

# VirtualVOI

## REQUIRED DOCUMENTATION



[dyedurham.com.au/solutions/virtualvoi/](https://dyedurham.com.au/solutions/virtualvoi/)

# VIRTUALVOI

## REQUIRED DOCUMENTATION

Your representative has an obligation to formally verify your identity.

You will need to be able to provide documents within one of the below categories. Documents must be original (no photocopies) and must not have expired (the exception being an Australian Passport that can be up to 2 years expired). If your identity documents do not display exactly the same name e.g. you have been married or changed your name, you will need to provide a Marriage Certificate or Change of Name Certificate to link the names across your documents.

### Acceptable Identity Documents

Category	Minimum Document Requirements
For persons <u>who are</u> Australian citizens or residents	
1	<b>An Australian passport or a foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard</b> <ul style="list-style-type: none"><li>• plus an Australian driver's licence or Photo card.</li><li>• plus change of name or marriage certificate if necessary.</li></ul>
2	<b>An Australian passport or a foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard</b> <ul style="list-style-type: none"><li>• plus full birth certificate or citizenship certificate or descent certificate.</li><li>• plus Medicare or Centrelink or Department of Veterans' Affairs card.</li><li>• plus change of name or marriage certificate if necessary.</li></ul>
3	<b>Australian driver's licence or photo card</b> <ul style="list-style-type: none"><li>• plus full birth certificate or citizenship certificate or descent certificate.</li><li>• plus Medicare or Centrelink or Department of Veterans' Affairs card.</li><li>• plus change of name or marriage certificate if necessary.</li></ul>

<b>4</b>	<p><b>a) Australian passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard</b></p> <ul style="list-style-type: none"> <li>• plus another form of government issued photographic identity document.</li> <li>• plus change of name or marriage certificate if necessary.</li> </ul> <p><b>b) Australian passport or foreign passport</b></p> <ul style="list-style-type: none"> <li>• plus full birth certificate.</li> <li>• plus another form of government issued identity document.</li> <li>• plus change of name or marriage certificate if necessary.</li> </ul>
----------	--

<b>5</b>	<p><b>a) Identifier declaration</b></p> <ul style="list-style-type: none"> <li>• plus full birth certificate or citizenship certificate or descent certificate.</li> <li>• plus Medicare or Centrelink or Department of Veterans' Affairs card.</li> <li>• plus change of name or marriage certificate if necessary.</li> </ul> <p><b>b) Identifier declaration by a Person specified in Verification of Identity Standard paragraph 4.4(e)*</b></p> <ul style="list-style-type: none"> <li>• plus Medicare or Centrelink or Department of Veterans' Affairs card.</li> <li>• plus change of name or marriage certificate if necessary.</li> </ul>
----------	--

*\*Note: Refer to ARNECC Model Participation Rules Version 3, page 47.*

**For persons who are not Australian citizens or residents**

<b>6</b>	<p><b>a) Foreign passport</b></p> <ul style="list-style-type: none"> <li>• plus another form of government issued photographic identity Document.</li> <li>• plus change of name or marriage certificate if necessary.</li> </ul> <p><b>b) Foreign passport</b></p> <ul style="list-style-type: none"> <li>• plus full birth certificate.</li> <li>• plus another form of government issued identity Document.</li> <li>• plus change of name or marriage certificate if necessary.</li> </ul>
----------	--

## Need assistance?

Contact us on **1300 787 107** or email [virtualvoi@dyedurham.com](mailto:virtualvoi@dyedurham.com).