

# Change of contact details



Complete this form to change your contact details.

RED SECTIONS FOR YOUR INFORMATION

GREY SECTIONS TO FILL OUT

Save time! Complete in **SuperOnline** 

## Before you start

- Read the Important Information section at the end of this form.
- You can also update your details in SuperOnline (except for mobile numbers) or by calling us.
- You only need to complete the details that apply to the changes you wish to make.
- To change your name and/or date of birth complete a **Change of member details** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)
- If you are signing this form on behalf of another person, you will need to complete and attach an **Authorised Third Party Representative Identification form** available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms) and include any certified documents as required.
- So that we can process your change request to your account you'll need to supply us with proof of your identity. For information on acceptable proof of identity documents and how to get documents certified see the Important Information at the end of this form or visit [telstrasuper.com.au/proofofid](https://telstrasuper.com.au/proofofid)

## 1. Your details currently held by TelstraSuper

Title      Mr      Mrs      Miss      Ms      Other

Full name\*

Member number\*

Date of birth\*

Residential address\*

Suburb\*

State\*

Postcode\*

Postal address (leave blank if same as residential address)

Suburb

State

Postcode

Mobile/contact no.\*

Email\*

\*Mandatory fields

## 2. Your new contact details

Residential address

Suburb

State

Postcode

Postal address (leave blank if same as residential address)

Suburb

State

Postcode

Mobile

Daytime contact no.

Email address

New details effective from

Date



### 3. Proof of Identity

Proof of your identity and the identity of any attorney, administrator or guardian who signs this form on your behalf must be supplied **every time** a change of contact detail request is made. This can be done in one of two ways:

#### Option 1 – Electronic ID verification

By providing details of any **TWO** of the following identity documents – your Medicare card, pension card, Australian drivers licence, Australian passport – you agree to TelstraSuper using this information to verify your identity electronically using independent data sources.

**I acknowledge that my personal information will be sent to TelstraSuper's external identity verification provider to verify my identity for the purposes of this change of contact details request, and consent to that being done.**

**Important:** Make sure the details you provide are accurate. If the personal details you provide in **section 1** do not match the electronic identification details you provide below, we will not be able to use these details to prove your identity. This will delay processing your request as we may require you to provide us with certified proof of identity documents.

##### Medicare:

Full name (including initials as shown on your Medicare card)

Medicare 10 digit number

Expiry date

mm/yyyy

Your reference number (the number beside your name)

##### Pension card:

Card type

Health Care Card

Seniors Health Card

Pensioner Concession Card

Full name (as shown on card)

CRN

– –

Expiry date

dd/mm/yyyy

##### Australian drivers licence:

Full name (as shown on your licence)

Australian drivers licence number

Expiry date

mm/yyyy

State of issue

Card number

Contact your licence provider if unsure of your card number

##### Australian passport:

First name (including middle name as shown on your passport)

Surname (as shown on your passport)

Australian passport number

Expiry date

mm/yyyy

Place of birth (as shown on your passport)

#### Option 2 – Certified document ID verification

See the Important Information section to understand the documents we can accept and how to get your proof of identity documents certified. Please note we may use these documents for the purpose of undertaking electronic data verification using independent data sources in the event your proof of identity documents have not been correctly certified.

I have attached a certified copy of **one photographic** proof of identity document

**OR**

I have attached certified copies of **two non-photographic** proof of identity documents.

#### 4. Your signature and declaration

By signing this form, I:

- declare that all the information I have provided on this form is true and correct
- understand that to change my contact details I must provide my proof of identity
- authorise TelstraSuper to update the details I have provided on this form
- consent to my personal information being used in accordance with TelstraSuper's Privacy Policy and Privacy Collection Statement
- consent to TelstraSuper verifying my identity via electronic means using independent data sources, or in the event my certified documents (if applicable) have not been correctly certified
- understand that, from time to time TelstraSuper may contact me to request additional information and to verify my instructions on this form.

Each person who signs this form as a guardian, administrator or attorney for the member named in this form represents and warrants by signing this form that he or she has been lawfully appointed as guardian, administrator or attorney (as the case may be) for that member and that appointment remains valid and current at the date hereof and has not been revoked.

Signature

X

Date

If the signatory is not the member, please state your capacity:

Guardian

Administrator

Attorney



#### Please return completed form to TelstraSuper:

PO Box 14309, MELBOURNE VIC 8001 or email to [contact@telstrasuper.com.au](mailto:contact@telstrasuper.com.au)

Before sending this form to TelstraSuper, please check that you have:

- ☒ read the Important Information section
- ☒ provided details of two proof of identity documents or certified copies of your proof of identity documents.



## Important information - Change of contact details

Your application cannot be processed until acceptable proof of identity documents have been provided to us as required by law when submitting a **Change of contact details** form.

**Proof of your identity and the identity of any attorney, administrator or guardian who signs this form on your behalf must be supplied every time a change of contact details request is made.** This can be done in one of two ways:

### 1. Electronic ID verification

Supply details of any **TWO** of the following identity documents: Medicare card, pension card, Australian drivers licence or Australian passport, and you consent for TelstraSuper to verify your identity electronically using independent data sources.

**OR**

### 2. Certified proof of identity documents

Supply a certified copy of one acceptable photographic ID document or two non-photographic ID documents.

#### Acceptable photographic ID (one document required)

Certified copy of one of the following documents:

- current Australian driver's licence or permit that contains your photograph
- current passport
- current Proof of Age card containing your photograph
- national identity card containing your photograph and signature.

#### Acceptable non-photographic ID (two documents required)

Certified copy of one of the following documents:

- Medicare card
- birth certificate
- a citizenship certificate issued by the Commonwealth or a foreign government
- low income health care card or Commonwealth seniors health card or Pensioner Concession Card

**AND**

Certified copy of one of the following documents containing your name and current residential address:

- a council rates notice (less than 3 months old)
- gas, water or electricity bill (less than 3 months old)
- a notice of assessment from the ATO (less than 12 months old)

A complete list of acceptable identification is available on our website at [telstrasuper.com.au/proofofid](https://telstrasuper.com.au/proofofid)

#### Signing a document on behalf of another person

You must complete and attach an **Authorised Third Party Representative Identification** form including a certified copy of the document by which you are authorised to sign on behalf of another person:

- power of attorney document
- guardianship order
- administration order.

For a copy of an **Authorised Third Party Representative Identification** form go to [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)

#### How to get your proof of identity documents certified

- Photocopy your identity documents (if you're using your driver's licence, photocopy both sides)
- Take the photocopies and the original documents to a person authorised to certify proof of identity documents:
  - If living in Australia: This includes pharmacists, police officers or a Justice of the Peace.
  - If living overseas: This must be a person who is an Australian Consular Officer or a foreign notary public.

For a complete list of people authorised to certify proof of identity documents in Australia and overseas visit [telstrasuper.com.au/proofofid](https://telstrasuper.com.au/proofofid)

To certify your documents, the authorised person must:

- sight the original and the copy
- confirm that the documents are identical
- write or stamp on the photocopy:
  - 'I certify that this is a true and correct copy of the original document I have sighted', and
  - their name, qualification, business address, and registration number (if applicable), and
  - their signature and date on all pages of the photocopy.

You must keep the original proof of identity documents and send the certified copy of your proof of identity documents to us.

#### Example



I certify that this is a true and correct copy of the original document I have sighted.

*Joan Sample*

Joan Sample  
11 Same St, SOMETOWN VIC 3009

Justice of the Peace  
Reg no: 26587  
1 March 2020