



Change of personal details

Important information about this form

What this form is for

Use this form to update your personal details and or advise a change to your name.

How to use this form

Please use CAPITAL LETTERS and a black or blue pen.

Mark boxes like this with a ✓ or ✗ then fill out the next question or section.

You can also change your personal details online at csc.gov.au using your Access Number.

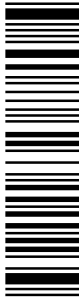
Your privacy is important to us

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/Members/Privacy-policy/

A

Provide your personal details



AGS or service number

Scheme CSS PSS DFRDB Military Super PSSap ADF Super ADF Cover

Please note: You should select each scheme your details should be updated for.

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



Commonwealth Superannuation Corporation

B

Your new personal details

Postal address

SUBURB											STATE			POSTCODE					

Contact details

MOBILE NUMBER

--	--	--	--	--	--	--	--	--	--	--	--	--	--

BUSINESS HOURS

--	--	--	--	--	--	--	--	--	--	--	--	--	--

AFTER HOURS

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Email

@																			

Is this email your home or work email address?

Home
 Work

How would you like to receive any correspondence from us?

Postal address
 Email

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.

! Please 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 new name

Title Mr Mrs Ms Miss Other

--	--	--	--	--

Surname

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Given name(s)

Gender Male Female Other

Your correct date of birth

D	D	M	M	Y	Y	Y	Y

 / /

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

@

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

- electronic notification to access secure information (including your Member Statement) electronically via CSCri Member Services Online at csc.gov.au
- information about our products and services, and
- notification to participate in member research.



Your new bank account details



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

Your new bank account details

Name(s) in which your **new** account is held

Name of your **new** Bank or Financial Institution

New BSB Number

 -

New Account number

Please verify your previous bank account details

Name(s) in which your **previous** account is held

Name of your **previous** Bank or Financial Institution

Previous BSB Number

 -

Previous Account number



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.**



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.

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](#).

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.

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

Certifying your documents

If you're providing certified documents, the certifying authority must confirm in writing you are the valid holder of the identification you are presenting, and 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.

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.
- Midwife
- Notary Public
- Nurse
- Occupational therapist
- Physiotherapist
- Psychologist.

For a full list of certifying authorities refer to **Schedule 2** of the *Statutory Declarations Regulations 2018* available at www.legislation.gov.au/Details/F2018L01296

Please note:
We require a copy of both sides of your identification document.

How can I meet 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 provide authorisation by placing a check in the box 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.



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. **For 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. **For example:** a Centrelink letter.

Certifying your documents overseas

If you live overseas and need to have documents certified, it needs to be done by a person in a foreign country who is authorised by law in that jurisdiction to administer oaths or affirmations or to authenticate documents. For more information refer to ag.gov.au and dfat.gov.au. Documents provided in a foreign language must be accompanied by a certified translation completed by an accredited translator.

Persons residing overseas and foreign residents may need to contact us.

***Don't send original documents.**



Declaration

I,

FULL NAME

declare that the information I have provided on this form is complete and correct.

Sign

SIGNATURE

Date of declaration

D	D		M	M		Y	Y	Y	Y
		/			/				



Submit your form

We can accept your completed form by **email*** or **post**. Don't forget to attach your certified document if you're changing your name.

* PSSap and ADF Super members **must provide their proof of change of name by post**. Copies sent by email can't be accepted.

by email to:

- CSS, PSS, DFRDB, MilitarySuper and ADF Cover**
please email your form to: **formsandapplications@csc.gov.au**
- PSSap**
please email your form to: **formsandapplications@pssap.com.au** (excluding change of name)
- ADF Super**
please email your form to: **formsandapplications@adfsuper.gov.au** (excluding change of name)

by post to:

- CSS, PSS, DFRDB, MilitarySuper and ADF Cover**
please post your form to: **GPO Box 2252, Canberra, ACT 2601**
- PSSap**
please post your form to: **Locked Bag 20117, Melbourne, VIC 3001**
- ADF Super**
please post your form to: **Locked Bag 20116, Melbourne, VIC 3001**

