



# How to verify your client's identity





Verification of Identity or VOI is a requirement by the Australian Registrars' National Electronic Conveyancing Council (ARNECC).

As part of your agreement with Macquarie, you'll need to verify the identity of your clients by following these steps.

 Sight and verify genuine original documents (photocopies are not acceptable). Verification of identity must be completed for all applicants.

 Ensure the client is the same person shown in the photo ID documents and their name is identical to the name on the loan application and is consistent across all documents. A marriage or change of name certificate will need to be provided if applicable.

 Maintain and retrieve any information or documentation relating to an application in an auditable manner for seven years from the date the loan is repaid.

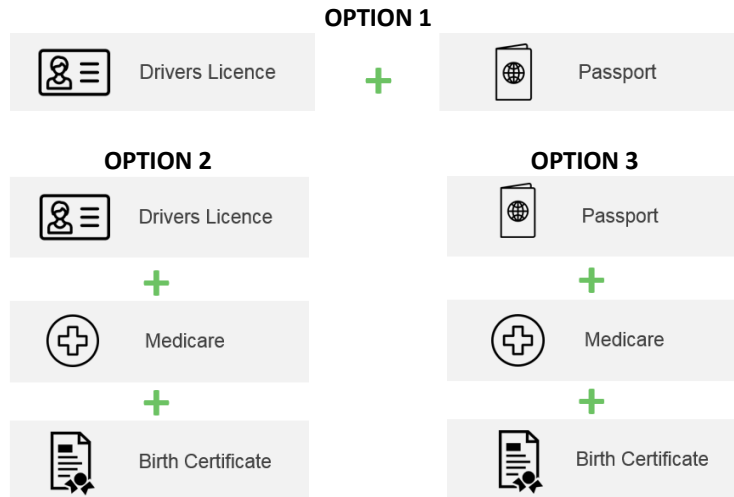
 Provide any information or documentation regarding the introduction, identification, or verification of a client if we request it. This information must be provided within 72 hours from the time of request.



## Which documents can be used for identity verification?

A valid Australian driver's licence and a valid passport are required to verify your client's identity. Australian passports can be expired for up to two years for identify verification purposes.

If your client doesn't have a valid Australian driver's licence or valid passport, you can submit two government-issued documents (such as a Medicare card or birth certificate) alongside an Australian driver's licence or passport.



Use one of the following options to help you capture identification, applicant consent and your broker declaration.



### ZipID mobile app

A free service that identifies your clients in minutes.

- Captures identification
- Applicant consent
- Broker declarations



### ZipID come to you service

A free service that identifies your clients at their home or work.

- Certified agent completes verification
- Metro locations



### AML and VOI manual form

A manual verification of identity.

- VOI and AML form completed
- Certified copies of ID



### Australia Post identity check

Identity verified by Australia Post.

- Available at authorised post offices
- Cost: \$39



MACQUARIE

## Frequently asked questions

### **What is Verification of Identity (VOI)?**

Verification of Identity or VOI is a requirement by the Australian Registrars' National Electronic Conveyancing Council (ARNECC) for banks to identify their customers prior to registering a mortgage with the state land registries.

### **Is VOI the same as AML?**

No. While VOI and AML both involve verifying the identity of the customer, they have different document requirements. Our VOI and AML/CTF form allows for both AML and VOI to be conducted.

### **How is VOI conducted?**

It can be done via an in-person interview with the broker through the ZipID app, through the ZipID 'come to you' service, through our VOI and AML/CTF form, or at Australia Post.

The list of acceptable documents is driven by ARNECC's participation rules. We have adopted ARNECC's safe harbour model which is contained in our VOI and AML/CTF form.

### **Is VOI still required if the loan is not being settled electronically?**

Yes, it's required irrespective of whether the loan is being settled electronically or not.

### **Can we accept an incomplete VOI and AML/CTF form?**

No, the form needs to be completed in full and certified by a qualified witness.

### **What happens if the customer doesn't go through VOI or it's done incorrectly?**

When a land titles registrar is registering a mortgage and is not satisfied by how VOI was conducted, they can refuse to register the mortgage. Land titles registrars can also remove registered mortgages if they're subsequently dissatisfied with how VOI was initially conducted.

### **The borrower doesn't have a full birth certificate, can they provide a birth certificate extract instead?**

No, this would not meet ARNECC's safe harbour model. Where the customer doesn't have a full birth certificate, they should endeavour to meet one of the other identity options set out in our VOI and AML/CTF form instead.



MACQUARIE

### **The borrower has previously gone through VOI with Macquarie, do they need to go through it again?**

VOI is valid for two years from the date it occurred.

### **What happens if the borrower has different names on their identity documents?**

All identity documents provided should have matching names. Where there are discrepancies between names, we will require a marriage certificate or change of name certificate to explain the discrepancy.

### **What happens if the borrower is an expat or only has documents that were issued overseas?**

Expats and foreign resident borrowers still need to undertake the VOI in-person interview in Australia or at an overseas Australian High Commission/Consulate/Embassy. The borrower will also still need to provide the identification documents set out in our VOI and AML/CTF form.

If the identity documents are not in English, an appropriate translation certificate will need to be provided from a registered licensed translation service domiciled in Australia.

### **Can the VOI interview be conducted over Skype or FaceTime?**

No, the VOI interview must be conducted in person and face to face.

### **Why does the borrower have to supply two primary documents?**

As we only have a small branch network, we're unable to identify clients face to face. They need to supply two primary forms of identification to be properly identified so that we meet safe harbour.

*Unless stated otherwise, this information has been prepared by Macquarie Bank Limited Australian Credit Licence 237502 for the use of licensed and accredited brokers and financial advisers only. In no circumstances is it to be used by a potential client for the purposes of making a decision about a financial product or class of products.*