

# Your guide to proof of identity

We prioritise the security of your super savings. To make withdrawals or other important changes to your account, you'll need to prove your identity. This fact sheet explains how to submit your ID documents, what documents we can accept, and how to properly certify copies.

## Verifying your identity online

The quickest way to prove your identity is through your online account by logging into [unisuper.com.au/memberonline](https://unisuper.com.au/memberonline). It should only take a few minutes, and you'll get instant confirmation of your ID check.

To verify your identity through your online account, you must currently reside in Australia and provide one or more of the following valid Australian documents:

- Australian passport
- Australian visa
- Australian citizenship certificate
- Australian birth certificate
- Australian driver's licence
- Medicare card
- Centrelink card.

Please make sure that you've checked your personal details are up to date with relevant government agencies before you begin the process of verifying your identity online. We use government and public databases to securely verify your identity.

If you cannot confirm your identity via your online account, or if the documents you wish to verify aren't listed above, there are alternative methods to submit your proof of identity documents.

## Other ways to verify your identity

You can verify your identity by providing us with certified copies of your ID documents. Before doing so, please ensure you've read this fact sheet to understand which documents are acceptable and how to certify them correctly. You'll also find instructions on how to submit your documents to UniSuper toward the end of this fact sheet.

## CIRCUMSTANCES WHERE WE CAN VERIFY YOUR IDENTITY

On some forms, you have the option to include your identity details and give us permission to check them electronically, so you don't need to send certified copies of your ID documents.

In some cases, if the ID documents you send with a form aren't properly certified or are difficult to read, we may try to verify them electronically. Generally, if you've signed the form declaration, you've consented to this process. We'll use the documents you provided to verify your identity. If we're unable to confirm your identity, we will let you know.

## ID documents we can accept

Generally, we'll accept either one document from List A or two documents from List B.

### LIST A

#### A certified copy of your current:

- Australian driver's licence or permit
- Passport (expired Australian passports are acceptable if they expired within the last two years)
- Indigenous community card with your photograph issued by the Australian government or a local Indigenous community organisation
- A photo identification card issued by the Commonwealth, states or territories of Australia in your name.

**LIST B****A certified copy of your:**

- Birth certificate or birth extract.
- Australian citizenship certificate.
- Concession card issued by Centrelink that entitles you to financial benefits, Australian Health Care card, or Department of Veterans' Affairs card, etc.

**And:**

- Letter from Centrelink regarding a Government assistance payment.
- Notice from the Australian Taxation Office (less than 12 months old) that contains your name and residential address e.g. Notice of Assessment.
- Rates notice from local council (less than 12 months old) that contains your name and residential address.
- Electricity, gas or water bill dated within the past three months that contains your name and residential address.

**LINKING DOCUMENTS**

For certain requests (such as updating your name or signing on a member's behalf), you must provide a certified linking document in addition to the standard ID documents. These documents demonstrate the connection between you and the change being made or the member. The documents may be issued by an official Australian or foreign entity. The requirement for linking documents varies based on the request, for example:

ACTION	SUITABLE LINKING DOCUMENT
Change of name (document must show history of name change)	<ul style="list-style-type: none"> <li>• Marriage certificate</li> <li>• Divorce certificate</li> <li>• Change of name certificate</li> <li>• Registered relationship certificate</li> <li>• Birth certificate that shows history of name change</li> <li>• Deed Poll</li> </ul>
Updating date of birth	<ul style="list-style-type: none"> <li>• Birth certificate</li> </ul>
Signing on behalf of another member	<ul style="list-style-type: none"> <li>• Power of Attorney</li> <li>• Guardianship papers</li> </ul>

Your linking document can be provided by/from another country. However, any foreign-issued documents not in English must first be translated into English.

**Please note:** The details of authority (e.g. Power of Attorney documentation) will need to be attached and noted on the member's account before any interaction proceeds. Once we have a valid authority in place, you'll still need to ensure you provide your certified Proof of Identity documents in order to provide us with any instructions in relation to the member's account.

**Certifying your ID documents**

Take your original document(s) along with a clear photocopy of both sides to an authorised person. We provide a list of who's authorised to certify IDs later in this fact sheet.

The authorised person will need to:

1. sight the original document, and the copy, to ensure both documents are identical, and
2. write or stamp 'this is a true and correct copy of the original document I have sighted' or 'certified true copy', followed by their:
  - signature
  - printed name
  - qualification (e.g. Magistrate), and
  - date.

**IMPORTANT THINGS TO REMEMBER**

When having your ID documents certified, please ensure the following:

- All pages must be certified.
- The copy of the document must be certified directly, not attached on a separate page.
- Documents not written in English must be accompanied by an English translation prepared by an accredited translator. Both the original document and the translation need to be certified.
- Documents need to be certified within the last 12 months to be accepted.
- The documents being certified are acceptable and considered valid, as outlined in the sections above.

**WHO CAN CERTIFY**

Some of the people authorised to certify identity documents include:

1. A person currently licensed or registered under a state or territory law to practise in one of the following occupations:
  - Architect
  - Occupational therapist
  - Chiropractor
  - Optometrist
  - Dentist
  - Patent or trade marks attorney
  - Financial adviser or financial planner
  - Pharmacist
  - Legal practitioner
  - Physiotherapist
  - Medical practitioner
  - Psychologist
  - Midwife
  - Veterinary surgeon.
  - Nurse
2. Or, individuals from the following list:
  - A teacher employed on a permanent full-time or part-time basis at a school or tertiary education institution
  - An agent of the Australian Postal Corporation who is in charge of, or a permanent employee with two or more years of continuous service at, an office supplying postal services to the public
  - An officer of a bank, building society, credit union or finance company with two or more years of continuous service

- A clerk, master, registrar or deputy registrar of a court
- A Judge or Magistrate
- A Justice of the Peace
- An accountant who is:
  - A Fellow of the National Tax Accountants' Association, or
  - A member of any of the following:
    - Chartered Accountants Australia and New Zealand
    - The Association of Taxation and Management Accountants
    - CPA Australia
    - The Institute of Public Accountants
- A Notary Public
- A Police Officer.

## Members living overseas and foreign ID documents

Similarly to the section *ID documents we can accept*, we can accept a certified copy of a driver's licence, passport or similar travel document issued by a foreign government, if it contains your photograph and signature. The document must not have expired.

Any documents not written in English must be accompanied by an English translation prepared by an accredited translator. Both foreign and English translations must be certified.

If you're living overseas, the following people are authorised to certify identification documents:

- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- An employee of the Commonwealth or the Australian Trade and Investment Commission who is authorised and exercising his or her function in a country or place outside Australia
- A person authorised as a notary public in a foreign country.

Your documents must be certified by a person with an Australian connection. We won't accept certifications by someone licensed or registered to practise outside of Australia, or who holds a position in a foreign country, except for a foreign notary public.

## Have you provided your TFN?

If you provide us with your tax file number (TFN), we may be able to process some requests, such as rollovers, without additional proof of identity. However, if your TFN can't be validated or you're transferring to a self-managed super fund or requesting a withdrawal, proof of identity is still required.

Read more about providing your TFN at [unisuper.com.au/tfn](https://unisuper.com.au/tfn).

## Providing your certified ID documents to UniSuper

Once your ID documents have been correctly certified, you can send them to us electronically or by post.

**Electronically:** Use our *Upload a document* tool available at [unisuper.com.au/contact-us](https://unisuper.com.au/contact-us) or via your UniSuper online account.

**By post:** Send to UniSuper, Level 1, 385 Bourke Street, Melbourne VIC 3000.

### Need help?

- Call **1800 331 685**, or
- visit [unisuper.com.au/contact-us](https://unisuper.com.au/contact-us) for more options - including chat.

## How we protect your privacy

UniSuper is committed to protecting your personal information in accordance with privacy law obligations. The information that you provide to UniSuper is collected and used in accordance with our Privacy Policy, which can be found online at [unisuper.com.au/privacy](https://unisuper.com.au/privacy). If you have any privacy related questions, please call **1800 331 685**.

This information is of a general nature only and includes general advice. It has been prepared without taking into account your individual objectives, financial situation or needs. Before making any decision in relation to your UniSuper membership, you should consider your personal circumstances, the relevant product disclosure statement for your membership category and whether to consult a licensed financial adviser. This information is current as at August 2025 and is based on our understanding of legislation at that date. Information is subject to change. To the extent that this fact sheet contains information which is inconsistent with the UniSuper Trust Deed and Regulations (together the Trust Deed), the Trust Deed will prevail. Issued by: UniSuper Management Pty Ltd ABN 91 006 961 799, AFSL No. 235907 on behalf of UniSuper Limited the trustee of UniSuper, Level 1, 385 Bourke Street, Melbourne Vic 3000.

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