

Verification of your identity is required to setup your Heartland facility, with options for these outlined below.

## IDENTIFICATION

### FACE-TO-FACE

When meeting a Heartland Bank staff member or Authorised agent face-to-face, please provide identification from **ONE** of the below sets: (Please note that ID must be seen face to face and represent the likelihood of the ID holder)

#### ONE FORM OF ID REQUIRED

- New Zealand Passport
- Foreign passport (requires Visa Verification)
- New Zealand Certificate of Identity
- New Zealand Refugee Travel documentation
- Emergency travel document
- New Zealand Firearms Licence
- Overseas Passport
- National ID Card

**OR**

#### ONE FORM OF PRIMARY NON-PHOTO ID

- New Zealand full birth certificate
- Certificate of New Zealand citizenship
- Overseas citizenship certificate
- Overseas birth certificate

**OR**

#### AND

#### One form of secondary photo ID:

- New Zealand Driver Licence
- 18+ Card
- Valid and current international driving permit/licence

#### NEW ZEALAND DRIVER LICENCE, PLUS:

- Credit/Debit/EFTPOS card from a New Zealand registered bank
- SuperGold Card
- Community Services Card
- NZ Bank Statement issued within the last 12 months
- Government Statement issued within the last 12 months
- New Zealand full birth certificate

Heartland Bank may complete online passport, NZ Drivers Licence and other identity document verification through Centrix/Equifax/NZTA or similar provider. If the online verification is unsuccessful we will contact you to request further identification.

### NON-FACE-TO-FACE

#### BIOMETRICS

Biometrics is a non-face-to-face way to verify your identity using your mobile phone, matching a 'selfie' of you to your identification. To complete biometrics, you will need one of the following:

- New Zealand Driver Licence
- New Zealand Passport
- Non-NZ Passport (*also requires your Electronic Visa or a copy of your Physical Visa*)

Alternative non-face-to-face solutions are available if Biometrics is unsuccessful or cannot be completed. We will contact you to work through this if required, or you can get in touch with us through one of our customer contact channels.

### CERTIFICATION

Your identification as per the sets outlined under 'Face-to-face' above can be certified by one of the following trusted referees/certifiers:

- |   |                        |                               |
|---|------------------------|-------------------------------|
| • Justice of Peace                      | • Chartered Accountant | • Notary Public               |
| • Registered medical doctor             | • Lawyer/solicitor     | • NZ Honorary Consul          |
| • Police employee (Stamp/rank required) | • Minister of Religion | • Member of Parliament        |
| • Registered teacher                    | • Kaumatua             | • Commonwealth representative |

- Notes:
- The trusted referee/certifier must NOT be related to you, such as a spouse or partner, or live at the same address as you, or be a party to the account
  - Certification must include the name, occupation, date and signature of the trusted referee/certifier
  - The trusted referee/certifier must sight the original documentary identification while you are present, and make a statement to the effect that the documents provided are a true copy and represent the identity of the customer (*i.e. the person presenting the identification must match the photo / details of the identification document*)
  - Certification must have been carried out within the three months preceding presentation of the copied documents