

Customer Identification Form

How to complete this form:

1. Please take BOTH pages of this form along with your **ORIGINAL** identification documents to any Westpac, St.George, BankSA or Bank of Melbourne branch. Please note: If you are an existing Westpac, St.George, BankSA or Bank of Melbourne customer, you will need to be re-identified.
2. You will need to present to the branch either:
 - ONE original Primary Photographic Identification Document; OR
 - ONE original Primary Non – Photographic Identification Document PLUS one Secondary Identification Document.
 - Refer to Section 2 for a list of acceptable identification documents. Please note that branch staff will not accept certified copies.
3. Branch staff will verify your identity and forward this form via the branch internal mail to RAMS.
4. It may take up to five business days before your account is fully operational.

- ! 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. The penalty is imprisonment for 10 years.

PRIVACY STATEMENT AND CONSENT REQUEST

Privacy Statement

All personal information and credit-related information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at <https://www.peppermoney.com.au/important-info/privacy-policy> or by calling us on **13 7267**. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application or request.

Consent Request

You consent to Westpac collecting and holding any sensitive information such as health information or information about your racial or ethnic origin which appears on certified copies of your identity documents. You will not be able to withdraw your consent to Westpac holding this information after it has been provided because Westpac is required to retain copies of identification documents under the *Anti-Money Laundering and Counter Terrorism Financing Act 2006*.

Marketing Communications

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can call us on **13 7267**, let us know using the contact details in our [Privacy Statement](#) or follow the opt-out instructions in the message.

SECTION 1: DETAILS OF THE PERSON BEING IDENTIFIED

Full given name(s) and surname			
Date of Birth	DD MM YYYY	Driver's Licence Number	
Contact Information	Mobile	Alternate	
	Home Phone Number	Work Phone Number	
	Email		
Physical Address			
	Suburb	State	P/code
Mailing Address			
	Suburb	State	P/code
To identify you during phone support, provide your preferred Question and Answer (e.g pet's name or your mother's maiden name):			
Question		Answer	
Signature	Please sign this form in the presence of the branch staff		

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SECTION 2: VERIFICATION PROCEDURE AND ACCEPTABLE IDENTIFICATION DOCUMENTS

Information to be verified:	Information must be verified by:
- Full name including all middle names - Date of birth Note: Where a customer has changed their name, evidence of the change must be verified from a document such as a marriage certificate, deed poll document or change of name document.	▶ ONE Primary Photographic Identification Document, OR ▶ ONE Primary Non-Photographic Identification Document and ONE Secondary Identification Document. All documents must be current unless specified otherwise. Where photo identification is presented, ensure the likeness of the photo matches with the customer. Note: If any document is written in a language other than English, it must be accompanied by an English translation prepared by an accredited translator.

Primary Photographic Identification Documents	Primary Non-Photographic Identification Documents	Secondary Identification Documents
- Australian driver licence/learner's permit (includes a digital driver licence/learner's permit that you must view directly through the issuing Government website/app) - A photo card with proof of age issued by an Australian State or Territory for the purpose of proving a person's age (Includes a digital proof of age card that you must view directly through the issuing Government website/app) - Australian passport - Indigenous community identification card issued by an Indigenous Council or Corporation that includes the customer's name, date of birth/approximate age, address/ location and photograph - Foreign driver licence/permit. - Foreign passport issued by a foreign government, the United Nations or an agency of the United Nations (must be current, and not be cancelled, defaced or mutilated) which contains either a signature OR a unique identifier of the person such as a fingerprint - Foreign travel document issued by a foreign government, the United Nations or an agency of the United Nations (must be current if there is an expiry date on the document, and not be cancelled, defaced or mutilated) which contains either a signature OR a unique identifier of the person such as a fingerprint - National identity card issued by a foreign government, the United Nations or an agency of the United Nations which contains either a signature OR a unique identifier of the person such as a fingerprint	- Full Australian birth certificate (or extract) issued by State/Territory Registry of Births, Deaths and Marriages - Full Foreign birth certificate issued by a foreign government, the United Nations or an agency of the United Nations - Australian citizenship certificate - Citizenship certificate issued by a foreign government - Centrelink pension card (Australian) - A completed Remote Indigenous Communities verification form	- A financial benefits notice issued by the Commonwealth or a State/Territory within the last 12 months and includes the customer's name and residential address (e.g. a notice from Centrelink) - Australian Taxation Office (ATO) notice issued within the last 12 months and includes the customer's name and residential address - Utilities notice issued by a local government or utilities provider within the last 3 months and includes the customer's name and residential address - Foreign driver's licence which does not contain a photograph - Department of Veterans' Affairs pension concession card (Australian) - A current tenancy/lease agreement (must not be cancelled or expired) - Medicare card - Australian Marriage certificate issued by State/Territory Registry of Births, Deaths and Marriages - Identification card issued to a student at an Australian higher education institution (TAFE or University)^{^^} - A current card issued under a Commonwealth, State, or Territory law for the purpose of identification, for a government service, or as a licence

^{^^} Must contain photograph and / or signature

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SECTION 3: BRANCH USE ONLY – BRANCH STAFF INSTRUCTIONS AND DECLARATION

- You must sight original identification documents (see Section 2) and complete the details in Section 3 of this form.
- A copy of the identity documents used for verification to be sent to UMP along with this form
- Personal details that are missing or incorrect must be updated manually in Section 1 of this form.
- Existing Westpac, St.George, BankSA or Bank of Melbourne customers are to be re-identified.
- Where a customer has changed their name, evidence of the change must be verified from a document such as a marriage certificate, deed poll document or change of name document
- If any document is written in a language other than English, it must be accompanied by an English translation prepared by an accredited translator.

DECLARATION

By signing this declaration, I declare that I have verified the customer's date of birth and full name including all middle names using the following original identification documents:

Full name and Date of Birth verified by	Primary Photographic ID	OR	Primary non-Photographic ID <i>PLUS</i> Secondary ID
Document type (e.g. Passport etc)		<i>OR</i>	<i>PLUS</i>
Issued By (e.g. NSW, VIC etc)		<i>OR</i>	<i>PLUS</i>
Date of issue (where applicable)		<i>OR</i>	<i>PLUS</i>
Expiry Date (where applicable)		<i>OR</i>	<i>PLUS</i>
Document Number (where applicable)		<i>OR</i>	<i>PLUS</i>

- The original identification document(s) were produced to me in a face to face interview and copies of these document(s) are included with this form ; and
- The person being identified has a reasonable likeness to the person in the photograph(s) included in the original identity document(s); and
- This form was signed by the customer in my presence.

Employee Name

Salary Number

On behalf of (select): ☐ WBC ☐ SGB ☐ BOM ☐ BSA

Phone Number

Date

DD | MM | YYYY

I have verified the customer's identity using the original identification documents stated in Section 3 of this form.

Employee Signature

Branch Mailing Instructions:

Email this form & relevant copies of customer identity documents to: ramsretainco@westpac.com.au

Branch Stamp

