

# Acceptable forms of identification

We offer several ways to verify your identity - either in person or remotely using electronic verification or certified documents.

In most cases we verify identification using a New Zealand Driver Licence or New Zealand Passport. If you don't have these, see the in-person options below or call us on 0800 229 943. We may also need to verify your address. Please see page 2 for address verification details.

## Ways to verify your identity (photo ID must be current i.e. not expired)

### Electronic verification

Follow the steps below to electronically verify your identity:

1. **New members:** Fill out the online [member application form](#);
2. **Existing members:** Fill out the [ID update form](#).
3. We'll then send a text to your mobile phone with a link to complete the verification. You'll need to upload one of the following:
  - » New Zealand Driver Licence (front and back) **OR**
  - » New Zealand Passport (must be signed by you)

Sometimes we're unable to verify your identity electronically. Please see the in-person verification section to the right for details.

### In person verification

If we can't verify your identity electronically, you can provide the documents below either in person or as certified copies. See page 3 for certification details. If your documents have different names, you must also include proof of your name change, e.g. marriage certificate.

#### OPTION 1

- New Zealand Passport
- New Zealand Firearms Licence
- Foreign Passport (must be signed)
- New Zealand Refugee travel document
- Emergency travel

#### OPTION 2

- New Zealand Driver Licence
- AND**
- One of the following:
    - » New Zealand full Birth Certificate (issued on or after 01/01/1998)
    - » Registered bank card with embossed name and signature
    - » A foreign Birth Certificate (translated version to be obtained)
    - » Kiwi Access | 18+ card
    - » New Zealand SuperGold card
    - » Statement issued by a registered bank (other than Unity) within the last 3 months
    - » Statement issued by a [New Zealand government agency](#).

#### OPTION 3

- One of the following: (must be current and an original or certified colour copy):
    - » New Zealand full Birth Certificate (issued on or after 01/01/1998)
    - » New Zealand Certificate of Citizenship (issued on or after 01/01/1978)
    - » A Citizenship Certificate from a foreign government (translated version to be obtained)
    - » A foreign Birth Certificate (translated version to be obtained)
- AND**
- One of the following:
    - » New Zealand Driver Licence
    - » Kiwi Access | 18+ card
    - » New Zealand SuperGold card (must include a photograph of the cardholder)
    - » International driving permit and licence
    - » Ministry of Justice Department of Corrections Prison Identity letter (issued within the previous 3 months and containing a colour photo, full name, and address)\*

\*A Department of Correction Prison identity letter cannot be used more than once. If you were released from prison more than 3 months ago you will need alternative valid ID.

**Ways to verify your address** (all documents must include your full name, or initials and last name, and address and be no more than 3 months old).

### Proof of address

Where proof of a New Zealand address is required, the following documents may be provided:

- Utility bill from your power, gas, water, land-line phone or internet provider
- New Zealand local or regional council rates notice or valuation
- Document issued by a [New Zealand government agency](#)
- Document from a New Zealand insurance company that contains a unique policy or reference number (excludes quotes)
- Residential full rental agreement
- Document from a current [New Zealand QA registered education provider](#)
- Document from a New Zealand Bank or Credit Union (this excludes documents issued by Unity)
- Letter from your current employer (on letterhead) or current payslip
- Letter from your Doctor or Dentist on letterhead

### Residing overseas

If you need to update an expired ID or provide photo ID and proof of address documents while residing overseas, you will be required to provide certified colour copies of the following:

- New Zealand Driver Licence
- New Zealand Passport or a foreign Passport

**The following address documents may be provided:**

- A document issued by a government agency
- A bank statement

These documents must be certified by one of the following trustees who is authorised by law in the residing country to certify documents:

- Notary public or equivalent - authorised in the relevant jurisdiction
- Lawyer - a person holding a current practicing certificate and membership of a recognised overseas professional body for the legal profession and cannot be the lawyer acting for you.
- Accountant - a person with a full and current certificate or member of a recognised overseas accounting body

New Zealand citizens who are resident overseas may also use:

- A Commonwealth Representative Consulate of New Zealand
- Honorary Consulate of New Zealand

### Minors (aged under 18 years)

Where identity documentation is unable to be met through options 1, 2 and 3 on the previous page, Unity will accept the following:

- New Zealand full Birth Certificate

Identity documents must be provided with proof of the minor's address.

For minors aged 11 or under, additional documents are required to confirm the relationship between the minor and the parent or guardian (e.g a Birth Certificate or Guardianship Order).

Note: The parent or guardian of a minor aged 11 or under must be a Unity member.

## Frequently asked questions

### Why do you need to verify my identification?

It is a legal requirement for Unity to verify the identity of all customers. It's also something we do to protect you, and prevent the misuse of our banking system. While sometimes it may seem inconvenient, we appreciate your co-operation.

### What is a certified document?

A certified copy is a colour photocopy of an original document. It is normally only required where you are not able to meet us in person and we are unable to verify your identity by other means. A person who is authorised to certify documents must sight both the original document and the colour photocopy to make sure both documents are identical and that any photographs represent a true likeness.

Any certified documentation you provide must include the certifier's full name, occupation (including any registration numbers), and be signed and dated by the certifier within the last 3 months. The certifier must not be related to you, be your spouse or partner, or live at the same address as you.

If the identification has a photo, the certifier must state on the colour copy: **"I certify this is a true copy of the original document, which I have sighted, and it represents a true likeness of the individual"**.

If the identification does not have a photo (e.g. residential address document), the certifier must sight the original and state on the colour copy: **"I have sighted the original and certify this is a true copy of the original document"**.

Ensure you have both sides of any double sided identification certified, as we need to evidence full name, signature and expiry date.



### Who can certify my documents?

The following persons **within New Zealand** are Trusted Referees, who can certify copies of the originals as true and correct copies:

- Lawyer: Must hold a current practicing certificate under the Lawyers and Conveyancers Act 2006 and cannot be the lawyer acting for you
- Member of the New Zealand police: Must hold the office of Constable or a higher ranking as defined in section 4 of the Policing Act 2008
- Justice of the Peace: A person appointed as Justice of the Peace under the Justices of the Peace Act 1957
- Member of Parliament: Elected representatives to Parliament

- Registered Medical Doctor: A health practitioner registered with the Medical Council of New Zealand under the Health Practitioners Competence Assurance Act 2003
- Registered Teacher: Registered with the New Zealand Teachers Council and hold a valid current practicing certificate
- Chartered Accountant: Must be a full and current member of the New Zealand Institute of Chartered Accountants and entitled to use the title Chartered Accountant as defined by section 19 of the New Zealand Chartered Accountants Act 1996
- Notary Public: A lawyer authorised to officially witness signatures on legal documents, collect sworn statements, administer oaths and certify the authenticity of legal documents

The following persons **outside of New Zealand** must be authorised by law in that country to certify copies of the originals as true and correct copies. The following options may be available (depending on the country):

- Lawyer: A person holding a current practicing certificate and membership of a recognised overseas professional body for the legal profession and cannot be the lawyer acting for you
- Chartered Accountant: A person with a full and current practicing certificate or member of a recognised overseas accounting body
- Notary Public or equivalent: Authorised in the relevant jurisdiction

A New Zealand citizen/resident **overseas** may also use:

- A Commonwealth Representative Consulate of New Zealand
- Honorary consulate of New Zealand