



Customer Identification Form

Step 1

Collect certified identification from all individual applicants. Mortgagors & directors of corporate applicants or trustees, corporate mortgagors and individuals acting as a trustee or in possession of a power of attorney to sign a mortgage.

A separate form should be completed for each individual (natural person).

Non-Face to Face VOI only

Interview via video conference and capture a screenshot of the individual holding the original identity documents.

Step 2

Select the document combination option you can achieve from the options listed **below**. All documents required within each option.

Full name of applicant: *Surname first*

Formerly known as: *Surname first*

Evidence of change of name: *eg. marriage cert.*

Applicants residential address: *(Not a PO Box)*

Primary occupation:

If sole trader, business name, ABN, & principal place of business:

Method of identification

Date of birth:

 / /

US citizen / resident: ☐

Is the individual a politically exposed person (PEP) or a relative of a PEP? ☐ Yes ☐ No

If yes, please detail nature of exposure:

Place of identification:

Date of Identification:

 / /

Option 1

Australian Passport (current or expired by no more than 2 years) OR Foreign passport (current or expired by no more than 2 years)

Options 1 may be used for Australian and non-resident individuals

Current National ID Card – must show: Borrower picture; Address; Residential address; Date of birth (DOB) and signature OR Current Drivers Licence (or approved photo card issued by Australian state or federal Government Agency)

Change of name or marriage certificate if necessary

Option 2

Australian Passport (current or expired by no more than 2 years) OR Foreign passport (current or expired by no more than 2 years) OR Current National ID Card – must show: Borrower picture; Address; Residential address; Date of birth (DOB) and signature

Options 2 may be used for Australian and non-resident individuals

Current Medicare card

Birth Certificate, citizenship certificate or birth extract issued by a state or territory

Change of name OR marriage certificate if necessary

Option 3

Current Australian Drivers Licence (or approved photo card issued by Australian state or federal Government Agency)

Option 3 may be used for Australian and New Zealand citizens and permanent residents only

Current Medicare card

Birth Certificate, citizenship certificate or birth extract issued by a state or territory

Change of name OR marriage certificate if necessary

Option 4

Government issued photographic identity document

Options 4 may be used for Australian and non-resident individuals

Another document which has the borrower's signature i.e Credit / Debit Card

Full Birth Certificate

Rates or bank statement

Step 3 Verify the Applicants information and record details of identification procedure. Original documents must be sighted and clear, legible, certified copies attached.

Document Details	Document Type (select type used)	The document verifies the applicants... (select all that apply)			Document Number	Place of Issue	Expiry Date
		Name	D.O.B.	Address			
A		☐	☐	☐			
B		☐	☐	☐			
C	Current Medicare card	☐	☐	☐			
D		☐	☐	☐			
E		☐	☐	☐			
F		☐	☐	☐			
G		☐	☐	☐			

FACE-TO-FACE VOI

Authorised Party Declaration

I certify that I have met with the person named in this form and have verified their identity on the date and at the location stated. The identification documents listed were produced to me and appear to be genuine originals, validating the individuals physical appearance, name, and either address or date of birth.

Name:

Occupation:

Signature of Authorised party:

Date: / /

NON FACE-TO-FACE VOI

Authorised Party Declaration

I certify that I have interviewed the person named in this form via video-conference. I confirm that the certified identity documents in my possession agree to the corresponding documents displayed in the video-conference, and which appear to be genuine originals. I validated the individuals physical appearance, name, and either address or date of birth on the date and at the location stated.

Name:

Occupation:

Signature of Authorised party:

Date: / /