

CUSTOMER IDENTIFICATION PROCESS (CIP) – ACCEPTABLE IDENTIFICATION DOCUMENTS

In order to comply with **Anti-Money Laundering and Counter-Terrorism Financing Legislation (AML/CTF)**, ANZ has a Customer Identification Process (CIP) for individuals seeking banking services.

Please refer to the information below to understand the identification documents that you will be required to provide.

How to verify your identity

You **MUST** provide identification as per the following options:

At least ONE **Primary Identification** document type

OR

At least TWO different types of **Secondary Identification** documents

- Each identification document that is accepted **MUST** have **Full Legal Name** and **Date of Birth** or **Residential Address** (except Medicare Card)
- No document type can be used more than once
- Documents must be current unless otherwise specified
- Where you are giving us information that is different or has changed from that shown on identification documents, you must provide us with appropriate linking documents that explain the difference
- Utility Bill is not accepted as an identification document, but is accepted as a linking document to explain an address change

Primary Government Issued Photographic Identification documents

- Australian photographic driver's licence or learner's permit
- Australian Passport (current or one that has expired within the past two years)
- Foreign Passport*
- Australian State/Territory Government issued Proof of Age Card/Photo Identification card
- Foreign Government issued National Identification Card*
- Australian Firearms/Shooting Licence
- Australian Explosives Licence

Secondary Identification documents

Maximum of ONE of each Document types:

- Birth certificate, birth card, birth extract issued by an Australian State or Territory, or Foreign Government
- Australian Medicare card
- Foreign driver's licence*
- Australian or Foreign citizenship certificate*
- Australian Government card or notice issued by Centrelink to concession holder. Includes any ONE of:
 - DHS Commonwealth Seniors Health Card or Health Care Card
 - DHS or DVA Pensioner Concession card
 - Benefits Notice (less than 12 months old)
- Australian ImmiCard. Includes any ONE of:
 - Evidence of Immigration Status (EIS) ImmiCard
 - Permanent Resident Evidence (PRE) ImmiCard
 - Residence Determination ImmiCard (RDI)
- Australian School attendance letter issued by principal to person under 18, recording residential address and period of attendance (less than 3 months old)
- Australian Tax Office (ATO) assessment notice (less than 12 months old) with name and residential address
- Notice issued by approved Australian Aged Care facility (less than 12 months old) with name and residential address
- Letter issued by the Australian Electoral Commission (less than 3 months old) with name and residential address

Alternative Identification documents

If you identify as Aboriginal and/or Torres Strait Islander heritage and are not able to provide any of the identification documents listed above, ONE of the following may be used:

Aboriginal and/or Torres Strait Islander (ATSI) Community ID Card

OR

Statement by a Referee (from the list of Acceptable Referees below);

- Chairperson, Secretary or CEO of an incorporated Aboriginal and/or Torres Strait Islander organisation; or
- a board member of an aboriginal and/or Torres Strait Islander Land Council; or
- Community Leader or recognised Elder (who is not a relative); or
- School principal or School Counsellor; or
- Health Professional or Manager in an Aboriginal and/or Torres Strait Island Medical Service; or
- Current Employer; or
- Police Officer; or
- Minister of Religion; or
- Justice of the Peace; or
- Permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office providing services to the public; or
- Pharmacist

Linking documents

To show evidence of change of name:

- Adoption Papers
- Birth Certificate with Endorsement
- Change of Name Certificate (Deed Poll)
- Court Order
- Marriage Certificate
- Certificate of Divorce (Decree Nisi)

To show evidence of change of address:

- Lease/Rental Agreement
- Change of Address label on back of Drivers Licence
- Utility Bill (no more than 3 months old)

* If your identification document is written in a language other than English, you must provide a translation into English by a translator who is accredited by the National Accreditation Authority for Translators and Interpreters **Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522**. Item No. 71092 11.2022 WZ126956