

VirtualVOI

YOUR IDENTITY CHECK GUIDE

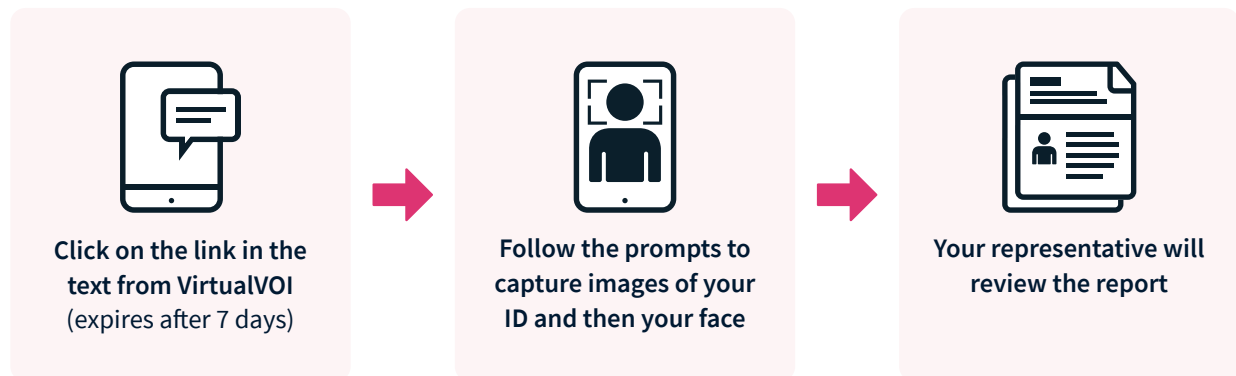


VIRTUALVOI

THE PROFESSIONAL & RELIABLE CHOICE

Your representative is required to formally verify your identity to meet legislative requirements for transactions in Australia.

How does it work?



Frequently Asked Questions (FAQs)

Why does my identity have to be checked?

Your representative must comply with stringent rules that require them to formally verify your identity. The rules apply to everyone and were introduced to reduce the risk of fraud.

What ID documents will I need to present?

You will need to present a specific combination of documents that are original government issued ID documents. The most common eligible combinations are:

- Australian Passport + Australian Driver's Licence; or
- Australian Driver's Licence + Full Birth Certificate + Medicare Care card

Other combination options are valid too.

Are copies of the ID documents acceptable?

No. It is a requirement that ID documents are originals and not copies, including certified copies.

What if the ID documents are expired?

Australian Passports which have expired within the last 2 years are acceptable. Otherwise, your ID documents must not yet have expired. If you have an ID document that has expired or will have expired at the time of your ID check, you will need to have them reissued.

Where is my ID data stored once the VOI has been completed?

Data is encrypted and securely stored on Australian hosted data centres and only shared with your representative. The system is accredited under the Australian Government's Trusted Digital Identity Framework (TDIF).

Does my ID Data remain private?

Yes, protecting and securely managing your ID data is paramount to Dye & Durham. Dye & Durham adheres to the Privacy Policy to strictly satisfy the highest public expectations for our service and the principles set out in the Privacy Act 1988 (Cth). For more information about our Privacy Policy please refer to [Privacy Policy](#).

Troubleshooting Tips:

- Try a different internet connection i.e. turn off Wi-Fi and use 4G/5G or vice versa
- Forward the text to a different mobile device and try on that i.e. phone or tablet



Need assistance?

Contact us on

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