

ID VERIFICATION FORM

FOR CUSTOMER USE ONLY



Please note, that this form cannot be used to create a new TAB Customer Account. Please download the TAB App or visit TAB.com.au to create a new account.

IDENTIFICATION DOCUMENTS

Tier 1 (Primary)

- Passport
- Driver's Licence (MUST display a current Australian address)
- Proof of Age Card
- National Identity Card

Tier 2 (Primary)

- Birth Certificate
- Citizenship Certificate
- Concession Card (i.e. Pension Card)

Secondary

- Utility Notice (i.e. Electricity Bill) (no older than **3 months**)
- Council Rate Notice (no older than **3 months**)
- A Tax Notice or a Government Notice that records the provision of financial benefits to you (no older than **a year**)

ACCEPTABLE COMBINATIONS OF ID DOCUMENTS

Australian Driver's Licence OR Proof of Age Card
with current Australian residential address

One Tier 1 (Primary)



One Tier 2 (Primary)

One Tier 1 (Primary)



One Secondary

One Tier 2 (Primary)



Two Secondary

TAB CANNOT ACCEPT THE FOLLOWING COMBINATIONS

Passport



Birth Certificate

Passport



Citizenship Certificate

Passport



Concession Card

(Unless there is a current address on your Concession Card)

Passport



National Identity Card

IMPORTANT NOTES

- All documents must be certified as true copies.
- Medicare card / bank statement / credit card / mobile phone bill / internet only bill / marriage certificate and tenancy agreement **are not accepted**.
- Your identification documents except passport must be current.
- An Australian passport that has not expired by more than two years can be accepted.
- Don't use your birth certificate if your maiden name has changed, unless you also provide the change of name certificate.
- All identification documents must have the same address and name listed.
- Your name and Australian address must be visible on your secondary identification documents.
- All identification documents that are not in English must be translated into English by a translator accredited as a "Professional Translator" or higher by National Accreditation Authority for Translators and Interpreters Ltd (Accredited Translator). See <https://www.naati.com.au/online/> for a list of qualified translators near you.
- By providing us with copies of your identification documents, you confirm you are authorised to provide them to us.

ARE YOU VISITING/WORKING IN AUSTRALIA FOR A SHORT TIME ONLY?

You can obtain a Driver's Licence or Proof of Age Card from Australian State and Territory authorities, including NSW RMS, VicRoads, Access Canberra ACT, QLD TMR, SA DPTI, etc.

ARE YOU AGED 65+?

You can obtain a document from Centrelink regarding pension payments AND a Statement of Financial Benefits from Medicare. These documents can be used together with your concession card to meet identification requirements.

MAILING

Hard copies of ID with the original signature of the certifier must be returned with the completed form via post to:

**Locked Bag 7000
Granville, NSW, 2142**



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CERTIFYING DOCUMENTS

Certification of Documents

When mailing in copies of your identification documents to TAB, you need to provide a certified copy of each document with the **original signature of the certifier** and a statement from the certifier stating words to the effect of:

"I certify this to be a true and accurate copy of the original document as sighted by me on [insert date]";
provide the certifier's:

Full name

Occupation / Capacity

Location

Contact Number

Who can certify my documents?

Persons authorised within Australia to certify documents include (without limitation) persons who are currently licensed or registered to practise in an occupation / capacity listed below:

- Justice of the Peace
- Notary Public
- Legal practitioner
- Accountant (member of CA, CPA, NIA)
- Medical practitioner
- Dentist
- Optometrist
- Police Officer
- Patent attorney
- Pharmacist
- Physiotherapist
- Psychologist
- Trade marks attorney
- Chiropractor
- Nurse
- Veterinary surgeon
- An officer with, or authorised representative of, an Australian Financial Services Licence holder or Australian Credit licence, having 2 or more years continuous service.

Identification Documents (Primary and Secondary ID) that are not in English, must be translated into English by a translator accredited as a 'Professional Translator' or higher by National Accreditation Authority for Translators and Interpreters Ltd. See <https://www.naati.com.au/> for a list of qualified translators near you.

For more information see <https://help.tab.com.au/getting-started-with-tab/ways-to-verify-your-identity-australian-residents>

YOUR DETAILS You must be over 18 to open an account.

Account number (if applicable)		Date of birth	DD / MM / YYYY
First name		Middle name (if applicable)	
		Family name	

YOUR CONTACT DETAILS

Mobile	 (include country code and area code)	Email	
Current Residential address			
		State	
		Postcode	

AGREEMENT TO TERMS & CONDITIONS

By signing this form I confirm that I am over 18 and I have read and agree to the TAB Terms and Conditions (see T&Cs link on tab.com.au) and Customer Due Diligence Collection Notice (see end of this form), including in respect of identity verification.

Customer signature

☐ I consent to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity. For more information, see the Identity Verification Collection Notice on the last page of this form.

Date

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CUSTOMER DUE DILIGENCE COLLECTION NOTICE

This privacy collection notice from Tabcorp Holdings Limited (ABN 66 063 780 709) and its subsidiaries (**we, us, our**) outlines why we collect your personal information, what we collect, how we collect it and who we share it with, in relation to your TAB account(s), including for the purposes of customer due diligence.

The separate *Identity Verification Collection Notice* on the next page applies in respect of our collection of your information for identity verification via a service that matches your identity document details to the record held by the document issuer or official record holder.

Why we need to collect your information: We collect your personal information to create and enable use of your TAB account(s) and our wagering products and services and to communicate with you. We also collect your personal information to comply with the 'Customer Due Diligence' requirements in the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (the **AML/CTF Act**), including to:

- Establish and verify your identity before opening your TAB account and from time to time before continuing to provide our wagering services to you. For more information on identity verification, please refer to the TAB Terms and Conditions (see T&Cs link on tab.com.au);
- Assess and manage potential money laundering, terrorism financing, proliferation financing risks or related compliance risks associated with the provision of our services;
- Make reports required by law under the AML/CTF Act; and
- Meet our record keeping obligations under the AML/CTF Act.

What personal information we collect: We collect your full name, date of birth, residential address, contact details, photo or other forms of ID (where applicable, such as driver's licence) and unique identifiers (such as driver's licence number). We also collect your TAB account information. We may collect further relevant information and documents for customer due diligence purposes. In addition, we may collect sensitive information such as information about your political associations to determine if you are a politically exposed person for the purposes of our customer due diligence obligations.

How we collect your information: We generally collect your personal information from you directly. For customer due diligence purposes, we may also collect your personal information from third parties and other sources, including third parties that help us manage our AML/CTF risks including our customer due diligence obligations (e.g. "World-Check" screening services and customer data validation service providers) and identity verification obligations (e.g. identity verification organisations such as credit reporting bodies and identity verification service providers), public sources (e.g. media, search websites) and publicly available registries and databases.

Who we may share your information with: To provide you with our products and services and to manage our business, we may disclose your personal information within the Tabcorp group and to our third party service providers (including TAB retail venues and third parties that help us manage our AML/CTF risks including customer due diligence and identity verification obligations such as credit reporting bodies and identity verification service providers). We may also disclose your personal information to AUSTRAC or an entity in our AML/CTF reporting group (being Tabcorp Holdings Limited and our TAB licensed wagering entities) in accordance with our obligations under the AML/CTF Act or the AML/CTF Rules, to industry regulators, government authorities and law enforcement as required by law. For more information on the countries to which we may disclose your personal information, please see our Privacy Policy at www.tabcorp.com.au/privacy-policy.

What happens if we cannot collect your information: If you do not provide us with your personal information, we may not be able to verify your identity, open your TAB account or provide our wagering services to you.

Your privacy rights and our privacy policy: For further information about our privacy practices, please refer to our Privacy Policy at www.tabcorp.com.au/privacy-policy. Our Privacy Policy includes information about how you can access and request the correction of your personal information, how you may complain about our handling of your personal information and how we deal with complaints.

How to contact us about your privacy: You can contact us by writing to: Privacy Officer, Level 13, 180 Ann Street, Brisbane, QLD 4000 or by emailing us at privacy@tabcorp.com.au

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IDENTITY VERIFICATION COLLECTION NOTICE

How we verify your age and identity

In accordance with our compliance obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth), Tabcorp Holdings Limited (ABN 66 063 780 709) and its subsidiaries (we, us, our) will collect, use and disclose your identification information to verify or re-verify your identity when you open a TAB account and as required on an ongoing basis.

To verify or re-verify your identity, we use an identity verification service that confirms whether the details you provide to us from your identity document (such as a passport or drivers licence) matches the record that the document issuer or official record holder holds. The identity verification service will tell us whether the information matches or does not match. We use a third-party gateway service provider to access the identity verification service.

What happens if you don't consent

If you do not provide consent we will work with you to attempt to verify or re-verify your identity via other means. If we cannot verify or re-verify your identity, you will not be able to open a TAB account, continue to use your TAB account, or complete your transaction (as applicable).

Our legal obligations and your rights

When we collect and handle your personal information, we do so in accordance with our legal obligations (including under the Privacy Act 1988 (Cth) and the Identity Verification Services Act 2023 (Cth)).

As with other personal information we collect, you have rights in relation to the identification information that we collect. These rights include the right to request access to, and seek correction of, personal information that we hold about you.

How to make a complaint

If you have a concern about how we have handled your personal information or your privacy, including if you have any complaints about the identity verification process, please let us know so we can take steps to address your concern.

If we don't address your concern when you first raise it, you can make a complaint, and we'll do our best to resolve it for you. To make a privacy complaint, please contact our Privacy Officer in writing.

Email: privacy@tabcorp.com.au

Mail: Level 13, 180 Ann Street, Brisbane QLD 4000

More information about our complaints process is set out in our Privacy Policy available at <https://www.tabcorp.com.au/privacy-policy>.

How to get more information

For further information about our privacy practices, please refer to the Tabcorp Group Privacy Policy available at: <https://www.tabcorp.com.au/privacy-policy>.

For more information about the operation and management of the identity verification service visit the Government IDMatch website (<https://www.idmatch.gov.au/>).

FOR INFORMATION ON WHERE TO SEND THIS FORM, PLEASE SEE THE INSTRUCTIONS AT THE END OF PAGE 1.