

# JBWere Electronic Verification Terms and Conditions

5 November 2020

JBWere

## JBWere's Obligations

Before we can provide you with any financial products or services, we are required to collect information from you to verify or re-verify your identity. This is required under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act).

To make this as simple as possible, there are two ways we can verify or re-verify your identity:

1. Electronic Verification; or
2. Manual Document Verification.

## Your Privacy

This Whichever method you choose, the information you provide us will be handled in accordance with JBWere's Privacy Policy ([www.jbwere.com.au/privacy](http://www.jbwere.com.au/privacy)) and the NAB Privacy Notification ([www.nab.com.au/common/privacy-policy](http://www.nab.com.au/common/privacy-policy)). The JBWere Privacy Policy and the NAB Privacy Notification should be read together with these terms and conditions.

## Personal information

You will need to provide your consent to Electronic Verification by completing the **JBWere Electronic Identity Verification Consent** which relates to these Electronic Verification terms and conditions. All signatories, Authorised Persons and beneficial owners of an account will need to have their identity verified and re-verified.

You can revoke your consent to Electronic Verification at any time by contacting us on 1300 366 790. However, in order for JBWere to be able to provide, or continue to provide you with any financial products or services, you will be required to use Manual Document Verification.

When verifying or re-verifying your identity electronically, JBWere may (with your consent):

- provide your name, address and date of birth to a credit reporting body to get them to provide an assessment of how well that information matches the information they hold about you.
- provide your name, address, date of birth and details of your identification documents such as your passport or driver's license number to a verification service to get them to provide an assessment of how well that information matches the information they hold or can access about you. They may use third party systems, databases and services (which may involve sending your information outside Australia) to help them do this – for example, by checking with the issuer or official record holder of your ID documents how well the information matches.

- hold and provide your information using these processes to verify or re-verify your identity on one or more occasions.

It is an offence under the AML/CTF Act to provide false or misleading information or documents, or forge documents for use in the verification or re-verification of your identity.

If we cannot verify or re-verify your identity by way of Electronic Verification or Manual Document Verification, we will not be able to provide you with any financial products or services.

## Electronic Verification

To complete Electronic Verification, you need to:

- be 18 years or over;
- have an Australian residential address;
- hold an acceptable form of identification; and
- consent to your identity being verified in this way.

## What is Electronic Verification

Electronic verification allows us to verify your identity by using electronic tools and external data sources. There may also be times where we will use your personal information or request further information to re-identify you. This may be in the form of electronic verification.

## What do we need from you and why

In order to verify or re-verify your identity electronically, we will ask you for your details (such as your name, address, date of birth) and details of your ID Documents. This information will be passed on to external organisations in order to electronically match your information with information on their databases. These organisations will assess and advise us whether all or some of the information you provided matches their records. We have an arrangement with GreenID/VixVerify who complete electronic verification on our behalf.

The acceptable forms of ID Documents for Electronic Verification are those issued by governments in Australia e.g. Passport, Medicare card and Drivers license (must be current - i.e. not expired, unless otherwise stated).

## Where your information goes and how will it be used

Your information is matched to a variety of External Data Sources including but not limited to the following examples:

- Credit information files held by credit reporting bureaus (this is only to confirm your identity)
- Publicly available information such as the electoral roll and white pages

- Passport and Drivers license registries (i.e. information held by the official record holder) etc.

**What happens if your identity is not verified electronically or you do not wish for your identity to be verified electronically**

If we are unable to verify your identity electronically, we will let you know and discuss with you the most effective method to undertake Manual Document Verification as required under the AML/CTF Act. The JBWere Privacy Policy and the NAB Privacy Notification should be read together with these terms and conditions.

**Manual Document Verification**

Manual Document Verification of your ID is typically conducted by JBWere after obtaining from you certified copies or originals of one or more of your ID Documents, of which at least one contains your photograph.