

To request this document in an alternative format such as Braille, call us on 13 43 72 or use our Live chat service at gesb.wa.gov.au.

If you are withdrawing a lump sum or rolling over to a KiwiSaver scheme, we are required to verify your identity. For each request, you will need to provide identity documents or use electronic identity verification (where applicable), to confirm you are the person who owns the super entitlements. You will also need to provide proof of identity documents if you are consolidating your accounts with us, splitting contributions (both parties) or changing your personal details.

This information is not required if you have provided your tax file number and are rolling over your GESB Super or West State Super benefit to a complying or self managed super fund.

Important: please note we require certified proof of identity for all requested Gold State Super or Family Law payment requests.

How to provide proof of identity

Two ways to provide your proof of identity

You can prove your identity by sending us certified copies of identity documents or through electronic verification.

Electronically

If electronic identity verification is available on the form you are using (this will be noted in the 'Provide proof of your identity' section of the form if relevant), you can simply provide details of any two of your:

- Medicare card
- Driver's license
- Australian passport

With this method, you don't need to provide printed copies of documents. We will verify your details electronically using an identity verification provider.

By post

To prove your identity using certified copies of identity documents, see the steps below.

Step 1 Provide acceptable identity documents

You can provide either:

- One certified document from list A, or
- One certified document from list B **plus** one certified document from list C

List A

- Current Australian driver's licence with your photograph and signature or an equivalent from a foreign country
- Current¹ passport², showing your name, date of birth, photograph and signature
- Proof of age card³

List B

- Birth certificate or birth extract²
- Citizenship certificate issued by the Commonwealth
- Pension card issued by Centrelink that entitles you to receive financial benefits

List C

- OR**
- Notice issued by the Commonwealth or a state or territory government within the last 12 months that shows your name and residential address and records the provision of financial benefits to you (for example, a letter from Centrelink)
 - Notice issued by the Australian Taxation Office (ATO) within the last 12 months that contains your name and residential address and records a tax debt payable to or by you (for example, a notice of assessment)
 - Notice issued by a local government body or utilities provider within the last three months that contains your name and residential address and records the provision of services to you (for example, a rates notice from a local council or a water bill)

1 The only exception to the expired document rule is a passport. An expired passport is a valid identity document provided it has been expired for less than two years.

2 If your passport or birth certificate/extract is not in English, it must be accompanied by an English translation prepared by an accredited translator. If your passport is not an Australian passport it must include your signature.

3 A card issued under a state or territory law for the purpose of proving the person's age, which contains a photograph of the person in whose name the document is issued.

Step 2 Find someone to certify your documents

If you are submitting certified documents to us, please note they must have been certified within 12 months of the date of receipt by us.

Documents are certified by a person who is authorised as a witness for statutory declarations under the *Oaths, Affidavits and Statutory Declarations Act 2005*. The professions that can witness statutory declarations include:

- Academics – university faculties
- Architects
- Australian consular officers
- Australian diplomatic officers
- Auditors and liquidators
- Bank managers
- Chartered secretaries
- Chemists/pharmacists
- Accountant – as per the Act
- Chiropractor
- Defence force officer
- Dentist
- Doctors
- Electorate officers (state)
- Engineers
- Industrial organisation secretaries
- Insurance brokers
- Justice of the Peace
- Lawyers
- Local government CEO's and deputy chiefs
- Local government councillors
- Loss adjusters
- Marriage celebrants
- Members of parliament
- Minister of Religion
- Nurses
- Optometrists
- Patent attorney
- Physiotherapists
- Podiatrists
- Police officer
- Post office managers
- Psychologist
- Public notary
- Public servants (Commonwealth)
- Public servants (state)
- Real estate agents
- Settlement agents
- Surveyor
- Teachers
- Veterinary surgeons
- WA police service

In addition, the following professions can also certify copies of your original documents as true copies:

- A permanent employee of Australia Post with two or more years of continuous service who is employed in an office supplying postal services to the public
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having two or more years' continuous service

The person certifying your documents should not be a family member or relative.

Who can certify my documents while I am not in Australia?

Persons authorised to certify documents outside Australia include the following:

- Australian consular officer
- Australian diplomatic officer
- Employee of the Australian Trade Commission
- Employee of the Commonwealth, and
- Any person having authority to administer an oath in that place

Step 3 How to certify your documents

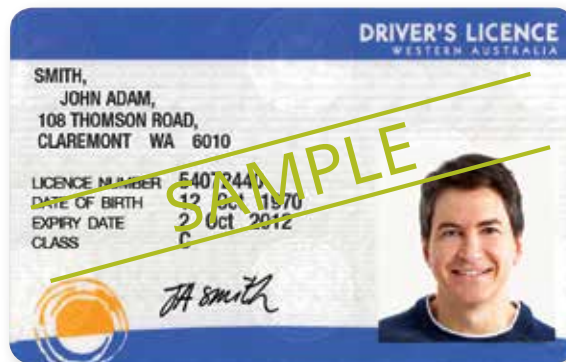
All copied pages of **original** proof of identification documents (including any linking documents) need to be certified as true copies by a person who is authorised to do so.

The authorising person must sight the original document and include the following details on the copies:

1. Stamp or write '**I certify this is a true copy of the original document**' on each page

Followed by their:

2. Printed name
3. Signature
4. Occupation/qualification (e.g. Justice of the Peace), and
5. Date



I certify this is a true copy of the original document.

Julie Preston
Justice of the Peace
03/03/2023

Change of name or signing on behalf of the applicant

If you have changed your name or are signing on behalf of the applicant, 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.

| Purpose | Suitable linking document |
|-----------------------------------|---|
| Change of name | Marriage certificate, deed poll or change of name certificate from Births, Deaths and Marriages registration office |
| Signed on behalf of the applicant | Western Australian enduring power of attorney or duly appointed administrator ⁴ |

If your enduring power of attorney was made interstate or overseas you need to obtain an order from the Western Australian State Administration Tribunal to confirm your power of attorney can be used in Western Australia.

If you need more information please contact your Member Services Centre on 13 43 72.

Changing an incorrect date of birth

If your date of birth is incorrectly listed, you will need to provide a certified identity document in order to update it.

The following table contains information about suitable identity documents.

| Purpose | Suitable identity document |
|-----------------------------------|---|
| Change date of birth ⁵ | <ul style="list-style-type: none">• Driver's license• Passport• Proof of age card |

If you need more information please contact your Member Services Centre on 13 43 72.

4 Including an administrator, or joint administrators, appointed pursuant to the *Guardianship and Administration Act 1990 (WA)* authorised to act in regards to financial matters. You or the administrator may be required to produce an order made by the State Administrative Tribunal of Western Australia duly appointing the administrator.

5 Insurance cover is based on the details we have on record, including your date of birth. Amending your date of birth may affect your insurance cover including the amount of premiums that you pay.

Disclaimer: the information contained in this document is of a general nature, and does not constitute legal, taxation or personal financial advice. In providing this information, we have not considered your personal circumstances including your investment objectives, financial situation or needs. We are not licensed to provide financial product advice. Before acting or relying on any of the information in this document you should review your personal circumstances, and assess whether the information is appropriate for you. You should read this document in conjunction with the relevant Product Information Booklet and disclosure documents at gesb.wa.gov.au/brochures. You may also wish to seek advice specific to your personal circumstances from a suitably qualified adviser.

How to contact us

T Member Services Centre 13 43 72

F 1800 300 067

W gesb.wa.gov.au

PO Box J 755, Perth WA 6842