

Identity and address verification

November 2016

We are required by law to verify the identity and confirm the residential address of each member of SuperLife. We must have this verification on our files before we can process any withdrawal. We can complete this verification electronically for most people. Please phone us on 0800 27 87 37 to see if this is possible for you. Alternatively, we ask you to provide the following documents:

Proof of residential address

Please provide us one of the approved documents (Box 1) that show your name and residential address. The document needs to be legible, less than 12 months old and for the address you currently reside. If you change address, please update your address in the same way. You may send to us by email attachment, fax or post. Copies are acceptable and do not require certification by a trusted referee.

Box 1 – Approved documents for your residential address include:

A utility bill (e.g a power, water or telephone bill), a NZ bank statement, any mail addressed to you by a NZ government agency, a letter from your employer on their letterhead, or a tenancy agreement. Should none of these be available, please call us to discuss alternative options.

To verify your identity

To verify your identity you have three options (a, b or c) – choose one:

(a)	(b)	(c)
Your passport	Your NZ driver's licence	Any one of:
or	plus	plus
Any one of: <ul style="list-style-type: none"> Your passport NZ certificate of identity NZ refugee travel document Emergency travel document NZ firearms licence National ID card (if it has your signature or other relevant biometric information) 	Any one of: <ul style="list-style-type: none"> Debit or Credit card Eftpos card Bank statement issued by a registered bank SuperGold card NZ Defence photo ID Police photo ID Community services card Full birth certificate Certificate of citizenship 	<ul style="list-style-type: none"> Your full birth certificate Certificate of citizenship plus Any one of: <ul style="list-style-type: none"> NZ defence photo ID Police photo ID 18+ card International driving permit SuperGold card

Children

Note: for children joining SuperLife, the identity verification rules apply to both parents/guardians who sign the membership form. In addition, we require a birth certificate of the child or a statutory declaration from the parents/guardians declaring their relationship to the child.

Get your identity documents verified

Your documents must be sighted and verified. Our SuperLife customer service team can do this for you. Alternatively, ask one of the people listed in box 2.

The person verifying your documents must sight the original document(s) and make a statement on a photocopy of those document(s) that *"these documents are a true copy of the originals and verify the identity of (your name)"*. They must date the certification and include their name, occupation, phone number and signature. **The verification must have been done within the 3 months prior to you sending us the copy of the documents.**

Box 2 - People who can verify your documents

A sworn NZ police officer, Justice of the Peace, registered medical doctor, kaumātua, registered teacher, minister of religion, lawyer, notary public, a court registrar or deputy registrar, NZ Honorary Consul, Member of Parliament, NZ chartered accountant or commonwealth representative.

A family member or close relative or anyone you reside with, cannot verify your documents.

Post your certified documents to us. We must receive the actual certified copy of the originals.