

Issue date: 17 February 2023

Issue no. 271

## Introducing InfoTrackID

**Effective immediately** the Bank has introduced InfoTrackID, an online verification platform providing a digital and secure solution to complete your clients Verification of Identity (VOI) requirements.

InfoTrackID offers two methods for completing your Verification of Identity:

- **In person** – Use your phone or computer to complete the VOI when you are verifying your client face-to-face.
- **Remotely** – Initiate the VOI and send a secure link to your client for them to provide the documents unassisted, for you to review and complete the VOI.

For more information, refer to the Information Pack and User Guide attached with this news item.

## Does InfoTrackID replace the Banks existing Verification of Identity forms?

InfoTrackID is an additional verification solution. It does not replace the existing Verification of identity forms for face to face or non-face to face. These options will still be available via the Broker Portal.

## Is there a cost to the broker to complete the InfoTrackID VOI report?

No, there is no cost to complete the VOI report.

## How to commence and provide the VOI with your home loan application?

1. [Register your interest for InfoTrackID here](#)
2. Upon verification of registration, InfoTrackID access credentials will be provided via email.
3. Access InfoTrackID to commence and complete the VOI process via one of the above methods.
4. Download the completed VOI report and upload to ApplyOnline with your verified home loan application supporting documentation.

## Further Information

For all our latest news, please visit the TMBL Broker portal (<https://broker.tmbank.com.au>) or contact your Broker Development Manager on **1300 TMBank** or email [broker@tmbl.com.au](mailto:broker@tmbl.com.au).



**Mark Middleton**  
Head of Third Party Distribution

### Important Information

**Please note** – Membership eligibility applies to join the Bank. All applications for credit are subject to our responsible lending criteria. Fees and charges apply. You can find our [Consumer Lending Terms and Conditions](#) available online or from any of our offices.

