FAQ – Verification of Identity (VOI)

What is VOI – why is it needed?
VOI was introduced to combat mortgage fraud. By identifying a potential mortgagor thoroughly the likelihood or mortgage fraud being successful is greatly reduced.

In addition the VOI requirement Bank Australia adopts also meet the standard required for it to effect settlements electronically under the Australian Registrars National Electronic Conveyancing Council.

What is the ID collected used for?
The banks verification of identity method meets both its AML/CTF obligations as well as Mortgage identification obligations.

Who can collect & certify the identification?
Any Bank Australia accredited broker who is aligned with an approved aggregator.

What happens if we are dealing remotely or an independent broker?
Bank Australia will accept remote verification of identity performed via IDYou.

How do I know what level of ID is required?
The levels required are outlined on the banks VOI certificate which is available via Applyonline or broker HQ.

What if my client does not have enough ID to satisfy the categories?
Please contact the bank on 132 888 to discuss the best way forward.

If you are an accredited Broker with Bank Australia and are aligned with an approved aggregator, you are authorised to complete VOI on behalf of the Bank. We require copies of each level of ID provided. All copies must be certified and submitted in conjunction with the Bank Australia VOI Certificate. If performing the VOI remotely you are permitted to use IDYou verification of identity solution.

IDyou is a secure tool that provides an assisted approach to capturing all VOI data ensuring the correct information is held and that the quality of information meets compliance standards with lenders.

If you don't have an existing account, set-up access below;

Open an account

Verification of identity certificate

Identification requirements
The person identifying the mortgagor must complete this form. This form is to be used only by a Bank Australia staff member, authorised agent or when outside Australia an Australian Consular officer.

Copies of all identifying documents are to be certified, numbered and attached to this form and listed in the space provided below. Failure to take reasonable steps to identify a mortgagor, can lead to the registered mortgage being refused or cancelled by the state authority.

Identifier certificate

I (Print name of identifier in full)

Contact telephone number

Of (Print address of identifier in full including Country if not Aust)

Postcode

Do hereby certify that

a) This identification relates to (Full name of person being identified)

b) The identification was carried out

On date

/ /

At (address including country)

Postcode

c) The identification documents as listed below were produced to me and appear to be genuine originals.

d) The person being identified appears to have similar facial characteristics as the person in the photographs included in the original identity documents referred to at item c) above.

e) The Verification of Identity has been conducted in accordance with the National Verification of Identity Standard for Verification of Identity.

Signature of identifier

Dated this

day of

20

List of identification documents produced

1.

2.

3.

4.

National verification of identity standard

To satisfy the Identity Document Production requirement, the person whose identity is being verified is to produce original current documents in one of the following categories starting with Category 1 as the highest standard:

For Persons who are Australian citizens or residents *(Minimum document requirements)*

Category 1 documents

- Australian Passport or Foreign Passport **PLUS**
- Australian Drivers Licence or Australian Proof of Age card **PLUS**
- Change of name or Marriage Certificate if necessary

Category 2 documents

- Australian Passport or Foreign Passport **PLUS**
- Full Birth, Citizenship, Descent Certificate **PLUS**
- Medicare, Centrelink or Department of Veterans Affairs (DVA) card **PLUS**
- Change of name or marriage certificate if necessary

Category 3 documents

- Australian Drivers Licence or Australian Proof of Age card **PLUS**
- Full Birth, Citizenship or Descent Certificate **PLUS**
- Medicare, Centrelink or Department of Veterans Affairs (DVA) card PLUS
- Change of name or marriage certificate if necessary

Category 4 documents

- Australian Passport or Foreign Passport **PLUS**
- Another form of government issued photographic identity document **PLUS**
- Change of name or marriage certificate if necessary

OR

- Australian Passport or Foreign Passport **PLUS**
- Full Birth Certificate **PLUS**
- Another form of government issued identity document **PLUS**
- Change of name or marriage certificate if necessary

For Persons who are not Australian citizens or residents *(Minimum document requirements)*

Category 4 documents

- Foreign Passport **PLUS**
- Another form of government issued photographic identity document **PLUS**
- Change of name or marriage certificate if necessary

OR

- Foreign Passport **PLUS**
- Full Birth Certificate **PLUS**
- Another form of government issued identity document **PLUS**
- Change of name or marriage certificate if necessary

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