

Individual Customer Identification Checklist

'Building a brighter future for all' – is why we exist and what we are here to do for our customers, people and communities.

This checklist is a guide to help you understand what customer information is collected and verified before any financial product or service can be provided. The following is required to ensure we can meet our regulatory obligations.

Customer to provide

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|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| ✓ Full name (including any other names known by, if any) | ✓ Country or countries of Tax Residency and corresponding Tax Identification Numbers |
| ✓ Residential address | ✓ Occupation and employment details |
| ✓ Postal address (if different from residential address) | If a Sole Trader |
| ✓ Date of birth | ✓ Full business name, principal place of business address, industry, and Australian Business Number (ABN) (if any) |
| ✓ Contact details including phone number and email address | |

Customer documents required to verify full name AND either residential address OR date of birth

Provide one Primary Photographic Document:

- ✓ Australian Passport (can be accepted two years from the expiry date)
- ✓ Australian or New Zealand Driver Licence
- ✓ Proof of Age Card – Australian State or Territory
- ✓ NSW Photo Card or WA Photo Card
- ✓ International Passport or travel document*
- ✓ ImmiCard/Visa Evidence Card
- ✓ Foreign National Identity Card*
- ✓ Firearms Licence – Australian State or Territory

OR

Two Primary Non-Photographic Documents:

- ✓ Birth Certificate or Birth Extract
- ✓ International Birth Certificate*
- ✓ Australian or Foreign Citizenship Certificate
- ✓ Pension or Health Care Card issued by Centrelink/ Department of Human Services or Department of Veterans' Affairs

OR

One Primary Non-Photographic AND one Secondary Document

Secondary Document:

- ✓ A notice from the Commonwealth/State or Territory issued to the person and containing their name and residential address, and records the provision of financial benefits to that person (issued within the preceding 12 months)
- ✓ A letter from the Australian Tax Office (ATO) including notice of assessment containing name and residential address (issued within the preceding 12 months)
- ✓ A utilities notice from a local government body (e.g. Council rates bill) or utility (e.g. gas, electricity or water bill) provider showing name and residential address, and indicates provision of services to that person (issued within the preceding 3 months)
- ✓ Foreign Driver Licence
- ✓ Commonwealth/State or Territory Security Guard/Crowd Safety Officer Identity Card
- ✓ NSW Security Licence
- ✓ Australian Defence Force Identity Card (excluding spouse cards)

* Issued by foreign government, the United Nations (UN) or an agency of the UN.

How do I provide this information?

- Original or certified copies of documents must be provided.
- All documents must be current and not expired unless otherwise stated.
- Digital driver licences are not an acceptable form of identification.

How do I get my documents certified?

To be correctly certified the required documents must be clearly noted as a 'True copy of the original document' and signed by a prescribed person. For further details of parties who can certify copies please refer to your representative for further assistance.

What if my documents aren't in English?

If your identification documents are not in English then a translation of each document is required. All translations must be completed by a translator who is accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) or an equivalent.

What happens if the name on my identification document is different or has changed?

If the name on your identification document has changed since it was issued, then a Change of Name Certificate, issued by the Registry of Births Deaths and Marriages must also be provided.

For further information regarding customer identification and how we are meeting our regulatory obligations refer to:

commbank.com.au/about-us/who-we-are/sustainability/sustainable-business-practices/anti-money-laundering-and-counter-terrorism-financing