



# Change of personal details

## Important information about this form

You can also update your personal details via [Navigator](#).

### How to use this form

Please use CAPITAL LETTERS and a black or blue pen.

Mark boxes like this  with a cross (X) then fill out the next question or section.

**Certified ID or DVS permission is required for us to action this form**

### Your privacy is important to us

We're committed to protecting your privacy. We collect your personal information for the purposes of providing superannuation services to you, improve our products and to keep you informed. We will only share your personal information where necessary for providing superannuation services to you. This may include disclosing your personal information to our scheme administrator, service providers or government or regulatory bodies. Your personal information may be accessed overseas by our service providers. Please see our privacy policy for full details. Your personal information will not be otherwise used or disclosed unless required or permitted under law.

A full copy of our privacy policy as well as the privacy complaint process is available at [csc.gov.au/privacy](https://csc.gov.au/privacy)

## A Provide your personal details

Membership number

Scheme  CSS  PSS  DFRDB  MilitarySuper  PSSap  ADF Super  ADF Cover

### Your details as they currently appear on your account

Title  Mr  Mrs  Ms  Miss  Other

Surname

Given name(s)

Date of birth  /  /

Postal address

Suburb  State  Postcode

Phone

Email



Any financial product advice provided in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial adviser. Before making any decision in relation to a scheme or financial product referred to in this document, you should obtain a copy of the Product Disclosure Statement for that scheme or product.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397

## B Your new personal details

Title  Mr  Mrs  Ms  Miss  Other

Surname

Given name(s)

Date of birth  /  /

Postal address

Suburb  State  Postcode

Phone  Business hours  Mobile

**Note:** Any update to your mobile phone number must be made by calling us. This is due to our privacy and security process.

Email

Is this email your home or work email address  Home  Work

### Change of name

If you're still serving or are employed with an eligible employer, please notify Defence/your employer of your change of name. Please complete this section if you're:

- not currently serving
- not currently employed by an eligible employer or
- a PSSap choice member.

In order to change your name on our records, we need a **certified** copy of your:

- marriage certificate with your new name, or
- birth certificate and marriage certificate if you have changed back to your maiden name, or
- change of name certificate if you have changed your name by deed poll.

### Your new name

Title  Mr  Mrs  Ms  Miss  Other

Surname

Given name(s)

Gender  Male  Female  Other

**Note:** PSSap and ADF Super members are required to post their proof of change of name. Emailed copies of marriage, birth or change of name certificates can't be accepted.

### Your correct date of birth

Date of birth  /  /

**Note:** You must provide a **certified** copy of a personal document to support the change such as your birth certificate, passport or driver's licence. Guidance on certifying personal documents is provided in the **Section D** of this form.

### Your new communication preference

Post **OR**  Email

 Continued on next page

**Note:** By nominating email you agree to receive the following via email:

- electronic notification to access secure information (including your Member Statement) electronically via **Navigator**
- information about our products and services, and
- notification to participate in member research.

## C Your new bank account details

**Note:** Section C applies to CSS, PSS, DFRDB and MilitarySuper pensioners only. CSCri members should refer to form RI02.

### Your new bank account details

Name(s) in which your <b>new</b> account is held	<input type="text"/>
Name of your <b>new</b> Bank or Financial Institution	<input type="text"/>
<b>New</b> BSB number	<input type="text"/> - <input type="text"/>
<b>New</b> Account number	<input type="text"/>

### Please verify your previous bank account details

Name(s) in which your <b>previous</b> account is held	<input type="text"/>
Name of your <b>previous</b> Bank or Financial Institution	<input type="text"/>
<b>Previous</b> BSB number	<input type="text"/> - <input type="text"/>
<b>Previous</b> Account number	<input type="text"/>

**Note:** Your payments can only be deposited into an account held in your name or jointly in your name. Any Australian financial institution with a BSB number will be accepted.

**CSC will not be liable for any errors that occur based on the account details you provide.**

## D Identification requirements

To confirm your identity, we require some information from you—this is to protect your benefit against fraud, money laundering and terrorism financing, under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

### Verifying your documents

Identifying documents may be verified through the Document Verification Service (DVS). DVS is a national online system that allows approved government agencies and organisations to compare a member's identifying information with a government record. It is not a database and does not store any personal information. Requests to verify a document are encrypted and sent via a secure communications pathway to the document issuing authority for checking.

Further information about the DVS, and the operation and management of the DVS Hub, is available from **IDMatch** at [www.idmatch.gov.au/](http://www.idmatch.gov.au/) and the **Attorney-General's Department** at [www.ag.gov.au/](http://www.ag.gov.au/).

If you don't provide authorisation to have documents verified electronically or your documents are incompatible with DVS, you will need to provide certified copies of required documents.\* Please also refer to the section Certifying your documents.

\* **DVS is only compatible with some identification documents, these have been listed below.**

An electronic copy of your identification documents will be stored in a secure environment and hard copies will be securely stored off-site. All copies will only be used for the purpose of confirming your identity. You need to send in identification with every application.

 **Continued on next page**

## Certifying your documents

If you're providing certified documents, the certifying authority must confirm in writing that any copies are true copies of the original.

**Important:** The certification must include the name, signature, qualification and registration number of the certifying authority (if applicable), and the date of the certification. Note: we require a copy of both sides of your identification document. If your certified copy is a physical document, it must be sent by post. We cannot accept a photo or scan of a certified copy.

The following sample of certifying authorities can certify your documents in Australia:

- Dentist
- Employee of a Commonwealth authority engaged on a permanent basis with five or more years of continuous service who is not specified elsewhere in this document
- Financial Adviser or Financial Planner
- Justice of the Peace (JP)
- Legal Practitioner
- Medical Practitioner
- Member of the Australian Defence Force who is:
  - an Officer; or
  - a Non-Commissioned Officer within the meaning of the Defence Force Discipline Act 1982 with five or more years of continuous service; or
  - a Warrant Officer within the meaning of that Act.
- Notary Public
- Nurse
- Occupational therapist
- Physiotherapist
- Psychologist.

For a full list of certifying authorities refer to **Schedule 1** of the *Statutory Declarations Regulations 2023* available at [www.legislation.gov.au/F2023L01753/](http://www.legislation.gov.au/F2023L01753/)

## Meeting the identification requirements

You only need to provide **one** document from the **Primary photographic identification** category.

If you can't provide any **Primary photographic identification** you will need to provide **one** secondary identification document from List A **AND one** secondary identification document from List B. We can only accept documents that are listed below for identification purposes.



If the name we hold on file for you is different to the name on your identification, or two pieces of identification are in different names, please provide a certified copy of your **Marriage** or **Change of Name certification**.




**If you would like us to use DVS to verify your identification, please check both boxes below.**

- I confirm that I am authorised to provide the personal details presented and I consent to the information being checked with the document issuer or official record holder via third party systems for the purposes of confirming my identity.
- I have attached identification for DVS verification.

## You must provide a copy\* of one of the following:

### Primary photographic identification

DVS compatibility\* is shown as  or 




-  A current Australian Driver's Licence (front and back of licence must be provided).
-  A current Australian Passport (or one which has expired within the last two years).
-  A current Australian Proof of Age card (issued under a State or Territory law).

**\* If your documents are incompatible with DVS, don't forget to provide certified copies.**




### Secondary identification requirements

Only provide these documents if you're unable to provide **one** of the **Primary photographic identification** documents.

#### List A

-  Your Australian Birth Certificate or extract issued by a State or Territory.  
**Please note:** Birth Certificate extracts and Birth Certificates issued before 1970 may not be verified by DVS.
-  Your Citizenship Certificate issued by the Commonwealth.
-  Your current Pensioner Concession Card issued by the Department of Human Services.

#### List B

-  Your notice issued by the Australian Taxation Office (ATO) within the last 12 months that shows your name, current residential address, and records an amount payable either to or from the ATO.
-  Your notice issued by a local council or utilities provider in the last three months showing the provision of services and current residential address. **Example:** rates notice, electricity or water bill.
-  Your notice issued by the Commonwealth or a State or Territory government within the last 12 months showing your name and current residential address, and the provision of a financial benefit. **Example:** a Centrelink letter.

 **Continued on next page**

