

# Fact Sheet

## for individuals

## Protecting your super

Wondering why we always ask who you are? It's to make sure your money always goes where it belongs.

Every time you contact us to ask about, or make changes to, your superannuation account, you'll be asked to provide proof of identity. This is to safeguard your entitlements from fraudulent or illegal activities.

Generally, we'll ask you to confirm your full name, date of birth and residential address. However, to allow us to process applications and certain transactions, you'll need to provide certified documentation. This is a legislative requirement put in place to protect you and your super.

### Who can certify documents?

All copied pages of original proof of identification documents need to be certified as true copies by any individual approved to do so.

The person who is authorised to certify documents must sight the original and the copy, and make sure both documents are identical. Once this is done, they need to write or stamp 'certified true copy' on the document followed by their signature, printed name, qualification (e.g. Justice of the Peace, Australia Post employee, etc) and date.

The fund will only accept documents certified by one of the following:

- » a medical practitioner
- » a pharmacist
- » a police officer
- » a Justice of the Peace
- » a Judge of a court
- » a Magistrate
- » a permanent employee of Australia Post with two or more years of continuous service
- » an agent of Australia Post, who is in charge of an office supplying postal services to the public
- » a notary public officer
- » a Registrar or Deputy Registrar of a court
- » a clerk of a court
- » a sheriff
- » a sheriff's officer
- » an Australian Consular Officer or an Australian Diplomatic Officer
- » a Chief Executive Officer of a Commonwealth court
- » an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having two or more years continuous service with one or more licensees.

### » Connecting you with the right advice

From phone-based to face-to-face options, our advice offer is designed to help you maximise your financial position.

We offer expert, phone-based advice on a single super-related issue, as well as Retire Ready meetings for those looking to retire in the next five years —both at no cost to you.

If you want advice on your full financial picture, including investments outside super, we offer personal financial planning. We've partnered with senior financial advisers who are committed to helping you meet your goals. Your first meeting is free.

If you need more information, please visit [nationwidesuper.com.au/advice](https://nationwidesuper.com.au/advice)

### » We're here to help

Nationwide Super

P: 1800 025 241

E: [enquiries@nationwidesuper.com.au](mailto:enquiries@nationwidesuper.com.au)

W: [nationwidesuper.com.au](https://nationwidesuper.com.au)

## Have you changed your name or are you signing on behalf of another person?

If you have changed your name or are signing on behalf of another person, you will need to provide a certified

linking document. A linking document is a document that proves a relationship exists between two (or more) names.

The following table contains information about suitable linking documents.

**Note:** We may need to ask for further identification from you to meet relevant regulatory requirements, if we are unable to verify your details, using the information you have provided.





Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office.
Signed on behalf of the applicant	Guardianship papers or Power of Attorney.

## Providing proof of identity

Under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act)*, superannuation funds are required to identify, monitor and mitigate the risk that the Fund may be used to launder money or finance terrorism.

As a result, if you are requesting a cash payment or transfer to a Self Managed Super Fund, you need to prove you are the person to whom the superannuation entitlements belong. You will need to prove your identity at the time of each payment request. Processing of forms cannot proceed, until we have verified your identity in one of the following ways.

1. You can use the *Benefit Payment Direction Form* to authorise Nationwide Super to verify your identity electronically. You will need details from two of the following three documents: your Passport, Driver Licence and/or Medicare Card.
2. You can provide certified paper copies of identification documentation. The easiest way to have your ID certified is to visit your local post office or police station. A complete list of accepted authorised persons is provided on the first page.

 OR 	You need to get an authorised person to certify a photocopy of either your Driver Licence, Proof of Age Card OR Passport. <sup>1</sup>
AND	AND
 OR 	You also need to get an authorised person to certify a photocopy of your Birth Certificate, Citizenship Certificate or Pension Card OR a recent Government Letter (e.g. a notice from the Australian Taxation Office, Centrelink payment letter, or a local council notice that shows your name and address).

<sup>1</sup> If your passport or birth certificate/extract is not in English, it must be accompanied by an English translation prepared by an accredited translator.