

To comply with legal and regulatory requirements to confirm the identity of clients before providing financial services to them, JBWere may be required to ask you for identity verification documents.

If identity verification documents are required from you, you will need to provide a current, originally certified copy of these documents.





Identification combinations	Pictorial reference
1 x Primary photographic ID	
1 x Primary non-photographic document AND 1 x Secondary document	 + 
1 x Special Provisions Document	

 Table 1 – Primary Photographic Documents

Valid documents	Notes
Australian passport	<ul style="list-style-type: none"> • Must be issued by the Commonwealth of Australia. • Must not be expired for more than two years.
Australian driving licence	<ul style="list-style-type: none"> • Must be issued by a State or Territory of Australia.
Foreign passport (or a similar document issued for the purpose of international travel)	<ul style="list-style-type: none"> • Must be issued by a foreign government, the United Nations (UN) or an agency of the UN.
Foreign driving licence	<ul style="list-style-type: none"> • Must be issued by a foreign government's relevant authority.
National ID card issued by foreign government or United Nations (or agency of the UN)	<ul style="list-style-type: none"> • Must be issued by a foreign government, the United Nations (UN) or an agency of the UN.
Proof of age card	<ul style="list-style-type: none"> • Must be issued by a State or Territory of Australia.

 Table 2 – Primary Non-Photographic Documents

Valid documents	Notes
Birth certificate/extract	<ul style="list-style-type: none"> • Must be issued by a State or Territory of Australia, a foreign government, the United Nations (UN) or an agency of the UN.
Citizenship certificate	<ul style="list-style-type: none"> • Must be issued by the Commonwealth of Australia or a foreign government.
Pension / health care / senior's health cards – Australian government issue	<ul style="list-style-type: none"> • Must be issued by a State or Territory of Australia. • Must contain name, date of birth or address.

 **Table 3 – Secondary Documents**

Valid documents description	Notes
Australian Taxation Office – notice	<ul style="list-style-type: none"> • Must record a debt payable to or by the individual by or to (respectively) the Commonwealth under a Commonwealth law relating to taxation. • Must contain individual's name and residential address. • Cannot be more than 12 months old.
Medicare Card	<ul style="list-style-type: none"> • Cannot be expired
Financial benefits statement – notice	<ul style="list-style-type: none"> • Notices issued by agencies and authorities of the Commonwealth, a State or Territory. • Must contain the provision of financial benefit. • Must contain Individual's name and residential address. • Cannot be more than 12 months old.
Rates Notice	<ul style="list-style-type: none"> • Must be issued by a local government body. • Cannot be more than 3 months old. • Must contain applicant's name and residential address.
Utility bill	<ul style="list-style-type: none"> • Must be issued by a utilities provider. • Cannot be more than 3 months old. • Must contain applicant's name and residential address.
In relation to a person under the age of 18, a notice that	<ul style="list-style-type: none"> • Must be issued by the school principal. • Must record the period of time that the person attended at the school. • Must contain applicant's name or residential address. • Cannot be more than 3 months old.

 **Table 4 – Special Provisions documents**

Other documents (Special provisions)	Notes
Indigenous / Torres Strait Islander community letter	<p>Written reference must be provided by:</p> <ul style="list-style-type: none"> • two persons who are elected members of an Aboriginal Council of the community to which the individual customer/signatory belongs, or • elected members of the local government body.
Indigenous community proof of ID card	Must obtain approval to use documents prior to providing any product or service to the client.
International travel document (excluding passport)	<p>Following documents should only to be used if the Adviser is satisfied that the client is unable to provide any other conventional documents. All documents must include the customer's full name and date of birth.</p> <p>One or more of the following documents could be used as alternative documents to verify a clients identity:</p> <ul style="list-style-type: none"> • ImmiCards • Temporary Travel Documents which includes any of the following: • Document of Identity (must be an Australian Citizen) • Convention Travel Document (issued by The Department of Foreign Affairs and Trade (DFAT)) • Military documents for military personnel travelling by air (for Australian military only)
Other documents	Must be approved by Compliance

Please note that if a name change has occurred after these documents were issued you will need to provide a current certified copy of your name change documents.

How to certify client identification documents

How is a document certified?

A document can be independently certified by one of the persons listed below inspecting the original document and then signing and writing on the copy:

- I certify this document to be a true copy of the original as sighted by me¹.
- The certifier must indicate in which capacity the document is certified.
- The certifier must print their name, and write their registration number (where applicable).

Who can certify a document?

A document can be certified by any of the people identified below¹:

- a legal practitioner;
- an accountant who is:
 - (a) a fellow of the National Tax Accountants' Association; or
 - (b) a member of any of the following:
 - (i) Chartered Accountants Australia and New Zealand;
 - (ii) the Association of Taxation and Management Accountants;
 - (iii) CPA Australia;
 - (iv) the Institute of Public Accountants;
- a Justice of the Peace;
- a Commissioner for Declarations;
- a notary public;
- a judge;
- a registrar or deputy registrar of a court;
- a dentist;
- a nurse;
- an optometrist;
- a pharmacist;
- a physiotherapist;
- a psychologist;
- a permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office providing postal services to the public;
- 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;
- a police officer;
- a teacher employed on a permanent full time or part time basis at a school or tertiary education institution; or
- any other person who, under a law in force in a State or Territory, is currently licensed or registered to practise in an occupation listed in Part 1 of Schedule 2 of the Statutory Declaration Regulations 2018 or a person outlined in Part 2 of Schedule 2 of the Statutory Declaration Regulations 2018, where Part 2 uses the term '5 or more years of continuous service', this should be read as '2 or more years of continuous service'.

¹ Please note that if documents are being certified outside of Australia, only a subset of these people will be permitted. Please contact us for further details.

Important notice about privacy

JBWere collects and holds your personal information for the purposes of providing you with products and services, and in circumstances where the collection of that information is required by law. If you do not provide your personal information, we may not be able to provide you with products or services.

JBWere is part of the National Australia Bank Limited group of companies (NAB Group), and we may disclose your personal information to others both within and outside the NAB Group.

Further details about how your personal information is collected, used, disclosed and handled is set out in our full Privacy Notification and Privacy Policy, which include information on how you may access or correct your personal information, the countries to which your personal information may be sent, and how you may make a complaint about a privacy issue.

You should read our Privacy Policy and full Privacy Notification, which are available at www.jbwere.com.au.

You can also request a copy from the Manager, Regulatory Compliance, JBWere Limited, Level 16, 101 Collins Street, Melbourne, Vic 3000. © 2021 JBWere Limited