

Change in Date of Birth Request Form

INSTRUCTIONS

Please read the instructions below, then complete all information on the form.

The date of birth on your primary identification document/s (ID) e.g. Australian driver's licence, must match the date of birth specified on this form.

Before submitting this request, you must obtain a certified copy of your identification document/s. Refer to **Certification Requirements** for details.

Post this completed form and your certified ID documents to:

Virgin Money Credit Cards Maintenance

GPO Box 9992

MELBOURNE VIC 3001

All sections of this form need to be completed.

IDENTIFICATION DOCUMENT CHECKLIST

We are required to collect and verify identification documentation (ID) from you.

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: Current Account Holder Details

Title	First Name	Middle Name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Surname			
<input type="text"/>			
Account Number			
<input type="text"/>			
Residential Address including country (this should be the address you currently hold on file with us)			
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: Correct Date of Birth

Date of Birth (DD/MM/YYYY)

<input type="text"/>	<input type="text"/>	<input type="text"/>
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SECTION 3: Confirmation

You confirm that all required documents have been attached with this form.

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 codes^.

Signature of Account Holder

Date (DD/MM/YYYY)

<input type="text"/>	<input type="text"/>	<input type="text"/>
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^Verification 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.

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.

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