



Acceptable forms of identification

We provide our members with a number of different options to verify their identity. This can be done either in person or remotely through the use of electronic verification or certified documents. In most cases we verify identification using a New Zealand Driver Licence or New Zealand Passport however, if you do not have these please see the in person verification options below or call us on 0800 229 943 and we can assist you.

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

To electronically verify your identity you will need to do the following:

- ✓ Complete our member application or update ID expired form and submit it. Once you've done this, we will send an SMS to your mobile phone, which will include a link for you to complete the electronic verification process
- ✓ As part of the above process, you will need to provide at least one of the following documents:
 - New Zealand Driver Licence: front and back, **OR**
 - New Zealand Passport: must be signed by you

In some cases it may not be possible to verify your name and address electronically. Please see the in person verification section to the right for more information.

In person verification

If we are unable to verify your identity electronically, the below documents can be provided – either in person or certified by a Trusted Referee. Please see page 3 for certification details.

OPTION 1

- ✓ New Zealand Passport
- ✓ New Zealand Firearms Licence
- ✓ Signed overseas Passport
- ✓ New Zealand Refugee travel document
- ✓ Emergency travel document

OPTION 2

- ✓ New Zealand Driver Licence **AND**
- ✓ One of the following:
 - New Zealand full birth certificate issued after 01/01/1998
 - Registered bank card with embossed name and signature
 - Foreign government issued birth certificate
 - 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):
 - A full NZ birth certificate issued after 01/01/1998
 - Certificate of New Zealand Citizenship (issued on or after 01/01/1978)
 - A Citizenship Certificate from a foreign government
 - A foreign birth certificate **AND**
 - ✓ One of the following:
 - New Zealand driver licence
- Kiwi Access Card
 - 18+ card
 - NZ 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)

Note: A Department of Correction Prison Identity letter cannot be used more than once. If you were released from prison more than three months ago you will need alternative valid ID.

Ways to verify your address

Proof of address

If proof of address is required, the following documents may be provided.

These must include your full name and address and be no more than 3 months old.

- 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 or Banzpay Technology Limited)
- Letter from your current employer (on letterhead) or current payslip
- Letter from your Doctor or Dentist on letterhead

If you are residing overseas, the following documents may be provided.

These documents must include your full name and address and be no more than 3 months old.

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

These documents must be certified by one of the following trustees:

- Notary public or equivalent, authorised in the relevant jurisdiction
- Accountant - a person with a full and current certificate or member of a recognised overseas accounting body
- Commonwealth Representative Consulate of New Zealand or Honorary Consult of New Zealand

Residing overseas

If you need to update an expired ID or provide photo ID 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

These documents will need to be certified by a person who is authorised by law in the residing country to certify documents.



FAQ

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 three months. The certifier must not be related to you, 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 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 authorized 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 recognized 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 recognized overseas accounting body
- Notary Public or equivalent: Authorised in the relevant jurisdiction

New Zealand citizens who are resident **overseas** may also use:

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