



Acceptable Identification Standard (Individual Customer)

1 x Primary Photographic Identification

Or

2 x Primary Non Photographic Identification

Or

1 x Primary Non Photographic and 1 Secondary Identification

Note: All documents must be current unless otherwise stated.

Primary Photographic Identification (sufficient ID by itself)

- Australian Passport issued by the Commonwealth, which has not been expired for 2 years or more
- Drivers licence issued in Australia that contains a photograph of the person in whose name the document is issued
- Proof of Age Cards – issued under a law of a state or territory. (All States) that contains a photograph of the person in whose name the document is issued
- NSW Photo Card and NSW Birth Card (not currently available in other states)
- International Passport or similar document issued for the purpose of international travel which:
 - contains a photograph and signature of the person in whose name the document is issued;
 - is issued by a foreign government, the United Nations (UN) or an agency of the UN; and
 - if written in language not understood by the person carrying out the verification, accompanied by an English translation from an accredited translator eg. NAATI
- A National identity card issued for the purpose of identity which:
 - contains a photograph and signature of the person in whose name the document is issued;
 - issued by a foreign government, the United Nations (UN) or an agency of the UN; and
 - if written in language not understood by the person carrying out the verification, accompanied by an English translation from an accredited translator eg. NAATI
- Firearms Licence issued under law (All States)
- Defence Force Identity Card (other than where the card is issued to spouses of defence force personnel)

Primary Non Photographic Identification

- Birth certificate or birth extract issued by an Australian State or Territory
- Birth certificate issued by a foreign government, the United Nations or an agency of the UN
 - if written in language not understood by the person carrying out the verification, accompanied by an English translation from an accredited translator eg. NAATI
- Citizenship certificate issued by the Commonwealth
- Citizenship certificate issued by a foreign government
 - if written in language not understood by the person carrying out the verification, accompanied by an English translation from an accredited translator eg. NAATI
- A Pension card issued by Centrelink that entitles the person whose name the card is issued, to financial benefits
- Drivers licence issued in Australia that does not contain a photograph of the person in whose name the document is issued

Secondary Identification

- A notice that was issued to an individual by the Commonwealth, state or Territory within the preceding 12 months which:
 - contains the name of the person and his or her residential address; and
 - records the provision of financial benefits to the individual under a law of the Commonwealth, State or Territory
- Taxation Notice issued to individual within the preceding 12 months which contains the name of the individual and his or her residential address and records a debt payable to or by the individual by or to the Commonwealth under a Commonwealth law relating to taxation
- A notice that was issued in the preceding 3 months by a local government or Public Utility bill eg. gas, electricity, water, rates
 - contains the name of the person and his or her residential address; and,
 - records the provision of services by the local government body or utilities provider to that address or to that person
- For those individuals under 18, a notice issued by a School Principal within preceding 3 months with name and residential address of the person and the period of time the person attended the school
- Drivers Licence issued overseas
- Security Guard/Crowd Safety Officer identity card

Exceptions Identification

Identification for persons under 18 years

If the child is under the age of 18 and is unable to provide Primary Photographic Identification they must provide

One of the following documents:

- Birth certificate or birth extract issued by an Australian State or Territory; or
- Birth certificate issued by a foreign government, the United Nations or an agency of the UN
 - if written in language not understood by the person carrying out the verification, accompanied by an English translation from an accredited translator eg. NAATI
- Citizenship certificate issued by the Commonwealth; or
- Citizenship certificate issued by a foreign government
 - if written in language not understood by the person carrying out the verification, accompanied by an English translation from an accredited translator eg. NAATI;

And

- For children who attend school, a letter from the child's school principal issued in the preceding 3 months stating name and residential address of the child and length of time attended at school

If it is not practicable for a child to provide this document (eg. if the child does not attend school or if a letter from the school principal cannot be made available in a timely way) then the Bank will consider alternative forms of identification, such as Medicare card or health card noting the child's name or similar documents.