

Forms of Identification

By law, we need to properly identify and collect information about you.

We collect this information in three steps:
Identification, proof of address, other information



Step 1: Identification

We can accept the following forms of identification. At least one form of ID needs to contain a photo. Choose from one of the following options.

	Primary Identification	Secondary Identification
Option 1	<ul style="list-style-type: none">• Passport (NZ or overseas)• New Zealand Firearms Licence• New Zealand Refugee Travel Documentation	<ul style="list-style-type: none">• Not required
Option 2	<ul style="list-style-type: none">• New Zealand driver licence	<ul style="list-style-type: none">• Debit/Credit Card (with a matching signature and embossed name)• SuperGold Card• Community Services Card
Option 3	<ul style="list-style-type: none">• Birth Certificate (NZ or overseas)	<ul style="list-style-type: none">• NZ driver licence• Australian driver licence• 18+ Card• Student ID (from NZ institutions only)

Please note: NZ Birth certificates must be issued after 1 January 1998

Step 2: Proof of address

We require one form of address verification. These can be:

- Utility bill
- Rates bill
- Bank statement
- IRD Tax notice
- Local council notification/demand
- Educational institution letter
- Rental tenancy agreement



Step 3: Other information

We may ask you for additional information if your identification documents are issued by a country other than New Zealand.

All documents must be originals. We can accept copies of documents that have been certified by a trusted referee such as a:

Lawyer
Justice of the peace
Chartered accountant
Priest
Registered teacher
Registered medical doctor
Police Constable
Member of Parliament
Deputy registrar, district/high court

This certification must contain the name, occupation and signature of the trusted referee and the date of the certification.

Contact Us

For any queries, contact our call centre or visit your nearest branch.