

# Living Super

## Verifying your identity



Prior to commencing pension payments for a Transition to Retirement or Pension account, and before you can withdraw cash from your Super account, ING and the Trustee require that your identity be verified. To do this, you must send us original certified copies of documents which verify your identity. These documents must be certified by one of the persons listed in Step 3.

To verify your identity follow the four simple steps below:

- Step 1** Choose either one identification document from list A or two documents from list B below
- Step 2** Select someone to certify your documents
- Step 3** Take copies and originals to the certifier and ask them to complete the certification
- Step 4** Send the certified documents to **Living Super Reply Paid 93910 MELBOURNE VIC 3001**

### Step 1: Choose identification documents

You need to choose either one document from List A or two documents from List B. Please note the certified copies will not be returned.

**NOTE: The documents must verify your Full Name AND either your Residential Address or Date of Birth.**

#### List A

- Australian Driver's Licence (must be current, show current residential address and photograph)
- Australian Passport (either a current passport or a passport that expired within the last 2 years)
- Proof of Age Card/NSW Photo Card (must be current and show date of birth and photograph)
- International Passport or Driver's Licence – front and back of document (current, containing a photograph and a signature and accompanied by a translation from a Professional Translator accredited by the National Accreditation Authority for Translators and Interpreters if not in English)
- Current foreign National Identity Card issued for the purposes of identification - front and back of document (current, containing a photograph and a signature and accompanied by a translation from a Professional Translator accredited by the National Accreditation Authority for Translators and Interpreters if not in English)

#### List B

##### One of the documents

- Birth Certificate (issued by a State or Territory in Australia)  
**OR**
- Citizenship Certificate (issued by the Commonwealth of Australia)  
**OR**
- Pension Card or Health Card (must be current and issued by Centrelink entitling financial benefits)  
**AND**
- Social Security notice issued by the Commonwealth, State or Territory in the past 12 months containing your name and residential address which records financial benefits provided to you  
**OR**
- Notice Issued by the Australian Tax Office within the past twelve months that contains your name and residential address and records debts payable by you  
**OR**
- Rates or Utilities notice issued in the last 3 months containing your name and residential address and recording the provision of services to you/your address

### Step 2: Select a certifier

Take the originals and copies of your identification documents to a document certifier from the list below. Ask them to follow the instructions in Step 3.

1. A Pharmacist
2. A Justice of the Peace
3. A Notary Public Officer
4. A Medical Practitioner or Nurse
5. A Police Officer
6. An Accountant (CA/CPA)
7. A Legal Practitioner
8. A Full-time teacher (school or tertiary)
9. Bank/Credit Union/Building Society Officer with at least two years continuous service
10. A permanent employee of a Commonwealth, State/Territory or local government with at least two years continuous service.
11. An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licences.

### Step 3: Certifier Instructions

Once you (the certifier) have sighted the original proof of identity document and the copy and confirmed that both documents are identical on each page of the copy complete the following:

1. Certify as true copies by writing or stamping "I hereby certify that these pages are a true copy of the original document shown to me on [date]"
2. Sign each document and print your Name, Address, Phone Number and Certifier Classification. For example; John Smith, 1 ABC Street, Sydney, NSW, 2000 ph: 1234 5678, Accountant

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