

Identification and proof of address – personal account



All our customers need to confirm their identity and address with Westpac to keep their accounts secure and comply with New Zealand law. Here are some ways to provide us with identification and proof of address.

Identification (ID) we can accept.

If you join us through our website or are sent a link to verify your ID online you will need a current New Zealand driver licence or New Zealand passport.

If you are coming into a branch, you can either provide a current New Zealand passport, New Zealand driver licence that can be verified electronically by Westpac or one of these:

- overseas passport (must be signed)
- New Zealand firearms licence
- New Zealand refugee travel document
- New Zealand emergency travel document

OR

- Bring in your birth certificate along with a **Kiwi Access card** or ID issued by a New Zealand government agency such as a **SuperGold** card.

If you do not have any of these, please call us on **0800 400 600** to discuss your options.

All of these ID documents must be:

- clear, legible, a good likeness, not defaced or mutilated
- valid (signed where applicable and not cancelled)
- in English or translated to English
- original and sighted by a Westpac staff member or a copy certified by a trusted referee.

Under 18s.

To open accounts for someone under 18 years old, you'll need to provide documents that confirm you are their parent or legal guardian, along with one of the following to verify the minor's identity:

- birth certificate
- New Zealand or overseas passport
- New Zealand driver licence (must be able to be verified electronically by Westpac).

If you do not have one of these, please contact us on **0800 400 600** to discuss other options.

Proof of address.

If you join through our website, we can verify your address as well as your ID online. If you are going into branch you need one of the following (dated in the last 12 months that is addressed to your name with your residential address on it):

- utility bill
- statement or correspondence from another financial institution (not from Westpac Group)
- insurance policy document (not from Westpac Group)
- unexpired rental or tenancy agreement.

If you don't have any of these, please call us on **0800 400 600** to discuss your options.

Is there anything else I need to bring?

In some cases, we may need to ask you for more information such as details of your source of funds or wealth or both. If you are a tax resident of a country other than New Zealand, please bring your foreign tax identification number(s) as well. Please contact us on **0800 400 600** to check if there is anything else you need, or if you'd like to make an appointment at a branch to open an account.

If you're bringing in copies of documents you'll need to get them certified first. Any documents in another language will need to be translated to English by an approved provider. For more about certifying copies and approved translation services go to www.westpac.co.nz/id, then When copies of documents need to be certified.