

Certify Identity - Adult

This form is to be used when an individual, due to a distance from a Teachers Mutual Bank Limited office, is not able to present their original identification documents to the Bank in person. Please refer to the instructions and checklist on page 3 on how to complete this form. Please note that the certifier must not be related to the individual being identified.

What are your personal details?

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other Date of birth

Given names Last name

Also known as (if applicable)

Residential address (where you live)

No/Street Suburb/Town/City

State/Territory Postcode Country

Signature of individual (to be signed in the presence of the certifier)

What are the details of the person certifying?

Privacy Statement for Certifier – please refer overleaf. Please complete to enable the Bank to contact you if necessary to confirm any information on this form.

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other Occupation

Given names Last name

Contact details

Home phone Work phone Mobile phone

Name and address of employer

Name of employer

No/Street Suburb/Town/City

State/Territory Postcode Country

Capacity of certifier (refer overleaf and tick the number)

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐

Details of original identification documents sighted and photocopies attached (eg passport, driver's licence)

List: A ☐ B ☐ C ☐ Document type: 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ (refer overleaf and tick type of document)

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Where the names on the identification documents differs from the name used by the individual, please provide the explanation given by the individual or sight and record documentation which identifies the individual in their former name (eg marriage certificate, deed poll) as issued by Births, Deaths & Marriages.

Declaration of certifier

☐ I am not related to the individual being identified.

☐ I have examined the originals of all the individual's identification documents selected above.

☐ The copies of the individual's identification documents attached are true and correct copies of the original documents that I have examined and certified

☐ The individual signed this form in my presence.

Signature of certifier Date

Privacy Statement for Certifier

The Bank is collecting your personal information in order to assist in the identification of the individual under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth). If you do not provide us with personal information we may not be able to process the membership application of the individual. We will not disclose personal information about you to any third party, unless required to do so by law. We are not likely to send your information overseas. Our Privacy and Credit Reporting Policy is available at tmbank.com.au. The Policy contains information on access to and correction of personal information; and our complaints process. You may contact us by email at privacy@tmb.com.au or by calling **13 12 21**.

Categories of Certifiers

- 1 Teacher employed on a full time basis at a school or tertiary education institution
- 2 Justice of the Peace
- 3 Permanent employee of Australia Post with 2 or more years of continuous service
- 4 Legal practitioner (eg solicitor or barrister)
- 5 Police officer
- 6 Pharmacist
- 7 Member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants
- 8 Permanent employee of the Commonwealth or of a State or Territory or a Local Government authority with 2 or more years of continuous service
- 9 Finance company officer, a bank, credit union or building society officer, with 2 or more years of continuous service
- 10 Member of the Commonwealth, State or Territory Parliaments or a Local Government authority of a State or Territory
- 11 Magistrate, judge of a court or chief executive officer of a Commonwealth Court
- 12 Clerk, registrar or deputy registrar of a court.
- 13 Australian notary public if overseas.

Acceptable Identification Documents

One document from List A

List A

Primary Photographic Identification Documents

- 1 Current photo driver's licence or permit issued by a State, Territory or foreign government.
- 2 Photo ID Proof of Age card issued by State or Territory government excluding NSW. For NSW – NSW photo card.
- 3 Current passport (or expired within last 2 years) issued by the Commonwealth.
- 4 Passport or similar document, with photo of the person, issued by a foreign government, the United Nations, or a UN agency – if not in English – accompanied by an English translation prepared by an accredited translator.
- 5 National ID card, with photo and signature of the person, issued by a foreign government, the United Nations, or a UN agency – if not in English – accompanied by an English translation prepared by an accredited translator.

OR one document from List B PLUS one document from List C

List B

Primary Non-Photographic Identification Documents

- 1 Birth certificate issued by a State or Territory.
- 2 Birth extract issued by a State or Territory.
- 3 Citizenship certificate issued by the Commonwealth.
- 4 Pension card issued by Centrelink.
- 5 Birth certificate issued by a foreign government or the UN if not in English accompanied by an English translation prepared by an accredited translator.
- 6 Citizenship certificate issued by a foreign government if not in English accompanied by an English translation prepared by an accredited translator.

List C

Secondary Identification Documents

- 1 A notice that:
 - ▶ was issued to an individual by the Commonwealth, a State or Territory within the preceding 12 months (eg Social Security Notice, Taxation Notice)
 - ▶ contains the name of the individual 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 (as the case may be).
- 2 A notice that:
 - ▶ was issued to an individual by the Australian Taxation Office within the preceding 12 months (eg HECS statements, Income Tax statement)
 - ▶ 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 (respectively) the Commonwealth under a Commonwealth law relating to taxation.
- 3 A notice that:
 - ▶ was issued to an individual by a local government body or utilities provider within the preceding 3 months (eg water, electricity, phone, rates notice)
 - ▶ contains the name of the individual and his or her residential address and
 - ▶ records the provision of services by that local government body or utilities provider to that address or to that person.

Instructions and Checklist for Certifier

- ☐ You must not be related to the individual being identified.
- ☐ All parts of the Certified Identity Certificate have been completed.
- ☐ You are a person within a specified class of acceptable certifiers defined in the Categories of Certifiers above.
- ☐ All identification documents are current and the first page of the copies has been certified with 'This is a true copy of the original document before me' followed by the certifiers signature, full name, position and date. All subsequent pages have been initialled.
- ☐ All identification documents are certified with at least one being from List A (ie primary photographic identification document) **OR** one document from List B (ie primary non-photographic identification document) **PLUS** one document from List C (ie secondary identification document).
- ☐ The combination of identification documents certified confirms the individual's full name, residential address and date of birth.
- ☐ The individual has signed the Certified Identity Certificate in your presence.
- ☐ The certified copies of the identification documents are attached to this Certified Identity Certificate.

Note:

It is an offence under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to knowingly provide false or misleading information or knowingly produce a false or misleading document. Penalty: Imprisonment for 10 years.

If any document is written in a language other than English, it must be accompanied by an English translation prepared by an accredited translator.

Privacy Notice

Collecting personal information about you

Generally, we collect personal information directly from you. We do so when you open a membership, open an account, or perform a transaction with us.

We collect, use, hold and disclose personal information about you so that we can:

- ▶ establish your identity as required by the *Anti-Money Laundering and Counter Terrorism Financing Act*
- ▶ assess your eligibility for membership
- ▶ process applications for products and services, including loans
- ▶ assess applications at an application level, including where information about other individuals (such as a spouse or partner) is required to assess financial capacity, eligibility or program requirements
- ▶ manage our risks and help identify and investigate inappropriate and illegal activity, such as fraud
- ▶ support your participation in government programs or schemes (such as Housing Australia)
- ▶ comply with our legal obligations (including to assist law enforcement agencies or regulators where we are required to do so)
- ▶ facilitate, administer and support payment services, card-based payment solutions, including services provided in partnership with payment schemes, payment processors and technology providers and
- ▶ inform you about products or services that we think maybe of interest to you, including those of our business partners.

What happens if you do not provide us with sufficient personal information about you?

If you do not provide us with the personal information we need, we may not be able to provide you with the products or services you are seeking.

To whom do we disclose personal information?

The types of people and entities we disclose personal information about you to include:

- ▶ people and entities with whom we have outsourcing or service arrangements, including statement production and delivery, card production, identity confirmation and verification, loan origination, verifying loan applications, auto credit decisioning, payment processing and systems, digital payment service providers, payment schemes, card network operators, banking services, data and transaction processing and related technology providers
- ▶ brokers, agents and advisers acting for you
- ▶ lenders' mortgage insurers and valuers
- ▶ persons and organisations who assist us in monitoring recorded calls for the purposes of quality assurance, training and acknowledgement
- ▶ our auditors, insurers and re-insurers
- ▶ employers or former employers (to verify employment in the case of loan applications)
- ▶ government and law enforcement agencies or regulators
- ▶ government program administrators (such as Housing Australia) where you participate in those programs
- ▶ credit reporting bodies and other credit providers
- ▶ organisations that help identify and investigate inappropriate or illegal activity, such as fraud and
- ▶ Consumer Data Right accredited data recipients where you have consented to the accredited data recipient collecting the personal information from us and we disclosing the personal information to the accredited data recipient (see our [Consumer Data Right Policy](#) which is available on our website and on request for more information).

Electronic verification of identity

▶ Section A

We are required under the Anti-Money Laundering and Counter-Terrorism Financing Act to collect and verify information relating to your identity. Subject to your consent, we may disclose your name, address, date of birth and other identity information to credit reporting bodies, the government's Documentation Verification Service (DVS)¹ and third party identification verification providers that assist us to verify your identity. Our identity verification providers (ID Verifiers) include OCR Labs Pty Ltd (ACN 603 823 276) trading as "IDVerse", InfoTrack Pty Ltd (ACN 092 724 251), GBG (Australia) Pty Ltd (ACN 097 737 105) trading as "Green ID" and NextGen.Net Pty Ltd (ACN 062 989 753) (ID Verifiers).

¹ The DVS is a national online system that allows personal identifying information about individuals to be compared against government records. Your information will be matched against that held by the relevant government department or agency. You can find out more about the DVS on their website.

To access such information, our ID Verifiers are registered to act on our behalf under the DVS to:

- ▶ request that a credit reporting body provide us with an assessment as to whether your personal information matches that held in their credit information files. (In preparing this assessment, the credit reporting body may use the personal information of other individuals);
- ▶ disclose your personal information to the DVS;
- ▶ search other public records.

▶ Section B

We are also required under the State based real property laws to collect personal information and verify the identity of mortgagors for mortgages (VOL). These laws are: the Electronic Conveyancing (Adoption of National Law) Act 2012 (NSW), Electronic Conveyancing (Adoption of National Law) Act 2013 (Victoria), Electronic Conveyancing National Law (Queensland) Act 2013 (Queensland), Electronic Conveyancing Act 2014 (Western Australia), Electronic Conveyancing National Law (South Australia) Act 2013 (South Australia), Electronic Conveyancing (Adoption of National Law) Act 2013 (Tasmania), Electronic Conveyancing (National Uniform Legislation) Act 2013 (Northern Territory) and Electronic Conveyancing National Law (ACT) Act 2020 (Australian Capital Territory).

In this sub-section, "you" or "your" mean the proposed mortgagor(s). Subject to your consent, our identity verification may be performed by an ID Verifier. To verify your identity, information about you, including data from your identity document(s), your biometric data and information about your device and location will be provided to an ID Verifier. For further details about how these ID Verifiers may collect, hold, use or disclose your personal and sensitive information please refer to the respective service provider's privacy policy.

If you do not consent to these processes, alternative forms of verifying your identity are available on request.

If we are unable to verify your identity using the above methods, you will be provided with a notice to that effect. You may then be asked to provide further evidence of your identity. If we are unable to verify your identity to our satisfaction, we will not be able to admit you to membership or provide you with the services or products you seek.

Our Privacy and Credit Reporting Policy

Our Privacy and Credit Reporting Policy is available on our website. It contains information about:

- ▶ how we collect, use, hold and disclose your personal information
- ▶ how you can access personal information about you
- ▶ how you can seek correction of that personal information
- ▶ how you may complain if you think we may have breached
- ▶ your privacy
- ▶ how we will deal with your complaint and
- ▶ how we manage credit information.

Sending information overseas

Depending on our commercial arrangements, we may disclose personal information about you to business partners with operations overseas or who store personal information overseas (e.g. providers of Lenders' Mortgage Insurance ("LMI")).

How to contact us

If you have any queries regarding privacy, use any of the methods set out below:

Teachers Mutual Bank Limited

Phone: 1800 862 265

Email: privacy@tmbl.com.au

Post: GPO Box 5313, Sydney NSW 2001

OP00996-TMBL-0826

Acknowledgement and consent for electronic verification of identity

Identity Verification and Credit Reporting Consent

To assess and process your application, we may collect, use and disclose your personal information, including credit-related information, as permitted by law.

Credit Reporting

With your consent, we may obtain credit-related information about you from, and disclose information about you to, a credit reporting body in accordance with our Privacy Notice.

Identity Verification

With your consent, we collect and use your personal information, including identification information and supporting identity documents, to verify your identity, process your request, protect against fraud and financial crime, and comply with our legal and regulatory obligations, including obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth).

To verify your identity, we may disclose your personal information to government agencies, document issuers, official record holders and service providers that assist us with identity verification and fraud prevention activities.

If you do not provide the requested information, we may be unable to verify your identity or process your application, request, or transaction.

For more information about how we collect, use, disclose and protect your personal information, including your privacy rights and how to make a complaint, please refer to our Privacy Notice and Privacy Policy.

☐ Credit Reporting Consent

I consent to Teachers Mutual Bank Limited collecting, using, holding and disclosing my personal information and credit reporting information as described in the Privacy Notice – Lending, including obtaining information about me from a credit reporting body and disclosing information about me to a credit reporting body where permitted by law.

☐ Identity Verification Consent

I confirm that I am authorised to provide the personal details presented and consent to my information being checked with the document issuer or official record holder via third-party systems for the purpose of verifying my identity. Where I provide personal information about another individual, I confirm that I am authorised to do so and have informed that individual of the purposes for which their information will be used.

Signature

Date

Office use
only

Operator no
Date actioned
Sig verified by

Returning this form

(Faxed or scanned documents cannot be accepted)



Teachers Mutual Bank Limited,
Reply Paid 92325, Sydney NSW 2001