



money

Appointment of an Authorised Person (AP) Request Form

INSTRUCTIONS

Please read these instructions then complete Sections 1-4 of this form.

Before submitting this request you must obtain certified copies of the nominated authorised person's identification documents. Refer to Identification Document Checklist and Certification Requirements below for details.

Post this completed form and certified ID documents to:
Virgin Money Australia Credit Cards Maintenance
GPO Box 9992
MELBOURNE VIC 3001

IDENTIFICATION DOCUMENT CHECKLIST

The nominated authorised person must provide the following identification documents (ID).

PART A: ACCEPTABLE PRIMARY PHOTOGRAPHIC IDENTIFICATION DOCUMENTS

Select **ONE** document from this section. If you do not hold a document from this section, then provide documents from Part B or C.

Acceptable primary photographic identification documents

- A current and valid physical driver's licence (both front and back must be provided) issued by a State or Territory of Australia containing a photograph (digital driver's licences or renewal receipts cannot be accepted)
- A current and valid Australian passport or one that expired within the last two years
- A valid Australian Proof of Age or Proof of Identity card issued by a State or Territory containing a photograph of the person and date of birth or residential address

PART B: ACCEPTABLE PRIMARY NON-PHOTOGRAPHIC IDENTIFICATION DOCUMENTS

Should only be completed if you do not hold a document from Part A. You must present one primary non photographic document and one secondary identification document

Acceptable primary non photographic identification documents

Select **ONE** document from this section:

- Australian birth certificate issued by a State or Territory of Australia
- Australian citizenship certificate issued by the Commonwealth of Australia
- A current and valid physical Pension, Health Care or Seniors Health card issued by a State or Territory of Australia containing the name and date of birth or residential address (Department of Veterans Affairs Cards are not acceptable)

Secondary identification documents

Select **ONE** document from this section:

- Financial Benefits statement – a document issued by the Australian Commonwealth or a State or Territory no more than 12 months old, that records the provision of financial benefits to the individual and which contains the individual's name and residential address e.g. Child Care Subsidy, Medicare Benefit Tax Statement
- Australian Taxation Office notice – a document issued by the Australian Taxation Office, no more than 12 months old, which contains the individual's name and residential address e.g. Notice of Assessment (Taxation returns are not accepted)
- Rates notice – a document issued by an Australian local government body
- Utility bill – a document issued by a utility provider, less than three months old from the date of issue, which contains the individual's name and residential address e.g. electricity bill, water bill, gas bill, telephone/internet bill
- A current and valid physical Australian Medicare card issued by the Australian Government

PART C: ACCEPTABLE FOREIGN IDENTIFICATION DOCUMENTS*

Should only be completed if you do not hold a document from Part A and B.

Primary photographic foreign identification documents

Select **ONE** document from this section:

- A current and valid foreign driver's licence issued by a foreign government containing a photograph (international licence/ permit is not acceptable)
- A current and valid foreign passport issued by a foreign government, the United Nations or an agency of the United Nations containing a photograph and either the signature of the person or unique identifier (ID number)
- A current and valid ID card issued by a foreign government, the United Nations or an agency of the United Nations containing a photograph, and either a signature of the person or the unique identifier, and date of birth or residential address

OR

Primary non-photographic foreign identification documents

Select **ONE** document from this section plus **ONE secondary document** from **Part B**

- A foreign birth certificate issued by a foreign government, the United Nations or an agency of the United Nations
- A foreign citizenship certificate issued by a foreign government

*English translation services for foreign identification documents

If primary photographic and primary non-photographic Identification documents are written in a language other than English, an accredited translation is required. This translation must be prepared by an Accredited Translator (search www.naati.com.au for certified translator) in Australia, or performed to a standard comparable to the Australian NAATI accreditation.

CERTIFICATION REQUIREMENTS

ACCEPTABLE CERTIFICATION OF ID DOCUMENTS

A certified copy is a document that has been approved as a "true" copy of an original document. Certification must be completed by a person engaged in the professions detailed in the Approved Certifiers List below.

Certified documents can be accepted within 12 months of the original certification.

To complete certification, the authorised person must record all of the following on each copy of the ID:

- "This is to certify that this is a true copy of the original which I have sighted"
- First name and last name e.g. Michelle Helena Citizen; unless the industry standard for the role type allows initials such as police/correctional officer, doctor or a JP i.e. Steve Bould may be S. Bould, Constable S. Bould, Constable Bould or Dr Bould.
- Date the document was certified
- Signature of the approved certifier
- The capacity in which they have certified the document (e.g. JP, police officer, etc)

Some approved certifiers will use their own Industry Standard stamp that records the required information. If a stamp is used, any of the information from the above that is missing must be added by the certifier.

If certifying documents with multiple pages, the certification can be placed on the first page and the certifier can leave an attestation stating X pages are true and original i.e. "This is to certify that the following 6 pages are true copies of the original which I have sighted", or the certifier can certify each page with all of the above requirements.

APPROVED CERTIFIERS

Who can certify identification documents in Australia?

- Persons before whom a statutory declaration may be made per Part 1 of the Statutory Declaration Regulations 2023 include:
 - Legal Practitioner
 - Medical Practitioner
 - Dentist
 - Pharmacist
 - Financial advisor or planner
- Persons before whom a statutory declaration may be made per Part 2 of the Statutory Declaration Regulations 2023 include:
 - Justice of the Peace
 - Police Officer
 - Judge of a Court
 - Magistrate, Sheriff
 - Commissioner of Declarations
 - Clerk of a Court
 - A permanent employee of the Australian Postal Corporation with five or more years of continuous service who is employed in an office supplying postal services to the public
 - An agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
 - A member of the Institute of Chartered Accountants in Australia, Certified Practising Accountants (CPA) Australia or the Institute of Public Accountants; or
 - An officer/Banker with, or authorised representative of, a holder of an Australian Financial Services licence, having two more continuous years of service with one or more licensees
 - An officer with, or a credit representative of, a holder of an Australian credit licence, having two or more years of continuous service with one or more licensees
 - Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961, etc
 - A notary public (for the purpose of the Statutory Declaration Regulations 1993)
 - An Australian Consular officer or an Australian diplomatic officer within the meaning of the Consular Fees Act 1955

For the full list refer to [Statutory Declarations Regulations of 2023](#).

Who can certify identification documents outside of Australia?

- A notary public (for the purpose of the Statutory Declaration Regulations 1993)
- A person authorised as a notary public in a foreign country
- An Australian Consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)
- A person in a foreign country who is authorised by law in the jurisdiction to administer oaths or affirmations or to authenticate documents

SECTION 1: Account Holder Details

| | | | |
|--|---------------------------|------------------------|----------------------|
| Title | First Name | Middle Name (Optional) | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Surname | | | |
| <input type="text"/> | | | |
| Date of Birth (DD/MM/YYYY) | Account Number (Optional) | | |
| / / | <input type="text"/> | | |
| Residential Address including country (PO Box is not acceptable) | | | |
| Unit | Street Number | Street Name | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Suburb/Town | State | Postcode | Country |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Mobile Number | Email Address | | |
| <input type="text"/> | <input type="text"/> | | |

SECTION 2: Details of the Authorised Person/Person Requesting Access

Personal details

| | | | |
|---|----------------------|--|----------------------|
| Title | First Name | Middle Name (Optional) | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Surname | | | |
| <input type="text"/> | | | |
| Do you have a prior legal name? | | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| If yes, prior legal name | | | |
| Title | First Name | Middle Name (Optional) | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Surname | | | |
| Date of Birth (DD/MM/YYYY) | | Gender | Email Address |
| / / | | <input type="text"/> | <input type="text"/> |
| Mobile Number (including Country Code) | | Phone Number (if mobile number is not available and including Country Code) | |
| <input type="text"/> | | <input type="text"/> | |
| Home Address including country (PO Box is not acceptable) | | | |
| Unit | Street Number | Street Name | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Suburb/Town | State | Postcode | Country |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Postal Address (if same as Home Address leave blank) | | | |
| Unit | Street Number | Street Name | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Suburb/Town | State | Postcode | Country |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Citizenship

Are you an Australian Citizen? Yes No

Other countries you are citizen of (Please list all the countries)

Employment details

| | |
|----------------------|----------------------------------|
| Employment Status | Primary Occupation (if employed) |
| <input type="text"/> | <input type="text"/> |

Virgin Money Australia, a division of Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence 244616 ("BOQ"), promotes and distributes the Virgin Money Credit Cards ("Credit Cards"). National Australia Bank Limited ABN 12 004 044 937 Australian Credit Licence 230686 ("NAB") is the credit provider and issuer of the Credit Cards. Our/us/we/The Virgin Money Credit Cards Team means NAB. BOQ does not and will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards.

NAB respects your privacy and handles your information in accordance with the [NAB Privacy Policy](#). The policy also contains information about how to make an access or correction request or lodge a privacy-related complaint.

Tax details

Are you an Australian resident for tax purposes? Yes No

Are you a resident of any other country for tax purposes? Yes No

If yes, countries you are a Tax Resident of

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

What is your Taxpayer Identification Number (TIN) (mandatory for US tax residents)

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SECTION 3: Authorised Person Access Details

We collect the Authorised Person's details to enable us to assess the request for them to act on the account holder's behalf, and for us to deal with them as an appointed representative of the account holder.

We can refuse to deal with an authorised person(s) if we reasonably believe the representative is not acting in the account holder's best interests; or it is otherwise reasonable to do. In such cases we will inform the primary account holder directly.

This authority gives permission to the nominated Authorised Person to discuss details regarding the nominated account(s) held with us, and provides the nominated Authorised Person the following level of access to the nominated account(s):

| View Only Access | Enquiry Access |
|---|---|
| <ul style="list-style-type: none">Obtain account details and transaction information and activity only (including for additional card holders)<ul style="list-style-type: none">Account Details: all information on file regarding your account excluding Tax File NumberTransaction Activity: all information regarding transactions, amounts, dates, merchant detail | <ul style="list-style-type: none">To act, negotiate and accept outcomes for complaint and hardship requestsDispute a transactionTemporarily block an accountRequest a payout figureStatement maintenance, including:<ul style="list-style-type: none">change in statement frequencyopt in or out of statementsOpt in or out of marketing communications |

Type of access requested:

View Only Access Enquiry Access

SECTION 4: Declaration & Confirmation

I confirm that this authority gives permission to my representative to discuss details regarding my nominated account(s) held with or by NAB (View Only Access), OR to discuss details and negotiate on my behalf regarding my nominated bank account(s) held with NAB (Enquiry Access). This authority will remain in effect until such time as I revoke this authority and provide express notice to us of its revocation.

I understand that:

- Account notifications (including account statements and other prescribed notices) will continue to be sent to me
- If an agreement is made, my written consent may be required
- NAB may deal with my appointed representative until I revoke the authority in writing or via phone
- If NAB are unable to contact my authorised person over a 14 day period, they will recommence contacting me as the primary account holder and may remove the Authorised Person from my nominated account(s)
- NAB can refuse to deal with an authorised person if they reasonably believe the representative is not acting in my best interests; or it is otherwise reasonable to do so in the circumstances. In such cases NAB will inform me directly and will suggest other alternatives that may be available

With your consent, we can verify your identity online by providing information, such as your name, date of birth, address and details of your ID documents, to a verification service and credit reporting bodies to get them to tell us how well your details match the information that they hold. The process of electronic verification will not include a credit check, and will not affect your credit score. We will not ask you to provide banking information, including your banking password or security codes¹.

Signature of account holder

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Date (DD/MM/YYYY)

| | |
|---|---|
| / | / |
|---|---|

Signature of authorised person

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|--|

Date (DD/MM/YYYY)

| | |
|---|---|
| / | / |
|---|---|

¹Verification services and credit reporting bodies may contact the authority that issued the identity documents, use a government or other verification service, or use third party systems, databases and services (which may involve sending your information from Australia to New Zealand or vice versa) to help them do this.

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