

Identification and address verification are required to setup your Heartland facility, with options for these outlined below.

## **1. IDENTIFICATION**

### **FACE-TO-FACE**

When meeting a Heartland Bank staff member or Authorised agent face-to-face, please provide identification from **ONE** of the below sets:

#### **ONE FORM OF ID REQUIRED**

- New Zealand Passport \*
- New Zealand Certificate of Identity
- New Zealand Refugee Travel documentation
- Emergency travel document
- New Zealand Firearms Licence
- Overseas Passport \*
- National ID Card

**OR**

#### **ONE FORM OF PRIMARY NON-PHOTO ID**

- New Zealand full birth certificate
- Certificate of New Zealand citizenship
- Overseas citizenship certificate
- Overseas birth certificate

**AND**

#### **One form of secondary photo ID:**

- New Zealand driver licence
- 18+ Card
- Valid and current international driving permit/licence

**OR**

#### **NEW ZEALAND DRIVER LICENCE AND ONE OF:**

- Credit/Debit/EFTPOS card from a New Zealand registered bank
- SuperGold Card
- Community Services Card
- NZ Bank Statement issued within the last 12 months
- Government Statement issued within the last 12 months
- New Zealand full birth certificate

\* Photo and signature pages of passport required

Heartland Bank may complete online passport, NZ Drivers Licence and other identity document verification through Centrix/Equifax/NZTA or similar provider. If the online verification is unsuccessful we will contact you to request further identification.

### **NON-FACE-TO-FACE**

#### **BIOMETRICS**

Biometrics is a non-face-to-face way to verify your identity using your mobile phone, matching a 'selfie' of you to your identification. To complete biometrics, you will need one of the following:

- New Zealand Driver Licence
- New Zealand Passport
- Non-NZ Passport (*also requires your Electronic Visa or a copy of your Physical Visa*)

Alternative non-face-to-face solutions are available if biometrics is unsuccessful or cannot be completed. We will contact you to work through this if required, or you can get in touch with us through one of our customer contact channels.

### **CERTIFICATION**

Your identification as per the sets outlined under 'Face-to-face' above can be certified by one of the following trusted referees/certifiers:

- Justice of Peace
- Registered medical doctor
- Police employee (Constable or above)
- Registered teacher
- Chartered Accountant
- Lawyer/solicitor
- Minister of Religion
- Kaumatua
- Notary Public
- NZ Honorary Consul
- Member of Parliament
- Commonwealth representative

- Notes:
- The trusted referee/certifier must NOT be related to you, such as a spouse or partner, or live at the same address as you, or be a party to the account
  - Certification must include the name, occupation, date and signature of the trusted referee/certifier
  - The trusted referee/certifier must sight the original documentary identification while you are present, and make a statement to the effect that the documents provided are a true copy and represent the identity of the customer (*i.e. the person presenting the identification must match the photo and details of the identification document*)
  - Certification must have been carried out within the three months preceding the presentation of the copied documents

## **2. ADDRESS VERIFICATION**

The below items can be used as proof of your residential address. These must be less than 12 months old. They may be sent electronically and do not need to be physically sighted face-to-face or certified by a trusted referee.

- Utility bill or rates (includes Sky TV or mobile phone bill)
- Car registration notification
- Local council notification
- Electoral roll papers
- Residential tenancy agreement
- Electronic Yellow pages
- Electronic White pages
- Bank account statement or Bank correspondence
- Non-bank New Zealand financial institution statement or correspondence
- Government issued document
- Companies Office records
- Court document
- Rest/Retirement Home statement or correspondence