

Identity Verification Form

This form is to be used to verify your identity. You need to complete sections A, B and C before you lodge this form at any local PostShop. Acceptable forms of ID are noted overleaf. Please don't complete section D until asked to do so in the PostShop. Once you complete your identity verification and we have confirmed approval of your account, your Gem Essential card will be mailed to you. If you have any queries please contact our Customer Service Team on 0800 500 505 (and when prompted by the IVR say "Application").

A. DETAILS OF APPLICANT

Application Number

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Title

Mr Mrs Ms Miss Dr

First Name

Middle Name(s)

Last Name

Date of Birth

Contact Phone Number

B. RESIDENTIAL ADDRESS

Unit Number / Street Number / Street Name

Suburb

Town / City

Postcode

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Proof of Address Document

Issuer Name

Account /Reference Number

Issue Date

C. PROOF OF IDENTITY (Please present one of the following; must be original and current)

(Identification document presented to PostShop staff must be original and current)

- NZ Driver Licence
 NZ Passport
 Australia/Cook Islands/Tokelau/Niue Passport
 Overseas Passport (with NZ Residency)
 NZ Firearms Licence

Document Number (include alpha and numeric characters)

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Version No.

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Expiry Date

Issue Date

Country of Issue

NZ Residency Number (required if Overseas Passport is selected)

D. CONFIRMATION BY APPLICANT

Your signature must be witnessed by PostShop staff at the time of lodging this form.

I confirm that the information on this form is true and correct.

Applicant Signature

Date

E. NZ POST USE ONLY (important: original documents must be sighted)

I confirm I have witnessed the applicant's signature in section D and sighted the original Proof of Address and Proof of Identity documentation set out in sections B and C of this form, which verifies the identity of the applicant.

Name of PostShop

Identity verified by

PostShop Staff Signature

Date



Identity Verification Guidelines – Acceptable Documents (Customer and Kiwibank/NZ Post staff use)

<p>Section B (Residential Address)</p>	<p>Acceptable proof of address documents (valid for 6 months from the issue date):</p> <ul style="list-style-type: none"> ■ Utility bills e.g. Electricity/Gas, Landline, Phone (home or mobile), SKY, Internet/ISP Account ■ Land/Water rates notices incl. letters on Council letterhead ■ NZ bank statements incl. credit card statements, investment statements, bank printouts stamped and signed by bank employee ■ Loan statements e.g. mortgage or other financial institution loans ■ Insurance Documents e.g. Home and/or Contents Insurance, Motor Vehicle or Life Insurance Policies, Letters from Insurance Companies (valid for up to 12 months for annual policies) ■ Government issued documents e.g. WINZ, IRD, ACC, Superannuation, DIA, MOJ, Courts/Police, Electoral Office ■ Renewal of Motor Vehicle Licence ■ Rental Tenancy Agreements (must be system generated, not handwritten) ■ Property Purchase and Sale Agreements ■ KiwiSaver statements e.g. statements on KiwiSaver provider letterhead <p><u>Note:</u> Any document supplied must show your name and physical address as completed on the IDV form. PO BOX address cannot be used on the IDV form (Residential address ONLY)</p>
<p>Section C</p>	<p>(Proof of Identity) Acceptable ID documents:</p> <ul style="list-style-type: none"> ■ Current Driver Licence (New Zealand only) ■ Current New Zealand Passport ■ Current Australian, Cook Islands, Tokelau or Niue Passport ■ Current Overseas Passport (with NZ Residency) ■ Current New Zealand Firearms Licence <p><u>Note:</u> Only original and valid ID documents can be used for the IDV process</p>

Identity Verification Form Checklist (Kiwibank/NZ Post staff use only)

<p>IDV Form - Section A Postlink 'Application Details' → Postlink 'Applicant Details' →</p>	<p>Check IDV form and transfer the details into the corresponding fields in Postlink system, as follows:</p> <ul style="list-style-type: none"> ✓ Insert Gem Essential application number correctly ✓ Customer's name spelling and name order must match the supplied ID <i>Example: First name: JOHN, Middle name: DAVID, Last name: SMITH (must not be interchanged on the form)</i> ✓ Date of Birth on IDV form must match customer's ID 	<input type="checkbox"/>
<p>IDV Form - Section B Postlink 'Applicant Details' →</p>	<ul style="list-style-type: none"> ✓ Check that the address on the IDV form exactly matches the address on the supplied document, and transfer the details into the corresponding fields in Postlink system, as follows: ✓ Address 1 field (Postlink System) – street number and street name ✓ Address 2 field (Postlink System) – suburb, city and postcode. For rural address - Rural Delivery Number, city and postcode 	<input type="checkbox"/>
<p>IDV Form - Section C Postlink 'Identity Verification'</p>	<ul style="list-style-type: none"> ✓ Check that ID document appears on the above list of acceptable ID documents ✓ Customer's details entered in Postlink must match Customer's ID document 	<input type="checkbox"/>
<p>IDV Form - Section D & E</p>	<ul style="list-style-type: none"> ✓ Check that both sections are signed and dated as per the instructions on IDV form (signature must match ID) ✓ Stamp IDV form and input the details in PostLink system 	<input type="checkbox"/>

For any assistance completing IDV process, please contact the Service Desk on **0800 507 111 (Option 1)**