



Customer Identification Form

How to complete this form:

1. Please take BOTH pages of this form along with your ORIGINAL identification documents to any Westpac, St. George, BankSA or Bank of Melbourne branch. Please note: If you are an existing Westpac, St. George, BankSA or Bank of Melbourne customer, you will need to be re-identified.
2. You will need to present to the branch either:
 - ONE original Primary Photographic Identification Document; OR
 - ONE original Primary Non – Photographic Identification Document PLUS one Secondary Identification Document.
 - Refer to *Section 2* for a list of acceptable identification documents. Please note that branch staff will not accept certified copies.
3. Branch staff will verify your identity and forward this form via the branch internal mail to RAMS.
4. It may take up to five business days before your account is fully operational.

It is an offence under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 Requirements to knowingly provide false or misleading information or knowingly produce a false or misleading document. The penalty is imprisonment for 10 years.

PRIVACY STATEMENT The personal information we collect from you on this form will be used to identify you. We will use and disclose your personal information to other members of the Westpac Group, anyone we engage to do something on behalf of RAMS, and other organisations that assist us with our business. Our privacy policy, available at rams.com.au or by calling 13 7267 contains information about how we handle your personal information.

SECTION 1: DETAILS OF THE PERSON BEING IDENTIFIED

Full given name(s) and surname	<input type="text"/>	Date of Birth	<input type="text" value="DD MM YYYY"/>
Contact Numbers	<input type="text" value="Mobile"/> <input type="text" value="Alternate"/>	Please sign this form in the presence of the branch staff	
Signature	<input type="text" value="X"/>		

SECTION 2: VERIFICATION PROCEDURE AND ACCEPTABLE IDENTIFICATION DOCUMENTS

Information to be verified:	Information must be verified from:	
<ul style="list-style-type: none"> • Full name (given names and surname) • Date of birth <p>Note: Where a customer has changed their name, evidence of the change must be verified from a document such as a marriage certificate, deed poll document or change of name document.</p>	<ul style="list-style-type: none"> • ONE Primary Photographic Identification Document, OR • ONE Primary Non-Photographic Identification Document and ONE Secondary Identification Document. <p>All documents must be current unless specified otherwise. Where photo identification is presented, ensure the likeness of the photo matches with the customer.</p> <p>Note: If any document is written in a language other than English, it must be accompanied by an English translation prepared by an accredited translator.</p>	
Primary Photographic Identification Documents	Primary Non-Photographic Identification Documents	Secondary Identification Documents
<ul style="list-style-type: none"> • Australian passport (can either be current or expired within the last 2 years but must not be cancelled, defaced or mutilated)[^] • Foreign passport issued by a foreign government, the United Nations or an agency of the United Nations (must not be cancelled, defaced or mutilated)[^] • Foreign travel document issued by a foreign government, the United Nations or an agency of the United Nations[^] • Australian licence/permit (can either be a driver's licence, learner's permit)[^] • Foreign driver's licence which contains a photograph^{^^} • Proof of age card issued by a State or Territory (or equivalent)[^] • National identity card issued by a foreign government, the United Nations or an agency of the United Nations[^] • Westpac AML approved Indigenous Community Card 	<ul style="list-style-type: none"> • Full Australian birth certificate (or extract) issued by State/Territory Registry of Births, Deaths and Marriages • Full Foreign birth certificate issued by a foreign government, the United Nations or an agency of the United Nations • Australian citizenship certificate • Citizenship certificate issued by a foreign government • Centrelink pension card (Australian) • A completed Remote Indigenous Communities verification form 	<ul style="list-style-type: none"> • A financial benefits notice issued by the Commonwealth or a State/Territory within the last 12 months and includes the customer's name and residential address (e.g. a notice from Centrelink) • Australian Taxation Office (ATO) notice issued within the last 12 months and includes the customer's name and residential address • Utilities notice issued by a local government or utilities provider within the last 3 months and includes the customer's name and residential address • Foreign driver's licence which does not contain a photograph • Department of Veterans' Affairs pension concession card (Australian) • A current tenancy/lease agreement (must not be cancelled or expired) • Medicare card • Australian Marriage certificate issued by State/Territory Registry of Births, Deaths and Marriages • Identification card issued to a student at an Australian higher education institution (TAFE or University)^{^^} • A current card issued under a Commonwealth, State, or Territory law for the purpose of identification, for a government service, or as a licence

[^] Must contain photograph and signature ^{^^} Must contain photograph and / or signature

SECTION 3: BRANCH USE ONLY – BRANCH STAFF INSTRUCTIONS AND DECLARATION

- You must sight original identification documents (see *Section 2*) and complete the details in *Section 3* of this form.
- Personal details that are missing or incorrect must be updated manually in *Section 1* of this form.
- Existing Westpac, St. George, BankSA or Bank of Melbourne customers are to be re-identified.
- Where a customer has changed their name, evidence of the change must be verified from a document such as a marriage certificate, deed poll document or change of name document
- If any document is written in a language other than English, it must be accompanied by an English translation prepared by an accredited translator.

DECLARATION

I hereby declare that I have:

Verified the customer's identity using the following original identification documents:

Full name and Date of Birth verified by	Primary Photographic ID	OR	Primary non-Photographic ID PLUS Secondary ID
Document type (e.g. Passport etc)		OR	PLUS
Issued By (e.g. NSW, VIC etc)		OR	PLUS
Date of issue (where applicable)		OR	PLUS
Expiry Date (where applicable)		OR	PLUS
Document Number (where applicable)		OR	PLUS

- Sighted and checked the original identification documents;
- Ensured that the combined documents verify the person's full name and date of birth; and
- This form was signed by the customer in my presence.

Employee Name

Salary Number

On behalf of (*select*)

WBC SGB BOM BSA

Phone Number

Date Verified

I have verified the customer's identity using the original identification documents stated in *Section 3* of this form

Employee Signature

Branch Mailing Instructions

Send Via Branch Internal Mail to:



UMP

No BSB Required

Branch Stamp