

## Retirement Scheme and Defined Benefit Scheme

# Change of Personal Details

### About this form

You should use this form if any of your personal details have changed, for instance your name, or to update personal details not previously provided.

For security purposes you **must** provide certified copies of the document requested in Steps 2 and 3. The 'Providing Proof of Identity' fact sheet attached to this form explains how to certify documents.

### We're here to help

If you need assistance completing this form, you can call us on 1300 369 901, Monday to Friday from 8am to 8pm (AEST).

Please complete all sections of this form as applicable, sign and return the completed form to:

EISS Super GPO Box 7039, Sydney, NSW 2001.

## Step 1. Verify your current personal details

Member Number

Mr / Mrs / Ms / Miss / Other

Given name(s)

Surname

Date of birth  /  /

Telephone

Mobile

Email

If you have changed your contact details recently (i.e. address, phone number or email) you can update this information online by logging into your account at [eisuper.com.au/login](https://eisuper.com.au/login). This will ensure we are able to verify your membership and process your request without delay.

If we have any questions about this form we will contact you on the details provided above.

## Step 2. Update your name (if applicable)

Mr / Mrs / Ms / Miss / Other

Given name(s)

Surname

I have attached a certified copy of one of the following:

- Marriage certificate (from Registry of Births, Deaths & Marriages);
- Deed Poll document;
- Change of name certificate; or
- Certificate of Divorce.

## Step 3. Provide your date of birth (if applicable)

Date of birth   /   /

You will need to provide a certified\* copy of one of the following:

- Birth certificate or birth card;
- Passport;
- Certificate of Australian Citizenship (if showing your DOB);
- Certificate of Evidence of Australian Residency (if showing your DOB); or
- Current Australian or foreign driver's licence (including the back of the driver's licence if your address has changed).

\* If your identification is written in a language other than English, the identification must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator or higher (or an equivalent accreditation), to translate from a language other than English into English.

## Your privacy is important to us

We are required to comply with relevant privacy laws. The personal information that we collect is used to process your application, administer your account(s), provide you with services and conduct research about how to improve our services and products. Unless required or authorised by law, we will only provide your personal information to authorised service providers who use the information to administer the Fund and provide services on our behalf.

The EISS Super Privacy Policy is available to view at [eisuper.com.au/privacy](https://eisuper.com.au/privacy) or you can obtain a copy by contacting us on 1300 369 901.

## Step 4. Sign the form

### By signing this form I:

- have fully read this form and the information I have provided in this form is true and correct; and
- have read the 'Your privacy is important to us' section and understand how EISS Super will use my personal information.

Member Signature

Date

  /   /    

Sign here

### Print, sign and return this form to the fund along with your certified documents:

EISS Super  
GPO Box 7039,  
Sydney, NSW 2001.

# Providing Proof of Identity

## How to certify ID documents

### 1. Organise original document(s)

Organise the acceptable ID document(s) and make clear and full photocopies.

### 2. Certify ID

Take the original document(s) and the photocopies and have them certified by an authorised person.

### 3. Post the documents

Post the signed and certified ID document(s) back to us, attached with your form.

## Acceptable documents

You will need to supply a certified copy of one of the following:

- a current Australian driver's licence (photocopy both sides);
- Australian passport (which may be expired within 2 years);
- a state or territory card issued which contains your photograph;
- a current foreign driver's licence with your photograph, date of birth and a translation if necessary;\*
- a national identity card with your photograph and signature;
- a foreign passport issued by a foreign Government;\* or
- pension card issued by the Department of Human Services (Centrelink) that entitles you to financial benefits.

**Or**, if you do not have one of the documents listed above, you will need to supply two other certified forms of ID, listed below.

#### One of the following:

- an Australian birth certificate or birth extract;
- an Australian citizenship certificate;
- a birth certificate issued by a foreign country\*; or
- pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits.

**And, one of the following** which contains your name and address:

- a Centrelink letter regarding a Government assistance payment; or
- a notice issued within the last 3 months by the Commonwealth Government, state or territory Government, a local council or a utilities provider.

## Who can certify your ID documents?

- Justice of the Peace (JP);
- Permanent employee of Australia Post with at least five (5) years continuous service;
- Legal practitioner (e.g. solicitor or barrister);
- Police officer;
- An officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL) having two (2) or more years of continuous service with one or more licensees;
- A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants;
- A finance company officer, a bank, credit union or building society officer, with two or more years of continuous service;
- A member of the Commonwealth parliament or a state or territory parliament;
- A diplomatic or consular officer of an Australian embassy or high commission;
- A magistrate, judge of a court or chief executive officer of a Commonwealth court;
- A notary public officer; or
- A registrar or deputy registrar of a court.

\*If the document is not written in English it must be accompanied by an English translation from an accredited translator. That person must be currently accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) at the level of professional translator or above.

## Have you changed your name?

If you have changed your name you will need to supply certified ID in your current name and a certified copy of one of the following documents that supports your name change:

- a marriage certificate;
- a deed poll; or
- a change of name certificate from the Births, Deaths and Marriages Registration Office.

## Are you acting on behalf of another person?

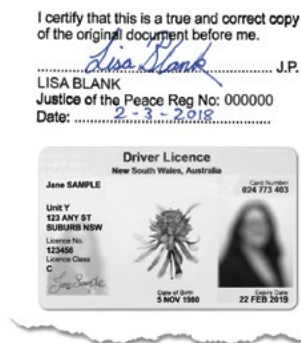
If you are acting on behalf of another person you will need a certified copy of:

- guardianship papers or a power of attorney; or
- your ID and the member's ID.

## Has your ID been correctly certified?

You will need to show your original ID and the photocopy to an authorised person. They will:

- compare the copy and the original; and
- write or stamp on all pages 'This is a true and correct copy of the original' followed by their signature, printed name, qualification (e.g. JP, Police Officer) and the date.



You will need to provide the original certified ID to us.

## How long is your certified ID valid for?

Certified documents showing ID and date of birth are valid for two (2) years from the certification date.

We may request additional documentation if your documents are not correctly certified, out of date or we are having difficulty in verifying that we are dealing with the right person.