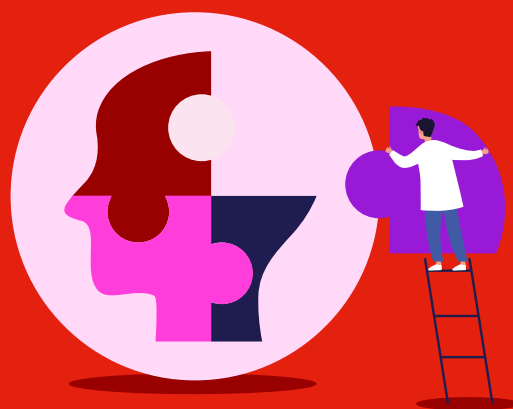


Your guide to completing your profile



We need you to verify and update your personal details. This will help us meet our regulatory requirements and protect your account.

Choose how you want to verify and update your personal details:

Choose one option	How to complete	What you need
Westpac App or Online Banking (fastest and easiest) 	<ul style="list-style-type: none"> • Sign in to your account • Type “Verify ID” in the search bar • Select “Verify your ID” • Review and update your ID details 	Your personal details as shown on your ID.
In branch 	You can go to your nearest Westpac, St.George, Bank of Melbourne or BankSA branch, where a team member can help you update your details.	Original copies of your identification documents. For full list of valid identification, see the Explanatory Notes section starting on page 6.
By email or post 	Complete the form on pages 1–4 only. Send the completed form and certified copies of your ID (do not send original documents) from your registered email address to kycidsecurewbc@westpac.com.au Alternatively, within Australia you can post to: ID Secure Team, Reply Paid 91348, Sydney NSW 2001 If overseas, post to: ID Secure Team, GPO Box 1806, Sydney NSW 2001, Australia	Certified copies of your identification documents. For full list of valid identification, see the Explanatory Notes section starting on page 6. For more information on certified documents, see the Certified Documents section starting on page 9.



Overseas Tips.

- If you are verifying your details via the Westpac App or Online Banking, you may need to enter a security code sent by SMS to your registered mobile number. If you're using an Australian number overseas, international roaming must be enabled. For help, call 1300 360 766 within Australia or +61 2 9155 7522 from overseas (charges may apply), 8am–7pm Sydney time, Monday to Friday.
- If you are completing the verification process by email, please ensure you use your registered email address to send your documents to kycidsecurewbc@westpac.com.au
- For full list of valid identification documents you can use, see the Explanatory Notes section starting on page 6. For more information on certifying documents outside of Australia, see page 10.
- Do not post original documents.
- Please ensure foreign documents (if not in English) are certified in English, and the document information is accompanied by an English translation prepared by a person accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) as Professional, Advance Professional or Senior Advanced Professional; or certified by NAATI as Certified or Certified Advanced; or accredited by an overseas standard comparable to the Australian NAATI accreditation.



Customer verification form

Please complete all sections, ensuring the information is correct and current, before signing. If the bank cannot verify the information provided due to inaccurate or missing data, your accounts may be restricted until such issues have been resolved.

Information collected from customer

Full name (name exactly as per your identification document)

Date of birth (DD/MM/YYYY)

Are you known by any other name(s)?

Yes No other names

Reference Number – You'll find this in the email or letter sent by the bank.

Leave blank if you did not receive this.

Please specify all names

Customer number/ID

Contact number

Email address

Residential address (PO Box not allowed)

Are you a tax resident of any country outside of Australia?

Yes Country(ies) outside of Australia in which you are a resident for tax purposes and country's associated Tax Identification Number (TIN)*

*A Foreign TIN is an identifying number or equivalent issued by your country of tax residency that is used for tax purposes.

If you're a tax resident in a jurisdiction that doesn't issue a TIN or equivalent, you'll need to provide evidence (which could include publicly available information) from an official authority written in English.

Country 1

Foreign TIN 1

Country 2

Foreign TIN 2

Country 3

Foreign TIN 3

No

Employment Type (please select the employment type that reflects your current situation best)

Casual

Social Security Recipient

Retired

Dependant Contractor

Temporary

Self-Employed

Full-Time

Student

Independent Contractor

Part-Time

Unemployed

Information collected from customer (continued)

Other (please specify)

Occupation

The following section to be completed by Customers only (Not Customer Associates).

Purpose of business relationship (please select one or more options)

What banking services do you currently use with us?

- | | | |
|--|---|--|
| <input type="checkbox"/> Transactional | <input type="checkbox"/> Wealth | <input type="checkbox"/> Correspondent banking |
| <input type="checkbox"/> Savings | <input type="checkbox"/> Short-term borrowing | <input type="checkbox"/> Financial markets |
| <input type="checkbox"/> Protection | <input type="checkbox"/> Long-term borrowing | |

Additional sources (please specify and select at least one option above)

Source of funds (please select one or more options)

- | | | |
|---|---|---|
| <input type="checkbox"/> Salary/Wages | <input type="checkbox"/> Inheritance | <input type="checkbox"/> Compensation payment |
| <input type="checkbox"/> Commission | <input type="checkbox"/> Redundancy | <input type="checkbox"/> Gift/Donation |
| <input type="checkbox"/> Bonus | <input type="checkbox"/> Liquidation of assets | <input type="checkbox"/> Windfall |
| <input type="checkbox"/> Loan | <input type="checkbox"/> Government Benefits | <input type="checkbox"/> Tax Refund |
| <input type="checkbox"/> Business Profits | <input type="checkbox"/> Superannuation/pension | <input type="checkbox"/> Insurance payment |
| <input type="checkbox"/> Sale of assets | <input type="checkbox"/> Investment income/earnings | |
| <input type="checkbox"/> Rental Income | <input type="checkbox"/> Business income/earnings | |

Additional sources (please specify and select at least one option above)

Source of wealth (please select one or more options)

- | | | |
|--|---|--|
| <input type="checkbox"/> Government Benefits | <input type="checkbox"/> Windfall | <input type="checkbox"/> Business income/earnings |
| <input type="checkbox"/> Business Profits | <input type="checkbox"/> Inheritance | <input type="checkbox"/> Compensation payment |
| <input type="checkbox"/> Rental Income | <input type="checkbox"/> Liquidation of assets | <input type="checkbox"/> Gift/Donation |
| <input type="checkbox"/> Redundancy | <input type="checkbox"/> Employment income/earnings | <input type="checkbox"/> Owns real estate/property |
| <input type="checkbox"/> Insurance payment | <input type="checkbox"/> Superannuation/pension | <input type="checkbox"/> None |
| <input type="checkbox"/> Sale of assets | <input type="checkbox"/> Investment income/earnings | |

Additional sources (please specify and select at least one option above)

Customer verification form.

Information collected from customer (continued)

Are you a Sole Trader?

Yes

Full Business/Trading Name

No

ABN (if any)

No ABN

Full address of the principal place of business (not a PO Box) (if any)

Business Classification (ANZSIC)

Documents to be attached with this form

Please attach certified copies (do not send original documents) of acceptable identification documents that verify details of the individual to be identified (Individual Customers and Sole Traders) – refer to the Explanatory Notes section on pages 6–8 for a full list of acceptable identification documents and acceptable certifiers.

Privacy Statement and consent request

Privacy Statement.

All personal information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at westpac.com.au/privacy/privacy-statement/ or by calling us on **132 032**. 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, but if you don't, we may not be able to continue to provide products or services to you.

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*.

If you do not consent to Westpac's collection of any such sensitive information, you may verify your identity in person at any Westpac, St.George, Bank of Melbourne or BankSA branch.

Declaration

Customer declaration.

I declare that to the best of my knowledge the information I have provided above is true and correct as at the date of this document. I understand that it is an offence to knowingly give false or misleading information or knowingly produce a false or misleading document under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

Where I am providing personal information about another individual, I have made them aware:

- that I will be doing this; and
- that Westpac will collect, use and share their personal information in accordance with its Privacy Statement available at westpac.com.au/privacy/privacy-statement/

Where I am providing Westpac with another person's sensitive information, I have obtained their consent to sharing it with Westpac and their consent to Westpac collecting, using and disclosing their sensitive information in accordance with Westpac's Privacy Statement.

Signature of authorised person

X

Print full name

Customer number

Position held

Date (DD/MM/YYYY)

Next steps

Step 1: Ensure all relevant sections of the form are completed and the customer declaration is signed

Step 2: Attach all supporting documents

Step 3: Return the completed form (**pages 1–4 only**) to:

ID Secure Team
Reply Paid 91348
Sydney NSW 2001

Or, if you're overseas,
ID Secure Team
GPO Box 1806
Sydney NSW 2001
Australia

Bank use only

Before customer leaves branch please contact the ID Secure Team on 1300 360 766 within Australia or +61 2 9155 7522 from overseas (charges may apply), 8am–7pm Sydney time, Monday to Friday. If outside business hours please update information in the front end systems and email kycidsecurewbc@westpac.com.au to advise of completion.

Form and certified Identification will need to be forwarded to above address after completing the below declaration.

Employee Declaration

I have followed the process for identification and verification as required by policy and procedure and have verified the required information provided by the customer using approved verification source(s). Where the verification source has been provided by the customer the document is to the best of my knowledge a certified copy.

Employee name (print)

Employee salary number

Employee signature


Date (DD/MM/YYYY)

Customer verification form.

Explanatory Notes – Documents & Verification

Customers are required to provide us with certified copies of acceptable identification documents that verify the individual to be identified (individual customers and sole traders). Please provide either:

ONE Primary Photographic Identification Document



DRIVER LICENCE

Frankie Example
123 Sample Street,
SYDNEY, NSW, 2000
Licence number:
12345678

Date of Birth: 01/01/1987
Expiry Date: 23 Feb 2024

I, Sam Sample, as a Medical Practitioner, certify that this Driver Licence, is a true copy of the original.

Sam

1 February 2025

Driver Licence certified and signed by Medical Practitioner.

OR

ONE Primary Non-Photographic Identification Document and ONE Secondary Identification Document


BIRTH CERTIFICATE	
1 CHILD	Family name: EXAMPLE Given name(s): Charlie Date of birth: 1 January 1987 Place of birth: Sample Hospital, Sydney
2 MOTHER	Family name: EXAMPLE Maiden family name: BROWN Given name(s): Leisha Occupation: Doctor Age: 25 years Place of birth: Sydney, NSW
3 FATHER	Family name: EXAMPLE Given name(s): Steve Occupation: Electrician Age: 37 years Place of birth: Melbourne, VIC
4 MARRIAGE OF PARENTS	Date of marriage: 23 August 1985 Place of marriage: Sydney, NSW
5 PREVIOUS CHILDREN OF RELATIONSHIP	Not any
6 INFORMANTS	Name: S. EXAMPLE Address: 1 Smith Street, Sydney, NSW 2000 Father
7 REGISTERING AUTHORITY	Name: Peter Owen, Registrar Date: 1 January, 1987
8 ENDORSEMENT(S)	Not any

Before accepting copies, sight unaltered original. The original has a coloured background.

REGISTRY OF BIRTHS, DEATHS AND MARRIAGES

I hereby certify that this is a true copy of particulars recorded in the Commonwealth of Australia

Sam
Registrar



1234 56789 1

1 Frankie Charlie Example

VALID TO 12/2025

I, Sam Sample, as a Medical Practitioner, certify that this Australian Birth Certificate and Medicare card, is a true copy of the original.

Sam

1 February 2025

Birth Certificate and Medicare card certified and signed by Medical Practitioner.

Note: One form of identification MUST contain date of birth details.

Explanatory Notes – Documents & Verification (continued)

Primary Photographic Identification Documents	Australian Passport (can either be current or expired within the last 2 years but not cancelled, defaced or mutilated); or
	Foreign Passport issued by a foreign government, the United Nations or an agency of the United Nations (must be current, and not cancelled, defaced or mutilated) which contains either a signature OR a unique identifier of the person
	Australian driver licence/learner's permit or foreign driver licence (with photo and full name)
	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 unique identifier of the person
	A photo card with proof of age issued by an Australian State or Territory for the purpose of proving a person's age. For example, a proof of age card, a proof of identity card, a photo identification card, a photo card, an evidence of age card and a personal information card.
	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
Primary Non-Photographic Identification Documents	Australian Birth Certificate (or extract) issued by a State or Territory; or Foreign Birth Certificate issued by a foreign government, the United Nations or an agency of the United Nations
	Australian Citizenship Certificate (including a Citizenship by Descent Certificate)
	Citizenship certificate issued by a foreign government
	Centrelink Pension card (Australian). Note: Cannot be used in combination with Centrelink Health Care card or Medicare card.
	Centrelink Health Care card (Australian). Note: Cannot be used in combination with Centrelink Pension card or Medicare card.
Secondary Identification Documents	A notice issued by the Commonwealth or a State/Territory within the last 12 months that includes the Individual's name and residential address and records the provision of financial benefits (e.g. Centrelink notice)
	A notice issued by the Australian Taxation Office (ATO) within the last 12 months and includes the Individual's name and residential address and records a debt payable by or to the Individual (e.g. Tax Assessment)
	Utilities notice issued by a local government or utilities provider within the last 3 months and includes the customer's name and residential address and records the provision of a service to that address or name
	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. Note: Cannot be used in combination with Centrelink Pension card or Centrelink Health Care card.
	Australian Marriage certificate issued by State/Territory Registry of Births, Deaths and Marriages
	If the individual is under the age of 18 years, a notice issued by the principal of a school (must be less than 3 months old, include the name of the individual, residential address, period of school attendance and issued on a school letterhead)
	Identification card issued to a student at an Australian higher education institution (TAFE or University) which contains a photograph or signature
	A current card issued under a Commonwealth, State, or Territory law for the purpose of identification, for a government service, or as a licence

Explanatory Notes – Documents & Verification (continued)

Where you are unable to provide identification from the above list Westpac Group may accept alternative documentation on a case-by-case basis. Examples of some alternate documentation that may be accepted in unique situations can be found in the below chart. Each alternate identification request will be individually reviewed based on personal circumstances. If you need to discuss alternate options please contact the ID Secure Team on **1300 360 766** within Australia or **+61 2 9155 7522** from overseas (charges may apply), 8am–7pm Sydney time, Monday to Friday.

<p>Customers who are residents of assisted care facilities, or receiving assisted care services in their home</p>	<p>OPTION 1</p> <p>At least ONE Primary Non-Photographic Identification Document; and ONE of the following:</p> <ul style="list-style-type: none"> • Notice/invoice/letter issued by an Australian assisted care facility or Australian assisted care service provider within the last 3 months that includes the Customer’s name and date of birth; and the facility’s or Customer’s address; or • Notice/letter from an Australian Government agency issued within the last 3 months which confirms the Customer’s address or that the Customer’s address is the same as the Australian assisted care facility or that the facility is receiving benefits on behalf of the Customer <p>OPTION 2</p> <p>BOTH of the following:</p> <ul style="list-style-type: none"> • Notice/invoice/letter issued by an Australian assisted care facility or Australian assisted care service provider within the last 3 months that includes the Customer’s name and date of birth; and the facility’s or Customer’s address; and • Notice/letter from an Australian Government agency issued within the last 3 months which confirms the Customer’s address or that the Customer’s address is the same as the Australian assisted care facility or that the facility is receiving benefits on behalf of the Customer
<p>Indigenous customers</p>	<p>Either ONE of the following documents must be collected:</p> <p>Indigenous Customer Identification Form that is:</p> <ul style="list-style-type: none"> • Completed by one referee that is a recognised elder (or another person that is regarded as a leader within the community) to verify the information provided by the customer, and • The completion of the form is witnessed by an independent person. This could include a person listed as an acceptable certifier below but at a minimum must be a person that is over 18 years of age and that does not have a direct familial relationship with the customer or referee <p>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.</p>
<p>Refugee</p>	<p>Either ONE of the following documents must be collected:</p> <ul style="list-style-type: none"> • ImmiCard issued by the Australian Government • Convention Travel Document (Titre de Voyage) (or equivalent) issued by the Australian Government

Certified Documents

Please provide certified+ copies of the relevant identification documents. A certified copy is a document which has been certified as a true and correct copy of the original document by an approved certifier with the certifier's stamp. The certifier should certify that the photocopy is a true and correct copy of the original by writing on and signing the photocopy as follows:

+ Certification format:

I, **[full name of approved certifier]**, as **[select appropriate from list of approved persons (include licence number where applicable)]**, certify that this **[name of document]** is a true and correct copy of the original.

Signature: _____

Date: _____

Acceptable persons for certifying documents in Australia.

- A person who, under a law in force in a State or Territory, is currently licensed or registered to practise in one of the following occupations:
 - Architect
 - Chiropractor
 - Dentist
 - Financial Adviser or planner
 - Legal practitioner
 - Medical practitioner
 - Midwife
 - Migration agent registered under Division 3 of Part 3 of the Migration Act 1958
 - Nurse
 - Occupational therapist
 - Optometrist
 - Patent attorney
 - Pharmacist
 - Physiotherapist
 - Psychologist
 - Trademarks attorney
 - Veterinary surgeon
- A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described)
- 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
- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Public Service (APS) employee engaged on an ongoing basis with 2 or more years of continuous service not specified elsewhere in this table
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Bailiff
- Bank officer with 2 or more continuous years of service
- Building society officer with 2 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 2 or more years of continuous service
- Employee of the Australian Trade and Investment Commission who is:
 - in a country or place outside of Australia; and
 - authorised under paragraph 3(d) of the Consular Fees Act 1955; and
 - exercising his or her function at that place
- Employee of the Commonwealth who is:
 - in a country or place outside Australia; and
 - authorised under paragraph 3(c) of the Consular Fees Act 1955; and
 - exercising his or her function in that place
- Engineer who is:
 - a member of Engineers Australia, other than at the grade of student; or
 - a Registered Professional Engineer of Professionals Australia; or
 - registered as an engineer under a law of the Commonwealth, a State or Territory; or
 - registered on the National Engineering Register by Engineers Australia
- Finance company officer with 2 or more years of continuous service
- Holder of a statutory office not specified elsewhere in this table
- Judge

Certified Documents (continued)

- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*
- Master of a court
- Member of the Australian Defence Force who is:
 - an officer; or
 - a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1982* with 2 or more years of continuous service; or
 - a warrant officer within the meaning of that Act
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Governance Institute of Australia Ltd
- Member of:
 - the Parliament of the Commonwealth; or
 - the Parliament of a State; or
 - a Territory legislature; or
 - a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
- Notary public
- Permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public
- Permanent employee of:
 - the Commonwealth or a Commonwealth authority; or
 - a State or Territory or a State or Territory authority; or
 - a local government authority with 2 or more years of continuous service and is a person not already specified elsewhere in this table
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior executive employee of:
 - the Commonwealth or a Commonwealth authority; or
 - a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution
- An officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more years of continuous service with one or more licensees
- An officer with, or a credit representative of, a holder of an Australian credit licence, having 2 or more years of continuous service with one or more licensees

Acceptable persons for certifying documents outside Australia.

- A legal practitioner who holds a current practicing certificate under a law in force in a State or Territory in Australia
- An officer of an Australian bank, building society or finance company branch or office located in a foreign jurisdiction with 2 or more years of continuous service (includes or an employee of Westpac New Zealand Limited with 2 or more years of continuous service)
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)
- Employee of the Australian Trade and Investment Commission who is:
 - in a country or place outside of Australia; and
 - authorised under paragraph 3(d) of the *Consular Fees Act 1955*; and
 - exercising his or her function at that place
- Employee of the Commonwealth who is:
 - in a country or place outside Australia; and
 - authorised under paragraph 3(c) of the *Consular Fees Act 1955*; and
 - exercising his or her function in that place
- Judge of a court
- Magistrate
- Registrar, or Deputy Registrar, of a court
- A person authorised as a notary public in a foreign jurisdiction
- 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 person who is authorised by law in the relevant jurisdiction to administer oaths or affirmations or to authenticate documents.

Accessibility support

If you are deaf, hard of hearing, or have speech/communication difficulty, you can message us within the Westpac App or communicate with us using the National Relay Service www.accesshub.gov.au/about-the-nrs.

If English is not your preferred language, contact us and we can arrange a language interpreter.

Visit www.westpac.com.au/web-accessibility for further information on the accessible features on our products, services and accessible collateral for people with disability, who are neurodivergent or where English is not your preferred language.

Westpac acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.