CareSuper

Providing your selfie ID

Super funds are legally required to confirm your identity in certain circumstances.

Here's how to provide CareSuper with your selfie identification (ID).

▶ **WATCH OUR SELFIE ID VIDEO**
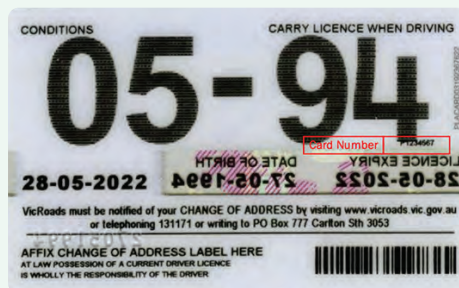**caresuper.com.au/selfieid-video**

PROTECTING YOUR PRIVACY

Confirming your identity is an important security measure to protect you and your super, and we may ask you to provide additional proof of ID. For more info, refer to our **Privacy Policy** at **caresuper.com.au/privacypolicy**.

If you'd rather provide original certified copies of your ID documents, you'll need to send these to us via post. For more info, please refer to our **Certifying your ID fact sheet** at **caresuper.com.au/certifyingID**.

Step 1

TAKE A PHOTO OF YOUR ID

Take a clear photo (or scan) of your **driver licence (both sides), passport or proof of age card.**

ACCEPTED IDENTIFICATION

We'll accept an Australian passport that's expired within the last 2 years. Foreign passports must be current and, if not written in English, will need to be translated by an accredited translator. We'll accept an original document or certified copy of the translation.
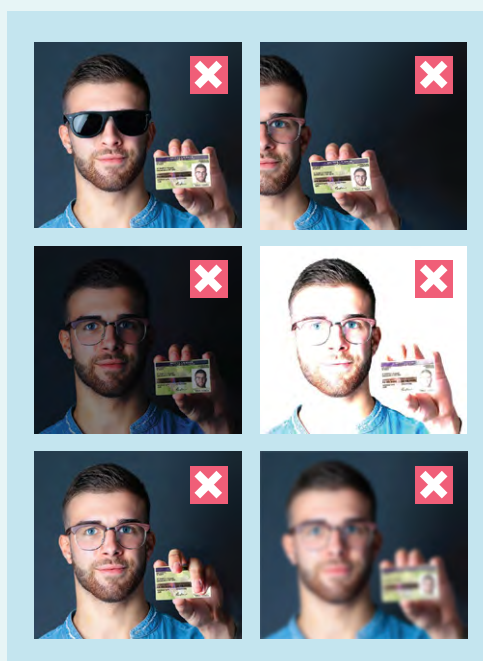
A Proof of Age card must be issued by an Australian state or territory with your name, photo and signature.

Step 2

TAKE A PHOTO OF YOU HOLDING YOUR ID

Take a well-lit, clear photo of you holding your chosen ID. Please make sure we can clearly see your face and easily read the details on your ID.

Handy tip: Despite being called 'selfie ID' it's best (and easier) to have someone else to take this photo of you.

A photo will be rejected if your face or information on your ID are not clearly visible.
Please avoid photos where your face or ID are blurred, out of focus, obscured or cropped off.

Step 3

SECURELY UPLOAD YOUR PHOTOS

You can upload your photos in the Contact us section in your **MemberOnline** account at **caresuper.com.au/login**, or by heading to **caresuper.com.au/getintouch**.

IMAGE FILE FORMAT AND SIZE LIMITS

Your photos need to be **.jpeg**, **.jpg**, **.png** or **.pdf** files. When using the Contact us section in **MemberOnline**, you can upload six files at a time (max 10MB per file, or 14MB combined).

When using our 'Contact us' page, you can upload one file at a time (max 2MB per file).

Under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 superannuation funds are required to identify, monitor and mitigate the risk that the fund may be used for the laundering of money or the financing of terrorism. To meet these requirements CareSuper reserves the right to request further information to verify your proof of identity before making any cash payments.

WE'RE HERE TO HELP

1300 360 149
8am to 8pm Monday to Friday (AET)

caresuper.com.au/getintouch
caresuper.com.au

CareSuper, Locked Bag 20019, Melbourne VIC 3001