
- registrar or deputy registrar of a court
- Justice of the Peace[2]
- 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[2]
- Judge, magistrate[2] or chief executive officer of a Commonwealth court.
- Dentist, medical practitioner, optometrist or pharmacist (but not if you're rolling over your account to a SMSF).

[2] These people can certify your identification if you're outside Australia.

Change of details form

Please use black or blue pen and CAPITAL letters. Use an X in boxes where required.

Please advise your employer of your new details

Complete this form to:

- update your contact details
- change your name
- correct your date of birth
- provide your tax file number (TFN).

It's easy to manage your account online. Get started at cbussuper.com.au/login.

Did you know you can update your contact details and provide your TFN in your online account?

You can also:

- see your current account balance and earnings
- search for lost super or combine your super accounts
- make a binding death benefit beneficiary nomination – this ensures that when you die, your super and any insurance benefit will go to the people you nominate, in the percentage you choose.

Step 1: Provide your existing details for us to validate

CBUS member number

Date of birth D D / M M / Y Y Y Y

Gender [X] Male [X] Female

Given name(s)

Family name

Residential address

Suburb/town State Postcode

Step 2: Provide your new details. *Only complete the sections that have changed from what you've provided previously.*

Part A: Change of address and contact details

Residential address

Suburb/town State Postcode

Postal address (if different to residential address)

Suburb/town State Postcode

Email (providing your email means you give permission for us to use it)

Home phone ( )

Mobile

Part B: Change of name

Title

[ ] Mr [ ] Mrs [ ] Miss [ ] Ms [ ] Other

Given name(s)

Family name

Remember to provide us with certified copies of your identification.

Part C: Correct your date of birth

Date of birth

D D / M M / Y Y Y Y

Remember to complete **step 4** or provide certified copies of your identification.

Step 3: Consider giving us your tax file number (TFN)

You don't have to give us your TFN. But if you don't, you'll usually pay more tax and can't add to your super from your take home pay.

My TFN is:

We are authorised to collect, use and disclose your TFN under the *Superannuation Industry (Supervision) Act 1993*. Your TFN may be shared with another super provider, when your benefits are being transferred, unless you request in writing that your TFN is not shared. Visit cbussuper.com.au/tfn for details.

Step 4: Proving your identity (date of birth changes only)

Important: You need to complete all the fields below for us to do an electronic ID check. If your personal details don't match your ID details, we won't be able to verify your identity. This will delay your request as we may ask for additional certified identification. Please give us a call if you need help with this.

Part 1: Medicare details

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

Medicare number

Valid to M M / Y Y Y Y

Your reference number on this card is

Part 2: Either Australian driver's licence or Australian passport – you don't need to supply both

Australian driver's licence number

Full name including middle name as shown on licence

State of issue

Expiry date D D / M M / Y Y Y Y

Driver's licence card number

Need help finding your driver's licence card number? Head to **cbussuper.com.au/IDhelp** for instructions.

Passport number

Expiry date D D / M M / Y Y Y Y

Issuing country/authority

Full name including middle name as shown on passport

Place of birth as shown on your passport

Country of birth (this isn't shown on your passport)

Family name at birth (this isn't shown on your passport)

Step 5: By signing this form, I declare all of the following:

- I am the CBUS member whose details appear on this form.
- CBUS may use the information from the documents in conjunction with the information on this form to verify my identity electronically using independent data sources.
- I consent to the collection, use, storage and disclosure of my personal information as described in the CBUS Super Privacy Policy and Personal Information Collection Statement, at **cbussuper.com.au/privacy**. See the website for details about how we collect and disclose personal information, or call **1300 361 784** for a copy.
- I understand that if I do not provide the information requested on this form, it may not be possible to carry out my requests or instructions.
- If I return this form electronically, I acknowledge and declare that I have read and accepted the terms and conditions of this *Change of details* form and I acknowledge that if I have not applied my physical or electronic signature:
  - if CBUS is satisfied that this is a genuine application, CBUS will process the request
  - in some cases, CBUS may request more information to be satisfied this is a genuine application.

Sign here:

Date D D / M M / 2 0 Y Y

Upload your completed form at **cbussuper.com.au/message** or send it to **CBUS, Locked Bag 5056, PARRAMATTA NSW 2124.**
Remember to include your ID documents if they're required.
If you need more information about providing proof of identity, visit **cbussuper.com.au/id** to find out more.

CBUS
Locked Bag 5056
PARRAMATTA NSW 2124
cbussuper.com.au/message

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

Chat in person in Adelaide, Brisbane, Melbourne, Perth and Sydney. Locations: **cbussuper.com.au/contact**
Log in to chat to us online: **cbussuper.com.au/login**