

# Aggregator Special Notice

Monday 21 November 2022

We're simplifying our processes for non-digital customer identity verification, creating a better experience for our broker partners and their customers.

## We're making non-digital customer identity verification simpler.

From Tuesday 22 November 2022, brokers will only need to complete one form as part of customers' identity verification requirements. Customers are still required to meet the same minimum identification requirements and brokers must perform the verification during a face-to-face interview with the customer.

### What are the steps to complete non-digital customer identity verification?

1. Enter application information for each customer in ApplyOnline.
2. Select **Face to Face Identity Check** in the **Identification Documents** section.

#### Identification Documents

Face to Face Identity Check:

Existing Customer:

*Provide Two Primary Photographic PLUS Change of Name (If Applicable)*

*- OR -*

*One Primary Photographic PLUS One Primary Non-Photographic PLUS One Secondary Non-Photographic PLUS Change*

*- OR -*

*One Primary Photographic PLUS One Secondary Photographic Government issued document PLUS Change of Name (If*

3. The new **Suncorp Bank Customer Identity Form** will pre-populate with application information. You can choose Electronic Lodgement Pack to sign the form electronically using eSign **OR**, choose the Manual Lodgement Pack to print and wet sign the form.

#### Document Packs

- Electronic Lodgement Pack**
- Manual Lodgement Pack**
- Show All Documents**

4. Upload the completed form and certified copies of customer's identification to ApplyOnline – **you won't be able to submit your application without them.**

**Prefer to use digital identity verification?** Then use [SunVerify](#) to complete the customer's identity verification. To make a SunVerify Request [visit the Suncorp Broker Portal](#). **Quick. Simple. Upfront validation.**



Should you have any enquiries regarding the above changes, please don't hesitate to email us at [BrokerPartnershipsOperations@suncorp.com.au](mailto:BrokerPartnershipsOperations@suncorp.com.au).

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