

To keep your superannuation safe, Vision Super needs to verify your identity when you want to access or move your money. Proving your identity helps us to make sure no-one can fraudulently access your superannuation account.

The identification you provide us with needs to clearly show your full name, and either your date of birth or your home address. The easiest way to do this is with a certified copy of your driver's licence or passport, which shows all of this information. If you don't have a driver's licence or passport, you can still prove your identity, you will just need to show us more than one certified document from the lists in **STEP 1**, below. One will need to be a primary form of identification from the first list, like a birth certificate or Australian citizenship certificate, and one a document from the second list that shows your date of birth or the address where you live.

A certified copy means someone who is approved to certify documents has seen the original and certified the copy to say it is a true copy – there is a list of people who can certify your documents below. We cannot accept emailed or faxed copies of your certified documents – you need to send them to us by post.

STEP 1: Photocopy your driver's licence or passport

- > Birth certificate or birth extract or
- > Australian citizenship certificate or
- > Centrelink pension card.

AND one of these documents that shows your name and your date of birth or home address issued in the last 12 months:

- > A letter from Centrelink about a government assistance payment
- > A notice issued by a government department (Commonwealth, state or territory or your local council), for example an ATO notice of assessment, your council rates notice, etc.
- > A gas, electricity or water bill.

Some people who can certify documents include:

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| A medical practitioner (eg your doctor) |
| A pharmacist |
| A legal practitioner (solicitor) |
| A full-time school teacher or teacher at a tertiary institute such as a university or TAFE |
| An Australia Post employee who has worked in a Post Office for more than two years |
| A bank, building society, credit union or finance company officer with over two years' service |
| Someone who has or is an authorised representative of a holder of an Australian financial services licence for over two years |
| A police officer |
| A nurse |
| A Justice of the Peace |
| A registrar or deputy registrar of a court |
| An elected local council representative |
| A senior officer of a council (i.e. a management role) |
| A CPA or member of the National Institute of Accountants |

The full list of people who can certify documents is available on our website at: www.visionsuper.com.au/super/transfer-my-super/providing-proof-of-identity-information

STEP 2: Get your photocopies certified

You need to take your photocopies AND your original documents (e.g. your driver's licence/passport, or your other documents and letter) to someone who is approved to certify documents. They need to see the original as well as the copy so they can check the copy is accurate.

STEP 3: Make sure the person certifying your documents has:

1. Seen both your original documents and the photocopies
2. Written 'certified true copy' or stamped all pages of your photocopies
3. Included their:
 - a. Signature and the date they signed
 - b. Printed name
 - c. Qualification to certify documents (eg Nurse or Australia Post employee, etc)

STEP 4: Please send your certified copies to us by post:

Vision Super
PO Box 18041
Collins Street East
Melbourne Victoria 8003

Checklist

Here's a simple checklist to run through before you post your certified photocopies. Make sure you have:

- A copy of your driver's licence or passport OR
- Copies of two other documents, one showing your address (you do not need these two other documents if you have included the copy of your driver's licence or passport).

And check:

- Each page of your photocopies has been certified with the words 'certified true copy'
- The person certifying your documents has signed and dated the photocopies and included their name, qualification and address or place they work
- You have included the certified photocopies of your documents, with your letter or form to send to Vision Super. Please note that your copies must be the original ones that were certified and signed by the approved person. Photocopies of your certified copies cannot be accepted.