



Bank of
Melbourne

Verification of Identity Certificate – Video Conference.

This form is used for Verification of Identity conducted in Australia **during a video conference interview (only where a face-to-face interview is not possible)**.

The verifier can only be a **Bank of Melbourne Accredited Broker** (for Broker Originated Applications).

Instructions for completing this form:

1. Broker must submit copies of the original documents along with this **completed and signed form** (Section 3).
2. Place a tick (✓) in the box beside the documents for which copies have been provided for Verification of Identity.
3. For Section 2 the verifier must be reasonably satisfied that the photographic documents bear a reasonable likeness to the person being identified.
4. The verifier must provide good quality image of the person's face being identified on a Video Conference platform (i.e. Video call, Microsoft Teams, WebEx, etc) holding up one form of photo ID to verify their name and appearance in the same screenshot. The screenshot must be taken by verifier during video conference and not emailed by the person being identified.

Identity Document Requirements

- **Current, unexpired and original documents** must be used for verification unless otherwise stated.
- If any document is written in a language other than English, it must be accompanied by an English translation prepared by an accredited translator.
- The verifier must be reasonably satisfied that the photographic documents bear a reasonable likeness to the person being identified.
- Broker must ensure all copies of identification documents provided are clear and legible.

Section 1 – Details of person being identified.

Complete a separate form for **each** individual acting in the capacity of Borrower, Guarantor, Attorney under a Power of Attorney, or Identity Declarant.

Tick one box only – Borrower Guarantor Attorney under a Power of Attorney Identity Declarant

This identification relates to

Verification of Identity Certificate – Video Conference.

Section 2 – Primary identification with photographic identity documents.

Person being identified to supply two of the following documents containing their photo and signature. Where two documents containing their photo are provided, no further documents are required.

- Australian driver's licence/permit (learner's permit is acceptable)
- Proof of age card issued by an Australian State or Territory (or equivalent)
- Australian passport (if current not available, expired within last 2 years is acceptable but must not be defaced, mutilated or cancelled)
- Foreign passport

Have you verified the individual's full name including all middle names and date of birth using the two supplied documents above?

- Yes No

If **Yes** proceed to **Section 3**

If **No** then complete section 2.A.

Section 2.A – Secondary identification documents.

Person being identified to supply a document from Section 2 above **plus** two of the following documents:

- Full Australian birth certificate or extract
- Full foreign birth certificate
- Australian Citizenship certificate
- Citizenship certificate issued by a foreign government
- Descent certificate
- Medicare card
- Centrelink pension card (Australian)
- Department of Veterans' Affairs card

Can the individual's full name including all middle names and date of birth be verified using the two supplied documents?

Note: for Medicare cards verify middle name initial only.

- Yes No

If **Yes** proceed to **Section 3**

If **No** based on documents not matching due to change of name details, complete section 2.B. otherwise refer to the verification of Identity Escalation Procedures.

Section 2.B – Change of name.

If the name on the identification document(s) supplied in Section 2 or 2.A differs between documents, evidence of their changed name is required by:

- Marriage Certificate issued by State/Territory Registry of Births, Deaths & Marriages
- Deed Poll
- Change of Name Certificate
- An endorsement of the change of name on a Full Australian birth certificate issued by State/Territory Marriage Certificate issued by State/Territory Registry of Births, Deaths & Marriages

Can the individual's full name including all middle names and date of birth be verified using the supplied documents?

- Yes No

If **Yes** proceed to **Section 3**

If **No** Refer to the Verification of Identity escalation procedures.

Section 3 – Verification certification.

I, **(Broker Full Name)**

Occupation (insert job title)

hereby certify that

- a) The original and current identification as marked above, or over, were produced to me in a video conference interview and images of these documents are attached to this certification.
- b) Where evidenced the person identified has a reasonable likeness to the person in the photographs included in the identity documents.
- c) The Verification of Identity has been conducted in accordance with Westpac Group process.

Verifier's Signature

Contact Telephone Number

Date

PRIVACY STATEMENT The personal information we collect from you on this form will be used to identify you. We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf and other organisations that assist us with our business. Our privacy policy, available at bankofmelbourne.com.au or by calling 13 22 66, contains further information about how we manage your personal information.