Your guide to completing your profile.



This guide will outline the process and options available to you to verify and update your personal details. It's important to confirm with us that your details are up to date, even if your personal details have not changed.

There may be 3 parts to the request:

- Verifying your identification
- Updating your employment and personal information
- Updating and verifying your contact details

You can complete the request either via:



Option 1 – Bank of Melbourne App or Internet Banking.

If you are overseas, you will need a working Australian mobile number so you are able to receive a One Time Password. Alternatively, please use the 'By phone' or 'By post' options below.

Verify your ID.

- 1. Logon to the Bank of Melbourne App or Internet Banking
- 2. Tap on the search icon if required to access the search bar
- 3. Search "Verify your ID"
- 4. Select "Verify your ID" and verify your personal information.

Completing your personal information.

- 1. Logon to the Bank of Melbourne App or Internet Banking
- 2. Tap on the search icon if required to access the search bar
- 3. Search "Update my contact details"
- 4. Select "Update my contact details" and verify your personal information.

Acceptable forms of ID for internet banking include a valid Australian driver licence, Passport, Medicare card or Australian birth certificate.

Option 2-By post.

If you are acting as a Power of Attorney (POA), you need to have previously registered your POA with Bank of Melbourne. If you have not registered your POA please visit your nearest branch.

Make sure you have certified copies of your identification in order and have completed the form. The form includes a list of valid identification documents and acceptable people who can certify your document. Return the completed form along with certified copies of your identification to the address below:

The completed form and certified copies of your ID can be sent via Reply Paid post to:

ID Secure Team

Reply Paid 91348

Sydney NSW 2001

If you're overseas, use the following address:

ID Secure Team

GPO Box 1806

Sydney NSW 2001

Australia

Option 3-In branch.

Visit your nearest branch with valid forms of identification. Refer below for list of valid identification. If you are unable to visit a branch and you have a Power of Attorney, they can attend the branch on your behalf.

Information required to verify your identification

Please have the following information ready to complete the identification process;

Each signatory operating on the account will need to provide identification documents outlined in this guide.

- Given name/s
- Surname
- Alternate name/s (if any)
- Date of birth
- Full permanent residential address including country (not PO box)*
- Employment type (full-time, part-time, retired)
- Occupation
- Purpose of business relationship with the Bank (Transactional, Savings, Wealth)
- Source of funds (income, government benefits)
- Source of wealth (inheritance, redundancy)
- Foreign tax residency information (if any) including country (ies) of tax residency (other than Australia), and associated Foreign Tax Identification Number (note: A Foreign TIN is an identifying number or equivalent issued by your country tax residency that is for tax purposes)

*Where the customer is permanently living outside of Australia, a non-Australian address is required.

Documents required

Please provide documents outlined in one of the below options:

- One primary photographic identification document **OR**
- One primary non-photographic identification document and One secondary identification document
- You should provide one document which includes your date of birth.

Please refer to the Customer Verification form for valid documents.

All documents should be current unless otherwise stated.

Please ensure foreign documents (if not in English) are accompanied by an English translation prepared by a person accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) as Professional, Advance Professional or Senior Advanced Professional; or certified by NAATI as Certified or Certified Advanced; or accredited by an overseas standard comparable to the Australian NAATI accreditation.

Examples of how to have documents certified

ONE Primary Photographic Identification Document (all information on documents must be clear and legible), for example:



I, Sam Sample, as a Medical Practitioner, certify that this *Driver Licence*, is a true copy of the original.



1 February 2023

Driver Licence certified and signed by Medical Practitioner.

Example

ONE Primary Non-Photographic Identification Document and ONE Secondary Identification Document (all information on documents must be clear and legible), for example:



Accessibility support.

You can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by scanning the QR Code or visiting accesshub.gov.au/about-the-nrs



Visit **bankofmelbourne.com.au/accessibility** for further information on our accessible products and services for people with disability.

"QR Code" is a registered trademark of Denso Wave Incorporated.



Customer verification form.

Customer c	details.							
Please use BLC	OCK letters.							
Customer name				Customer number				
Customer add	ress							
	ete all sections, ensuring the inforovided due to inaccurate or m							
Information	n collected from customer.							
Full name					Date of birth			
							/	/
Are you known	n by any other name(s)?							
Yes	No other names							
Please specify	all names							
Residential add	dress (PO Box not allowed)							
Are you a tax r	resident of any country outside of A	Australia?						
Yes >	Country(ies) outside of Australia in which you are a resident for tax purposes and country's associated Tax Identification Number (TIN)* *A Foreign TIN is an identifying number or equivalent issued by your country of tax residency that is used for tax purposes.							
	If you're a tax resident in a jurisdi include publicly available informa	iction that doesn't issue a 1	TIN c	or equivalent, you'll need t		ide ev	idence (which cou
	Country 1			Foreign TIN 1				
	Country 2		_	Foreign TIN 2				
	Country 3		_	Foreign TIN 3				
				_				
			_					

Information collected from customer	(continued).	
Casual Dependant Contractor	ect the employment type that reflects yo Social Security Resident Temporary	Retired Self-Employed
☐ Full-Time ☐ Part-Time ☐ Other (please specify)	Student Unemployed	☐ Independent Contractor
Occupation	Ct	
The following section to be completed by a Purpose of business relationship (please Transactional Savings Protection Additional sources (please specify)		Correspondent banking Financial markets
Source of funds (please select one or modes) Salary/Wages Commission Bonus Loan Business Profits Sale of assets	Inheritance Redundancy Liquidation of assets Government Benefits Superannuation/pension	Compensation payment Gift/Donation Windfall Tax Refund Insurance payment
Rental Income Additional sources (please specify)	Investment income/earnings Business income/earnings	
Source of wealth (please select one or magnetic or magnetic of the select one or magnetic	windfall Inheritance Liquidation of assets Employment income/earnings Superannuation/pension Investment income/earnings	Business income/earnings Compensation payment Gift/Donation Owns real estate/property None
Are you a Sole Trader? Yes Full Business/Trading Nate ABN (if any)	me	

Information collected from customer (continued).
Full address of the principal place of business (not a PO Box) (if any)
Business Classification (ANZSIC)
Documents to be attached with this form.
Please attach certified copies of acceptable identification documents that verify details of the individual to be identified (Individual Customers and Sole Traders) – refer to the Explanatory Notes section for a full list of acceptable identification documents and acceptable certifiers.
Privacy statement and consent request.
Privacy statement.
All personal information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at bankofmelbourne.com.au/privacy or by calling us on 13 22 66 . Our Privacy Statement also provides information about how you can access and correct your personal information and make a complaint. You do not have to provide us with any personal information, but if you don't, we may not be able to continue to provide products or services to you.
Consent request.
You consent to Bank of Melbourne collecting and holding any sensitive information (such as health information or information about your racial or ethnic origin) which appears on certified copies of your identity documents. You will not be able to withdraw your consent to Bank of Melbourne holding this information after it has been provided because Bank of Melbourne is required to retain copies of identification documents under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.
If you do not consent to Bank of Melbourne's collection of any such sensitive information, you may verify your identity in person at any Bank of Melbourne branch.
Declaration.
Customer declaration.
I declare that to the best of my knowledge the information I have provided above is true and correct as at the date of this document. I understand that it is an offence to knowingly give false or misleading information or knowingly produce a false or misleading document under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. Where I am providing personal information about another individual, I have made them aware:
• that I will be doing this; and

• that Bank of Melbourne will collect, use and share their personal information in accordance with its Privacy Statement available at bankofmelbourne.com.au/privacy

Where I am providing Bank of Melbourne with another person's sensitive information, I have obtained their consent to sharing it with Bank of Melbourne and their consent to Bank of Melbourne collecting, using and disclosing their sensitive information in accordance with Bank of Melbourne's Privacy Statement.

~· .	-	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
sianature	O†	authorised	person

X	
Print full name	Customer number
Position held	Date / /

Next steps.

- **Step 1:** Ensure all relevant sections of the form are completed and the customer declaration is signed
- **Step 2:** Attach all supporting documents
- Step 3: Return the completed form (pages 1-3 only) to:

ID Secure Team Or, if you're overseas, use the following address:

Reply Paid 91348 ID Secure Team
Sydney NSW 2001 GPO Box 1806
Sydney NSW 2001

Australia

Bank use only.

Before customer leaves branch please contact ID Secure Team on 1300 663 578 between 8am-7pm AEST Monday to Friday to confirm next steps. If outside business hours please update information in the front end systems and email KYCidsecureBOM@bankofmelbourne.com.au to advise of completion.

Form and certified Identification will need to be forwarded to above address after completing the below declaration.

Employee Declaration.

I have followed the process for identification and verification as required by policy and procedure and have verified the required information provided by the customer using approved verification source(s). Where the verification source has been provided by the customer the document is to the best of my knowledge a certified copy.

,					
Employee name (print)	Employee salary number				
Employee signature	Date				
X	/ /				

Explanatory Notes - Documents & Verification.

Customers are required to provide us with certified copies of acceptable identification documents that verify the individual to be identified (individual customers and sole traders). Please provide either:

ONE Primary Photographic Identification Document



I, Sam Sample, as a Medical Practitioner, certify that this *Driver Licence*, is a true copy of the original.

Jari

1 February 2023

Driver Licence certified and signed by Medical Practitioner.

OR

Explanatory Notes - Documents & Verification (continued).

ONE Primary Non-Photographic Identification Document and ONE Secondary Identification Document



Note: One form of identification MUST contain date of birth details.

Primary Photographic Identification Documents

Australian Passport (can either be current or expired within the last 2 years but not cancelled, defaced or mutilated); or

Foreign Passport issued by a foreign government, the United Nations or an agency of the United Nations (must be current, and not cancelled, defaced or mutilated) which contains either a signature OR a unique identifier of the person

Australian driver licence/learner's permit or foreign driver licence (with photo and full name)

Foreign travel document issued by a foreign government, the United Nations or an agency of the United Nations (must be current if there is an expiry date on the document, and not be cancelled, defaced or mutilated) which contains either a signature OR unique identifier of the person

A photo card with proof of age issued by an Australian State or Territory for the purpose of proving a person's age. For example, a proof of age card, a proof of identity card, a photo identification card, a photo card, an evidence of age card and a personal information card.

Primary Non-Photographic Identification Documents

Australian Birth Certificate (or extract) issued by an Australian State or Territory; or Foreign Birth Certificate issued by a foreign government, the United Nations or an agency of the United Nations

Australian Citizenship Certificate (including a Citizenship by Descent Certificate)

Citizenship certificate issued by a foreign government

Centrelink Pension card (Australian). Note: cannot be used in combination with Centrelink Health Care card or Medicare card.

Centrelink Health Care card (Australian). Note: cannot be used in combination with Centrelink Pension card or Medicare card.

Explanatory Notes - Documents & Verification (continued).

Secondary Identification Documents

A notice issued by the Commonwealth or a State or Territory within the last 12 months that includes the Individual's name and residential address and records the provision of financial benefits (e.g. Centrelink notice)

A notice issued by the Australian Taxation Office (ATO) within the last 12 months and includes the Individual's name and residential address and records a debt payable by or to the Individual (e.g. Tax Assessment)

Utilities notice issued by a local government or utilities provider within the last 3 months and includes the customer's name and residential address and records the provision of a service to that address or name

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. Note: cannot be used in combination with Centrelink Pension card or Centrelink Health Care card.

Australian Marriage certificate issued by an Australian State or Territory Registry of Births, Deaths and Marriages

If the individual is under the age of 18 years, a notice issued by the principal of a school (must be less than 3 months old, include the name of the individual, residential address, period of school attendance and issued on a school letterhead)

Identification card issued to a student at an Australian higher education institution (TAFE or University) which contains a photograph or signature

A current card issued under a Commonwealth, State, or Territory law for the purpose of identification, for a government service, or as a licence

Where you are unable to provide identification from the above list Westpac Group may accept alternative documentation on a case-by-case basis. Examples of some alternate documentation that may be accepted in unique situations can be found in the below chart. Each alternate identification request will be individually reviewed based on personal circumstances. If you need to discuss alternate options please contact ID Secure Team on 1300 663 578 or (+61 2) 9155 7522 if overseas between 8am-7pm AEST Monday to Friday.

Customers who are residents of assisted care facilities, or receiving assisted care services in their home.

OPTION 1

At least **ONE** Primary Non-Photographic Identification Document; and

ONE of the following:

- Notice/invoice/letter issued by an Australian assisted care facility or Australian assisted care service provider within the last 3 months that includes the Customer's name and date of birth; and the facility's or Customer's address; or
- Notice/letter from an Australian Government agency issued within the last 3 months which confirms the Customer's address or that the Customer's address is the same as the Australian assisted care facility or that the facility is receiving benefits on behalf of the Customer

OPTION 2

BOTH of the following:

- Notice/invoice/letter issued by an Australian assisted care facility or Australian assisted care service
 provider within the last 3 months that includes the Customer's name and date of birth; and the
 facility's or Customer's address; and
- Notice/letter from an Australian Government agency issued within the last 3 months which confirms the Customer's address or that the Customer's address is the same as the Australian assisted care facility or that the facility is receiving benefits on behalf of the Customer

Explanatory Notes - Documents & Verification (continued).

Indigenous customers	Either ONE of the following documents must be collected:			
	Indigenous Customer Identification Form that is:			
	Completed by one referee that is a recognised elder (or another person that is regarded as a leader within the community) to verify the information provided by the customer, and			
	• The completion of the form is witnessed by an independent person. This could include a person listed as an acceptable certifier below but at a minimum must be a person that is over 18 years of age and that does not have a direct familial relationship with the customer or referee			
	Indigenous community identification card issued by an Indigenous Council or Corporation that includes the customer's name, date of birth/approximate age, address/location and photograph			
Refugee	Either ONE of the following documents must be collected:			
	ImmiCard issued by the Australian Government			
	• Convention Travel Document (Titre de Voyage) (or equivalent) issued by the Australian Government			

Certified Documents.

Please provide certified* copies of the relevant identification documents. A certified copy is a document which has been certified as a true and correct copy of the original document by an approved certifier with the certifier's stamp. The certifier should certify that the photocopy is a true and correct copy of the original by writing on and signing the photocopy as follows:

+ Certification format:

I, [full name of approved certifier], as [select appropriate from list of approved persons (include licence number where applicable)], certify that this [name of document] is a true and correct copy of the original.

Signature:.		
Date:		

Acceptable persons for certifying documents in Australia.

- A person who, under a law in force in a State or Territory, is currently licensed or registered to practise in one of the following occupations:
 - Architect
 - Chiropractor
 - Dentist
 - Financial Adviser or planner
 - Legal practitioner
 - Medical practitioner
 - Midwife
 - Migration agent registered under Division 3 of Part 3 of the Migration Act 1958
 - Nurse
 - Occupational therapist
 - Optometrist
 - Patent attorney
 - Pharmacist
 - Physiotherapist
 - Psychologist
 - Trademarks attorney
 - Veterinary surgeon
- A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described)

- Accountant who is:
 - a fellow of the National Tax Accountants' Association; or
 - a member of any of the following:
 - · Chartered Accountants Australia and New Zealand;
 - the Association of Taxation and Management Accountants;
 - CPA Australia;
 the Institute of Public Accountants
- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Public Service (APS) employee engaged on an ongoing basis with 2 or more years of continuous service not specified elsewhere in this table
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Bailiff
- Bank officer with 2 or more continuous years of service
- Building society officer with 2 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 2 or more years of continuous service

Certified Documents (continued).

- Employee of the Australian Trade and Investment Commission who is:
 - in a country or place outside of Australia; and
 - authorised under paragraph 3(d) of the Consular Fees Act 1955; and
 - exercising his or her function at that place
- Employee of the Commonwealth who is:
 - in a country or place outside Australia; and
 - authorised under paragraph 3(c) of the Consular Fees Act 1955; and
 - exercising his or her function in that place
- Engineer who is:
 - a member of Engineers Australia, other than at the grade of student; or
 - a Registered Professional Engineer of Professionals Australia;
 or
 - registered as an engineer under a law of the Commonwealth, a State or Territory; or
 - registered on the National Engineering Register by Engineers Australia
- Finance company officer with 2 or more years of continuous service
- Holder of a statutory office not specified elsewhere in this table
- Judae
- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- Master of a court
- Member of the Australian Defence Force who is:
 - an officer; or
 - a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 2 or more years of continuous service; or
 - a warrant officer within the meaning of that Act
- Member of the Australasian Institute of Mining and Metallurgy

- Member of the Governance Institute of Australia Ltd
- Member of:
 - the Parliament of the Commonwealth; or
 - the Parliament of a State; or
 - a Territory legislature; or
 - a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
- Notary public
- Permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public
- Permanent employee of:
 - the Commonwealth or a Commonwealth authority; or
 - a State or Territory or a State or Territory authority; or
 - a local government authority with 2 or more years of continuous service and is a person not already specified elsewhere in this table
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior executive employee of:
 - the Commonwealth or a Commonwealth authority; or
 - a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution
- An officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more years of continuous service with one or more licensees
- An officer with, or a credit representative of, a holder of an Australian credit licence, having 2 or more years of continuous service with one or more licensees

Acceptable persons for certifying documents outside Australia.

- A legal practitioner who holds a current practicing certificate under a law in force in a State or Territory in Australia
- An officer of an Australian bank, building society or finance company branch or office located in a foreign jurisdiction with 2 or more years of continuous service (includes or an employee of Westpac New Zealand Limited with 2 or more years of continuous service)
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Employee of the Australian Trade and Investment Commission who is:
 - in a country or place outside of Australia; and
 - authorised under paragraph 3(d) of the Consular Fees Act 1955; and
 - exercising his or her function at that place
- Employee of the Commonwealth who is:
 - in a country or place outside Australia; and
 - authorised under paragraph 3(c) of the Consular Fees Act 1955; and
 - exercising his or her function in that place

- Judge of a court
- Magistrate
- Registrar, or Deputy Registrar, of a court
- A person authorised as a notary public in a foreign jurisdiction
- Accountant who is:
 - a fellow of the National Tax Accountants' Association; or
 - a member of any of the following:
 - $\circ\,$ Chartered Accountants Australia and New Zealand;
 - the Association of Taxation and Management Accountants;
 - · CPA Australia;
 - the Institute of Public Accountants
 - A person who is authorised by law in the relevant jurisdiction to administer oaths or affirmations or to authenticate documents.