

📘 How to use this example form

This example form may help you to develop and tailor a template or form that meets your specific requirements for a referee statement to use as part of your alternative identification and verification procedures.

For more information, read [Assisting customers who don't have standard forms identification](#).

Referee statement for customers who don't have standard identity documents

📘 When to use this form

If you're unable to confirm your identity through our standard identification processes, you may use this form to provide a referee statement to confirm your identity.

Do not use this form if you are able to produce a standard form of photo-identification such as a current drivers' licence or passport, or other identification documents which meet our standard identification requirements.

If you identify as Aboriginal or Torres Strait Islander Australian and have an Indigenous community identity or membership card please confirm with the customer service officer if this can be used as suitable identification before completing this form.

📘 Information for customer

Complete **questions 1 to 3**.

Where possible, sign this form at question 3 in the presence of your referee.

If you can't sign the form in the presence of your referee you must sign it in the presence of a witness who must also sign and date the form at **question 4**.

Your referee will complete **question 5 to 8** for you.

Persons who may qualify as a referee include:

- a community leader
- a current employer or manager
- a financial counsellor/legal aid or community lawyer
- a government employee of at least 5 years
- a health professional or practitioner in an Aboriginal or Torres Strait Island Medical Service
- a health professional such as a general practitioner, nurse practitioner, psychologist, or counsellor
- a manager or warden of a refuge or shelter accommodation or homeless shelter
- an official from an Aboriginal or Torres Strait Islander organisation, or a board member of a local Aboriginal Land Council
- a person qualified to witness a statutory declaration
- a police officer
- a recognised Elder
- a religious leader
- a school principal or counsellor
- a social support services worker such as family violence workers, social workers or youth service workers
- other person/s considered by a reporting entity to be reliable and independent.

📘 Information for referees

This form should only be used if the person named at **question 1** is not able to provide identity documents to meet our standard customer identification and verification requirements.

This information is collected for the purposes of verifying the identity of the person named at **question 1** to provide financial services and products to the customer.

Customer identification and verification is required under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

CONFIRMATION OF IDENTITY – VERIFICATION (EXAMPLE)

1. Customer details

Your name

Family name

First given name

Second given name

Other names used or known by

Date of birth (or approximate date if known)

Place of birth

Current address

Previous addresses for the past three years

2. Privacy notice

You need to read this

Privacy and personal information
[Insert privacy notice]

3. Customer declaration

I declare that

- I have read the privacy notice above
- the information I have provided in this form is complete and correct
- I have signed this form (tick the option that applies):
 - in the presence of my referee, or
 - in the presence of a witness (please have a witness complete **question 4**).

Your signature

Date / /

4. Details of witness (where applicable)

If you're unable to sign this form in the presence of your referee, you must sign the form in the presence of a witness who must also sign and date this form.

Full name

Signature

Date / /

CONFIRMATION OF IDENTITY – VERIFICATION (EXAMPLE)

5. Referee statement

For information on who may be a referee, refer to **page 1**.

Referee details

Full name

Type of referee

Title or official position

Name of organisation or department (if applicable)

Australian Business Number (ABN) (if applicable)

Contact phone number

I confirm in relation to the customer named on this form that:

- I am an authorised referee.
- The names listed on this form are all of the names that I am aware that the customer is or has been known as.
- The addresses listed on this form are all of the addresses where I am aware the customer is residing, or has resided.
- The customer has signed this form (tick the option that applies):
 - In my presence or
 - In the presence of a witness who has also completed **question 4**.
- I have known the customer professionally and/or personally for _____ years.

6. Customer photo and supplementary referee statement (optional)

Where appropriate and if you are able to do so, you may also:

- provide a supplementary referee statement using the letterhead stationery of the organisation at which you work, and
- attach a photograph of the customer.

This photograph may be used as a suitable alternative for a formal photographic identification document.

7. Additional information (optional)

Please include any other relevant information about the customer, such as the person's circumstances that have resulted in limited access to identification and verification documents.

8. Privacy notice

You need to read this

Privacy and personal information

[Insert privacy notice]

Referee's signature

Date / /