Completing Proof of Identity

You may need to prove your identity before we can provide a service to you. You can choose one of two ways to do this:

1. Allow us to search the Document Verification Service (DVS) website, operated by the Federal Government. The DVS is a secure online system that allows organisations like First Super to compare a person's recorded identity details with the details shown on government documents previously issued to them, eg. Medicare card, driver licence or passport. You can provide your permission for us to search the DVS website in the First Super form you are completing or by calling us on **1300 360 988**.

OR

2. Send us certified copies of identification documents that confirm your identity.

   If you choose the second option, please read the information in the blue box below.

NOTE: This I.D. is only valid for two years from the date of certification.

This document explains the steps to follow to show proof of your identity and the types of documents you will need to provide to us.

- **Step 1:** What identification documents does First Super need?
- **Step 2:** How do you get your identification documents certified?
- **Step 3:** What do you do if you've changed your name?
- **Step 4:** What if you're acting on behalf of another person?
- **People authorised to certify documents** (Australia & Overseas)

Need help? If you can't provide copies of certified identification documents, contact our Member Services Team on **1300 360 988**.

Step 1: What identification documents does First Super need?

Tick the boxes relevant to what you are providing.

You can prove your identity to First Super by providing either of the following:

☐ One certified document from **List A;**

OR

☐ One certified document from **List B; PLUS**
☐ One certified document from **List C**

List A

You can provide a certified copy of any one (1) of the following documents:

- ☐ A current Australian driver's licence with a photograph
- ☐ A current Australian state/territory proof of age card carrying a photograph
- ☐ An Australian passport (even if expired for less than 2 years)
- ☐ A current foreign passport – issued by a foreign government, the United Nations (UN) or a UN agency, containing a photograph and either your signature or a unique identifier.*

List B

You can provide a certified copy of one (1) of the following:

- ☐ A birth certificate or birth extract issued by an Australian State or Territory
- ☐ A birth certificate issued by a foreign government, the UN or a UN agency.*
- ☐ A citizenship certificate issued by the Australian Government
- ☐ A citizenship certificate issued by a foreign government. If not in English, a translation certificate must be prepared by a National Accreditation Authority for Translators and Interpreters Ltd (NAATI) accredited translator.
- ☐ A pensioner concession card, health care card or a seniors health care card issued by Centrelink that entitles the person to financial benefits.

PLUS one (1) document from **List C** that contains your name and current residential address.

List C

- ☐ A letter from Centrelink regarding a Government assistance payment (issued within the last 12 months)
- ☐ Australian Taxation Office Notice of Assessment (issued within the last 12 months)
- ☐ A notice issued by the Australian Government or a state or territory government (issued within the last 12 months)
- ☐ A notice issued by a local council or utility provider (issued within the last 3 months)

If you can't provide physical or electronic copies of your certified identification documents, please contact us on 1300 360 988.

*If not in English, a translation certificate must be prepared by a National Accreditation Authority for Translators and Interpreters Ltd (NAATI) accredited translator.

Step 2: How do I get my identification documents certified?

When you get your identity documents certified you will need to have both the original document and a copy of the document.

To certify your documents, the person will need to see the original document and then check that the copy is an exact copy of the original document.

Once the person has checked your documents, they will then certify the copy. To do this, the person will:

- write or stamp 'certified to be a true copy of the original seen by me'
- sign the document
- write their name and occupation
- write their address (either personal or professional)
- write their registration number (if applicable to their certifying authority, e.g. Australian Legal Practitioner, ID: 123456)
- write the date
- apply a stamp (if applicable).

Here's an example:

Certified to be a true copy of the original seen by me.

John Smith

Name: John Smith
Address: 123 Example St, Suburb VIC 3000
Qualification: Australian Legal Practitioner
ID: 123456

Date: 1 September 2023

Step 3: What do you do if you've changed your name?

Sometimes, you may have different names on your identification documents because you changed your name.

If this happens, you will need to provide a certified document that shows you have changed your name along with your documents from List A or B and C.

This can be any one (1) of the following documents from the Births, Deaths and Marriages authority of an Australian state or territory body.

- ☐ Marriage certificate
- ☐ Change of name certificate
- ☐ Deed poll

Step 4: What if you're acting on behalf of another person?

Sometimes you may be acting on behalf of one of our members. Before we can act on your instructions, we will need to check that we can accept instructions from you.

We will also need to confirm your identity with certified identification documents using the method outlined in Step 1.

To make sure First Super knows that you are authorised to act on behalf of a member, you will need to provide us with a certified copy of one (1) of the following documents:

- ☐ Guardianship papers
- ☐ Power of Attorney

  Please note that each page of the Power of Attorney document must be certified. We will not be able to rely on a Power of Attorney document that is not correctly certified.

Who can certify my identity documents? (Australia & Overseas)

Below is a list of people from different occupations who are authorised to certify copies of original documents. If you are unable to find anyone on this list to help you, contact our Member Services Team for a full list of occupations who may assist you.

In Australia

- An Accountant
- Australia Post employee in charge of an office supplying postal services.
- Bank officer (with 5 or more years of continuous service)
- Chiropractor
- Dentist
- Financial advisor or financial planner
- Justice of the Peace (JP)
- Lawyer (legal practitioner enrolled on the roll of a State or Territory Supreme Court or the High Court of Australia)
- Magistrate
- Medical practitioner
- Nurse
- 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 (this may include certification by a Member and Employer Services Coordinator employed by First Super Pty Ltd).
- Optometrist
- Pharmacist
- Police officer
- Psychologist
- School principal
- Teacher (employed on a permanent full-time or part-time basis at a school or tertiary education institution)

Overseas

- Australian consular officer or diplomatic officer
- Judge
- Notary public
- Court registrar
- Justice of the Peace

Please note that besides a foreign notary public, the person certifying your documents overseas must quote their registration number or the relevant law that gives them authority to certify your documents.

How to send us certified copies of documents:

Mail your document to:

First Super, PO Box 666, Carlton South, VIC 3053

Email us your document to:

Email a copy to **mail@firstsuper.com.au**

Please retain all original documents for future use in case it is required by the Trustee.

We're here to help

Call our Member Services Team weekdays 8am – 6pm (Melbourne time) for general advice or speak to your local Member Services Coordinator.

1300 360 988 | **mail@firstsuper.com.au** | **firstsuper.com.au**

Issued by First Super Pty Ltd (ABN 42 053 498 472, AFSL 223988), as Trustee of First Super (ABN 56 286 625 181). October 2025. This fact sheet contacts general advice which has been prepared without taking into account your objectives, financial situation or needs. You should consider whether the advice is appropriate for you or read the Product Disclosure Statement (PDS) before making any investment decisions. To obtain a copy of the PDS or Target Market Determination, please contact First Super on **1300 360 988** or visit our website at **firstsuper.com.au/pds**.

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