# Change your details

## Accumulation and Defined Benefit Members

Use this form to update your account details:

- update your contact details
- change your name
- correct your date of birth
- provide your tax file number (TFN)

### 1. Your EXISTING details

Title: ☐ Mr ☐ Ms ☐ Mrs ☐ Other

Date of birth (dd/mm/yyyy)

Given name(s)

Surname

Any other names known by (eg. also known as/a former name/an anglicised name)

Residential address (required)

Suburb/Town | State | Postcode

Postal address (if different)

Unit number | Street number | Street name

Suburb/Town | State | Postcode

Telephone (business hours) | Mobile

Email address

Secondary email address

Membership number

## 2. What do you wish to do?

- ☐ **Update your contact details** Complete Sections 1, 3 & 8
- ☐ **Change your name** Complete Sections 1, 4, 7 & 8
- ☐ **Correct your date of birth** Complete Sections 1, 5, 7 & 8
- ☐ **Provide your tax file number (TFN)** Complete Sections 1, 6 & 8

## 3. Provide your NEW contact details. *Only complete the sections that have changed from what you've provided previously.*

Residential address (required)

Suburb/Town | State | Postcode

Postal address (if different)

Unit number | Street number | Street name

Suburb/Town | State | Postcode

Telephone (business hours) | Mobile

Email address

## 4. Change of Name

Title: ☐ Mr ☐ Ms ☐ Mrs ☐ Other

Date of birth (dd/mm/yyyy)

Given name(s)

Surname

Remember to provide us with certified copies of your identification.

## 5. Correct your Date of Birth

Date of birth (dd/mm/yyyy)

Remember to complete section 4 or provide certified copies of your identification

## 6. Your tax file number

You don't have to give us your TFN. But if you don't, you'll usually pay more tax and can't add to your super from your take home pay.

My TFN is:

## 7. Proof of identity

**Note:** The Electronic ID option is not available for Change of Name

Choose how you'll provide proof of your identity:

- ☐ Electronic ID (this is the easiest way) – Write down the details of your ID below, then go to **Step 8**
- ☐ By post (certified ID) – Go to **Step 8** and provide certified copies of your documents. Refer to the Identification (ID) requirements flyer at the end of this form.
- ☐ By email (Selfie ID) – Go to **Step 8** and email us your documents. Refer to the Identification (ID) requirements flyer at the end of this form.

### Electronic ID

**Important**: Please complete all fields below so we can complete an electronic ID check. If your personal details don't match your ID details, we won't be able to verify your identity. This will delay your request as we may ask for additional certified identification. Please give us a call if you need help with this.

### Part 1: Medicare details

Full name (including initials – as shown on your Medicare card)

Medicare number

Valid to (mm/yyyy)

Your reference number on this card

### Part 2: Either Australian driver's licence or Australian passport – you don't need to supply both

**1** Driver's licence number

Full name (including middle name as shown on licence)

State

Expiry date (dd/mm/yyyy)

Driver's licence card number

**2** Passport number

Full name (including middle name as shown on passport)

Place of birth (as shown on your passport)

Country of birth (as shown on your passport)

Family name at birth (this isn't shown on your passport)

## 8. Sign the form

By signing this form, I confirm that:

- I have read and understood this form
- I understand my details cannot be updated unless the required documents (such as proof of name change, proof of ID, etc) are provided
- the nature/purpose of my relationship with ElectricSuper is that I am a member of ElectricSuper
- I understand that I must keep a copy of this form for 5 years from the date below under ATO regulations

Signature

(dd/mm/yyyy)

**Lodge your form**

If no proof of ID documents required:
electricsuper.admin@rs.mpms.mufg.com

or

If proof of ID documents are required:
Post to: ElectricSuper
PO Box 126 Parramatta NSW 2124

**Your privacy**

Refer to www.electricsuper.au/privacypolicy for information on how your provided information is used and how we treat your privacy.

**Queries**

1300 307 844
www.electricsuper.au

Issued by the Electricity Industry Superannuation Board ABN 42 457 486 237 as trustee of the Electricity Industry Superannuation Scheme ABN 57 923 283 236

Disclaimer: The information relating to ElectricSuper is subject to change from time to time. The ElectricSuper Rules (the 'Rules') are the final authority when any discrepancy arises between the Rules and any other information about the scheme. The Electricity Industry Superannuation Board recommends that you consult a licensed or appropriately authorised financial consultant before taking action regarding your superannuation.

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electricsuper

# Identification (ID) requirements

**You'll need to provide proof of identity when you:**

- Withdraw your super or fully withdraw your income stream or fully commute a Division 3 Pension
- Rollover to a self managed super fund (SMSF)
- Ask us to search for lost super
- Start a retirement income stream or commence a Lifetime Pension
- Update your banking details

People signing on your behalf will also need to provide proof of identity.

## Three ways you can provide proof of your identity

**Option 1.**
**Electronic ID**

**This is the easiest way to provide proof of your identity.**

Write down the details of your ID on the forms you're sending us. You'll need to have these handy:

1. Medicare card **and**
2. Australian driver's licence or Australian passport

We'll use the details you give us to do an electronic ID check. Please complete all fields on this form. For help locating your driver's licence card number, see page 4.

**Option 2.**
**By email (Selfie ID)**

Email us your form and electronic copies (scanned or clear photos) of your ID. Your ID doesn't need to be certified. Send us:

1. A photo of you holding your Australian driver's licence **and** a clear photo of the back of the driver's licence




**or** a photo of you holding your passport



Take your selfie close-up so we can see the writing on your ID

2. **And** any other documents that may be required – see page 2.

**Option 3.**
**By post or in person (Certified ID)**

You'll need to post or give us your form with certified copies of documents:

1. A certified copy of your Australian driver's licence (both sides) or Australian passport **and**
2. Any other documents that may be required – see page 2

See page 3 for how to get your ID certified.

## Documents you need to give us

| What do you want to do? | Electronic ID | Selfie ID/Certified ID |
|---|---|---|
| **Withdraw $50,000 or less*** includes full withdrawals from an ElectricSuper Income Stream or commutation of Division 3 Pension or **Rollover $50,000 or less* to a SMSF** | As described on page 1 – write your ID details on your form | Australian driver's licence (both sides) **or** Australian passport. |
| **Withdraw more than $50,000*** includes full withdrawals from an ElectricSuper Income Stream or commutation of Division 3 Pension **or Rollover more than $50,000* to a SMSF** | As described on page 1 – write your ID details on your form | 1. Australian driver's licence (both sides) **or** Australian passport **and**<br>2. Bank statement (dated within six months) where your payment will be made and<br>3. One of these:<br>• Phone, electricity, gas or water bill (dated within three months)<br>• Council rate or Australian Taxation Office (ATO) notice (dated within 12 months)<br>• Birth certificate/extract, citizenship certificate or pension card. |
| **Open an ElectricSuper Income Stream or Division 3 Pension**<br>**or**<br>**Change your ElectricSuper Income Stream or Division 3 Pension banking details** | As described on page 1 – write your ID details on your form | 1. Australian driver's licence (both sides) **or** Australian passport **and**<br>2. Bank statement (dated within six months) where your payment will be made **and**<br>3. One of these:<br>• Phone, electricity, gas or water bill (dated within three months)<br>• Council rates or ATO notice (dated within 12 months)<br>• Birth certificate/extract, citizenship certificate or pension card. |
| **Search for lost super** | As described on page 1 – write your ID details on your form | 1. Australian driver's licence (both sides) **or** Australian passport **and** issued concession card **and**<br>2. One of these:<br>• Phone, electricity, gas or water bill (dated within three months)<br>• Bank statement (dated within six months)<br>• Council rates or ATO notice (dated within 12 months). |
| **Correct your date of birth** | As described on page 1 – write your ID details on your form | Australian driver's licence (both sides) **or** Australian passport **or (certified ID only) birth certificate/extract.** |
| **Change your name** | Not available | 1. Australian driver's licence (both sides) **or** Australian passport .<br>2. One of these showing a relationship exists between the two (or more) names:<br>• Marriage certificate<br>• Decree absolute (divorce certificate)<br>• Deed poll or Change of name certificate from the Births, Deaths and Marriage Registration Office.<br>*If the name on your account is incorrect (e.g. spelling mistake or employer error), please provide a certified copy of your driver's licence (both sides) or passport and a hard copy Statutory Declaration.* |
| **To sign on behalf of an ElectricSuper member** | To set up a Power of Attorney (POA) or Guardianship and make a request:<br>1. Provide Guardianship papers<br>**or**<br>Post the certified hard copy of the *Power of Attorney* document (every page) **and**<br>2. Include the relevant form for your request (e.g. withdrawal form) **and**<br>3. Write your ID details on the *Proving your identity electronically* form.<br>Once the POA/Guardianship is set up, you can use the *Proving your identity electronically* form to sign on behalf of the member. The member's proof of identity will also be required. | To set up a POA or Guardianship and make a request:<br>1. Provide Guardianship papers<br>**or**<br>Post the certified hard copy of the Power of Attorney document (every page) **and**<br>2. Include the relevant form for your request (e.g. withdrawal form) **and**<br>3. Certified ID as indicated in the table above (depending on the type of request).<br>Once your POA/Guardianship is set up, you can use the Proving your identity electronically form to sign on behalf of the member or be required. |

* These limits are before tax has been deducted or any interest adjustments.

# Hints, tips and troubleshooting

### Your ID and account details must match

If you're changing your name, you'll need to provide documentation to prove the change of name (see table on page 2).

### Your ID needs to be current and show your name and residential address

Your documents can't be expired, except for an Australian passport which can be used if it expired within the last two years. All certified ID must be dated within 12 months.

### Bank statements must show your current name and address

You might be able to download one from your online banking. If your bank account is new and you haven't received a statement yet, you'll need to provide a letter from your bank that shows your name, address, account details and the bank's stamp.

### Don't have a driver's licence or passport?

If you don't have a driver's licence or passport, you must provide **four certified documents** from the below list:

1. Bank statement (dated within six months) **and**
2. Birth certificate or birth extract, pension card or Australian citizenship certificate **and**
3. Letter from Centrelink about a benefit, Council rates or ATO notice (dated within 12 months) **and**
4. Phone, electricity, gas or water bill (dated within three months).

**If you can't provide the ID we've asked for, give us a call on 1300 307 844 to discuss alternatives.**

## How to get your ID certified

Take your original documents and a clear photocopy of both sides to an authorised person (see *Who can certify documents*). If documents are written in a foreign language, you'll need to supply an English translation by an accredited translator.

The authorised person needs to:

1. Write or stamp in English on the photocopies words to the effect of 'This is a true and correct copy of the original'.
2. Write their name, qualification (for example, Justice of the Peace, Police Officer, Pharmacist, etc), address and registration number (if applicable).
3. Sign and date the copy.

**Example:**




* Australia Post may charge to certify ID (contact Australia Post for details).

† These people can certify your ID if you're outside of Australia.

## Who can certify documents

You can meet with us in person and we'll certify your documents. Find our details at electricsuper.au/meet-with-us/.

The following authorised people can certify your documents.

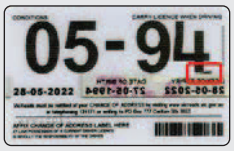
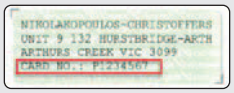
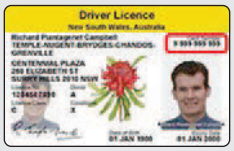
- police officer
- permanent employee or agent of Australia Post* with five or more years' continuous service, who is employed in an office supplying postal services to the public
- finance company officer with two or more years' continuous service (with one or more finance companies)
- officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), with two or more years' continuous service (with one or more licensees)
- notary public officer†
- registrar or deputy registrar of a court
- Justice of the Peace†
- member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
- person enrolled as a legal practitioner on a State or Territory Supreme Court, or the High Court of Australia
- Australian consular officer or diplomatic officer†
- Judge, magistrate† or chief executive officer of a Commonwealth court.

The following people can also certify identification – except if you're rolling over your account to a SMSF:

- dentist
- medical practitioner
- optometrist
- pharmacist

# Find your driver's licence card number

Each Australian driver's licence has a unique card number, which is different to your licence number. The location of your driver's licence card number will be different, depending where and when the licence was issued. Check the table below:

| Where/when your driver's licence was issued | Location of your card number |
|---|---|
| **Victoria**<br>Your licence or learner's permit was issued before November 2022 and you've not reported a data breach. | <br>Your driver's licence card number is also shown in your VicRoads account – go to vicroads.vic.gov.au to log in. |
| **Victoria**<br>Your licence or learner's permit was issued after November 2022, or your licence or learner's permit was re-issued due to a data breach. | <br>Your driver's licence card number is also shown in your VicRoads account – go to vicroads.vic.gov.au to log in. |
| **Victoria**<br>If you've changed your address, this sticker will be on the bottom left at the back of the card and it will show your card number. |  |
| **New South Wales** |  |
| **Northern Territory**<br>Your licence was issued before 10 December 2020. |  |
| **Northern Territory**<br>Your licence was issued from 10 December 2020 onwards. |  |
| **Australian Capital Territory (ACT)** |  |
| **Queensland**<br>Your licence was issued before June 2019. |  |
| **Queensland**<br>Your licence was issued after June 2019. |  |
| **South Australia** |  |
| **Tasmania** |  |
| **Western Australia** |  |

## Please send us your form with your ID

**By email:** If you're providing Selfie ID. You need to use the email address that's on your ElectricSuper account.

**By post or in person:** If you're providing certified ID or a hard copy of a POA/Statutory Declaration.

If you need help with proof of identity, call us on the number below, or arrange to meet with us – head to **https://electricsuper.au/meet-with-us/** to find how.


electricsuper.admin@rs.mpms.mufg.com
electricsuper.com.au

1300 307 844
7.30 am to 5.30 pm
(ACST/ACDT)
Monday to Friday

ElectricSuper
PO Box 126
PARRAMATTA NSW 2124

Meet us in person
electricsuper.au/meet-with-us/



Issued by the Electricity Industry Superannuation Board ABN 57 923 283 236 as Trustee of the Electricity Industry Superannuation Scheme. Disclaimer: The information relating to ElectricSuper is subject to change from time to time. The ElectricSuper Rules (the 'Rules') are the final authority when any discrepancy arises between the Rules and any other information about the scheme. The Electricity Industry Superannuation Board recommends that you consult a licensed or appropriately authorised financial consultant before taking action regarding your superannuation.



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