

# Suncorp Superannuation

## Change of personal details form (for individuals)

Issued 15 March 2020

### Use this form to change your personal details

You can change your other personal details such as address or contact phone numbers by logging into your Suncorp Superannuation online account.

### Tips to help you complete this form

- Use a blue or black pen and write in CAPITAL letters
- Use an (X) to mark answer boxes
- Complete all sections of the form and sign and date on the last page

### Have any questions?

If you'd like help completing this form, or if you have any questions, just call us between 8am and 6pm (Australian Eastern Standard Time)

Monday to Friday on:

- Suncorp Brighter Super - 13 11 55
- Suncorp Everyday Super - 1800 191 517
- Suncorp Employee Superannuation Plan - 1800 652 489

### Personal details

Account number*	<input type="text"/>
Title*	<input type="text"/>
Last name*	<input type="text"/>
Given name(s)*	<input type="text"/>
Date of birth*	<input type="text" value="DD / MM / YYYY"/>
Gender*	<input type="checkbox"/> Male <input type="checkbox"/> Female

### Contact details (must be your residential address – sorry, we can't accept PO Boxes)

Address*	<input type="text"/>	
	State	Postcode
Country (if not Australia)	<input type="text"/>	
Daytime phone number*	Mobile phone number*	
Email*	<input type="text"/>	

### Postal address (if different from above)

Address	<input type="text"/>	
	State	Postcode
Country (if not Australia)	<input type="text"/>	

\*mandatory field

## Change pension payments (pension members only)

You can also amend your pension payment details via your online super account (if you have one).

Please pay my pension:  Bi - monthly  Monthly  Quarterly  Half-yearly  Yearly

### Annual pension payment - please select one from the following

- The minimum amount I can receive  
 The maximum amount I can receive (10% - only applicable if you're transitioning to retirement)  
 A nominated amount per year (must be more than your minimum amount and less than your maximum if you have a transition to retirement account)

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### Annual increase (not available if minimum or maximum payment selected)

CPI or  %

These changes are effective from  DD / MM / YYYY

## Change bank account details (pension members only)

Please make my pension payments into the following account.

Account name   
Name of Australian financial institution   
Branch name or address   
BSB Number  Account Number

We can only transfer funds to an account in your name or a joint account of which you're one of the account holders.

## Change of (or correction to) name or date of birth

We need further information from you to change the name on your account.

We're grateful you're taking the time to update us with your new name. You'll need to prove both your identity and your change of name before we can make this change to your account. We understand you're probably busy updating your name in many places but this extra information is a legal requirement for super accounts.

- To prove your identity, please complete the Proof of identity section below.
- To prove your new name, please send us a certified copy of official documentation recording your change of name (e.g. a marriage certificate and/or change of name certificate).

The copy(s) of your document(s) can be certified by any of the people listed as an 'acceptable certifier' in this form.

Former last name   
Former given name(s)   
Former signature   
New last name   
New given name(s)   
New signature   
Date of birth  DD / MM / YYYY

If there is an error in the name or date of birth we have recorded for you, provide your details above and ensure that the Proof of identity document(s) you provide verify these details.

## Proof of identity

To prove your identity select an item from **Part A** below, or if you can't provide any of these items, select two items from **Part B**.

We require proof of identity BEFORE we can proceed with your instructions. The effective date of the change will be the day that we receive all requirements (including proof of identity).

Documents written in a language other than English must be accompanied by an English translation prepared by a NAATI accredited translator (see [naati.com.au](http://naati.com.au)). We're not responsible for the content of external websites.

### Part A – Acceptable photographic identification documents – ONE item required

Select ONE item from this section, which MUST contain your name, photo and either date of birth or residential address

- A current driver's licence
- A current Australian passport (or one which has expired within the last two years)
- A current Australian Proof of Age Card (including 18+ and Birth Cards)
- A current Keypass identity card (issued by Australia Post)
- A current international passport or similar travel document with your signature or a unique identifier
- A current National Identity Card (issued by a foreign government, the UN or agency of the UN) with your signature or a unique identifier

### Part B – Other alternative identification documents – TWO items required (this section is only required if a Part A item couldn't be provided)

Select ONE item from this section which MUST contain your name

- An Australian birth certificate/extract
- A citizenship certificate
- A foreign birth certificate issued by a foreign government, the UN, or agency of the UN
- A current pension card issued by the Department of Human Services

AND – Select ONE item from this section which MUST contain your name and residential address

- A notice issued by the Commonwealth, State or Territory within the last twelve months recording the provision of financial benefits to you
- A notice issued by the Australian Taxation Office within the last twelve months recording a debt payable by you to the Commonwealth (or by the Commonwealth to you)
- A notice issued by a local government body or utilities provider (e.g. gas, electricity, phone) within the last three months recording the provision of services to your address or to you
- If you're under 18, a letter written less than three months ago, from your school principal recording how long you've attended that school
- If you're under 18, a current school issued identity card with your photo

### Part C – For use where your residential address is not in Australia or New Zealand – One additional item required

In addition to the **Part A** or **Part B** requirements above, please select:

- ONE additional item from **Part A**

OR

- ONE additional item from any section in **Part B**

If you live in a remote area and will find it difficult to meet these requirements, give us a call to discuss other documents we can accept to help prove your identity.

## Certification procedure

You can prove your identity at your local Suncorp branch or take your identity documents to an acceptable certifier. Your financial adviser is an acceptable certifier and can certify your documents for you.

- Take the originals of your identification documents to an acceptable certifier.
- A copy of the document(s) will need to be taken, and the acceptable certifier will need to sight the original document(s) to confirm that the copy(s) is true.
- On **each** copied page, the acceptable certifier should confirm that it's a true copy of the original document by writing 'this is to certify that this is a true copy of the original which I have sighted', followed by their signature, their name, the date, their occupation or profession and length of service (if applicable) from the *List of acceptable certifiers* at the end of the form and their registration number (if applicable).
- Mail this form and your certified copy(s) of identification documentation to us (we can't accept faxes or copies of the certified documents).

### Additional instructions for financial advisers:

- Ensure that your client has completed Part A or Part B
- If your client is residing overseas (other than in New Zealand), provide at least one additional document from Part A or Part B
- Verify that the document(s) haven't expired (except for an Australian passport, which must not have expired more than two years ago) before certifying the copies.

**A list of acceptable certifiers can be found at the end of this form.**

## Declaration and signature

I confirm the information I've provided on this form is true and correct.

Signature  Date

Full name

## Where to send the form

Please send the completed form, along with a certified copy of your identification documents, and any other requested documents, to:

**Suncorp Super**  
**GPO Box 2585**  
**Brisbane QLD 4001**

**Email: [super@suncorp.com.au](mailto:super@suncorp.com.au)**

If you are sending through identification documents, please mail your documents to us, as we require the original certified copies.

## List of acceptable certifiers

- Bank, credit union, building society or finance company officer with two or more years of continuous service
- Financial adviser or financial planner
- Police officer
- Judge or magistrate
- Legal practitioner
- Justice of the peace or public notary
- Chiropractor
- Dentist
- Medical practitioner
- Nurse or midwife
- Optometrist
- Pharmacist
- Physiotherapist
- Psychologist
- Veterinary surgeon
- Teacher employed on a permanent basis at a school or tertiary education institution
- Minister of religion or marriage celebrant
- Australian post office employee who is in charge of the office or has two or more years of continuous service
- Accountant who is a member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
- Defence force officer or non-commissioned officer with two or more years continuous service and outside Australia
- Certain Australian trade commission, consular and diplomatic staff; and
- A person authorised by the law in that country to administer oaths or authenticate documents.