Proving your identity electronically

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

- Complete all relevant sections of the form.
- Call us on **1300 361 784** if you need help completing this form.

Proving your identity

To help keep the money in your account safe, you'll need to provide proof of identity if you want to:

- open an income stream account or change your income stream banking details
- withdraw cash or apply for a benefit
- search for lost super, or
- roll over your super into a self managed super fund (SMSF).

How to use this form

For yourself	■ All you need to do is write down the details of your identity documents (ID) on this form. We'll use the information you provide to verify your identity electronically. ■ If you can't provide the ID on this form, you can provide proof of identity via email (Selfie ID) or certified documents. Read our *Identification Requirements* brochure at **cbussuper.com.au/cs/id** to find out more.
To sign on behalf of a Cbus member	■ Provide Guardianship papers or Power of Attorney (POA), if you haven't provided this already. ■ Write down the details of the **Cbus Super member's** identity documents (ID) on this form. We'll use this information to verify their identity electronically. ■ Write down the details of **your** identity documents (ID) on another copy of this form. We'll use the information you provide to verify your identity electronically. ■ Once your POA/Guardianship is set up on our systems, each time you need to sign on behalf of the member use this *Proving your identity electronically* form. ■ If you can't provide the ID on this form, you can provide certified documents. Read our *Identification Requirements* brochure at **cbussuper.com.au/cs/id** to find out more.

Important: If the details you give us on this form don't match your Cbus Super account, we won't be able to verify your identity. This will delay processing your request and we may need more documentation. If you need help with this, please give us a call.

Step 1: Provide your personal details

Cbus Super member number

Super income stream member number (Leave blank if not applicable)

Title: ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

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

Gender: ☐ Male ☐ Female

Given name(s)

Family name

Residential address (compulsory)

Suburb/town State Postcode

Postal address (if different from your residential address)

Suburb/town State Postcode

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

Home phone ( )

Mobile

Step 2: Provide proof of your identity

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

> **PLUS** make sure you also provide your driver's licence OR passport details below.

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

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

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 3: Declaration

- I agree to Cbus Super using the information and document details provided above to verify my identity electronically using independent data sources.
- I agree to Cbus Super giving this information to a third party for the purpose of proving my identity.
- I understand that if the details above are incorrect, it may delay my request being processed.
- I understand if my identity cannot be verified electronically, I will need to provide emailed ID or certified copies of my original identification documents instead.
- **If I return this form by email** I acknowledge and declare that I have read and accepted the terms and conditions of this *Proving your identity electronically* form and I acknowledge that if I have not applied my physical or electronic signature:
  - If Cbus Super is satisfied that this is a genuine application, Cbus Super will process the request, including making a payment from my account if I have requested one.
  - In some cases, Cbus Super may request more information to be satisfied this is a genuine application.

Member OR Attorney signature

Sign here:

Date D D / M M / 2 0 Y Y

Privacy

Please read our *Privacy policy* and *Personal information collection statement* at **cbussuper.com.au/privacy** or call us on **1300 361 784** for a copy.

SIGN and DATE this form and send it back to us by email or post at the address below. If you need help filling out this form head to cbussuper.com.au/cs/id or give us a call. You can also reach out to your local Coordinator or visit a front counter near you. Find their details at at cbussuper.com.au/contact.

Cbus Super
Locked Bag 5056
PARRAMATTA NSW 2124

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

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

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