

# MyLife MyPension

## Change of Member Details

If you need help

For assistance call the MyLife MyPension Service Centre on **1300 963 720**.

Step 1 – Input member details
Please print in black or blue pen,  
in uppercase, one character per box.  A

Membership number	Date of birth	
<input type="text"/>	<input type="text"/>	
Given names		
<input type="text"/>		
Surname		
<input type="text"/>		
Current postal address		
<input type="text"/>		
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime Telephone	Mobile	
<input type="text"/>	<input type="text"/>	
E-mail		
<input type="text"/>		

Step 2 – Advise details of new name (if applicable)

New surname

New given names (if changed)

Select new Title (if changed)

Mr  Mrs  Ms  Miss  Other

I have attached a certified copy of my Marriage Certificate, Deed Poll or change of name certificate from Births, Deaths and Marriages Registration office to support my name change.

Please refer to the *Proof of identity* fact sheet at [www.mylifemypension.com.au/factsheets](http://www.mylifemypension.com.au/factsheets) for further clarification.



## Step 3 – Advise details of new address (if applicable)

**Postal address** – attach a copy of a recent bill, mail item or driver's licence that displays your new postal address.

New postal address

Suburb

State

Postcode

Daytime Telephone

Mobile

E-mail

## Step 4 – Change to bank account details

My new bank account details are as follows:

Name of Institution

Branch Name

BSB

Account Number

Account Name

## Step 5 – Change to Preservation Status

*To be completed by Pre-Retirement Pensioners only.*

**Complete this section if your circumstances that affect the Preservation status of your Pension have changed.**

The preserved portion of your pension cannot be released to unpreserved status until one of the following conditions have been met:

- You are at least 60 years of age and have ceased employment since attaining age 60;  
OR
- You have reached your preservation age\*, have ceased employment and have permanently retired# from the workforce.

\* Your preservation age depends on your date of birth – see the table below:

Date of birth	Preservation age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
1 July 1964 or after	60

# Permanently retired is defined as never being gainfully employed again for more than 10 hours per week. Gainful employment means employed or self-employed for gain or reward in any business, trade, profession, calling, occupation or employment. If you are eligible, please complete one of the following declarations and attach proof of age to allow your benefit payment to be processed e.g. photocopy of your driver's licence, passport or birth certificate).

(select an option )

- Yes, I have reached preservation age, ceased employment and permanently retired from the workforce.
- Yes, I am at least 60 years of age and I have ceased employment since attaining age 60.



## Step 6 – Providing proof of your identity

### Do you need to provide new certified proof of identity?

Please indicate (✓) if one of the following applies. Please note that if the information provided below does not match our records, your payment will be delayed.

- You have not provided certified ID previously
- You have changed your name (either your first or last name) – see below (under Name Change) for the list of specific documents required
- Your date of birth was incorrect on our records and has been updated
- You have changed your bank account details.

### If you have ticked one of the items above, you will need to provide new certified proof of identity.

The easiest way to do this is as follows:

- photocopy both sides of your current drivers licence or passport
- take the photocopies of your ID and the original of the partly completed statutory declaration to Australia Post\* or your local Police station\*\*
- ask them to certify your ID.

\* to be able to certify your documents, the Australia Post employee must be a permanent employee of the Australian Postal Corporation with 2 or more years of continuous service in an office supplying postal services to the public. Australia Post will charge a small fee for each photocopy you need to get certified.

\*\*a police officer, sheriff or sheriff's officer can certify your ID.

The person certifying your ID documents will include the following details on the copy:

<p>← A clear copy of the document that identifies you (i.e. your driver's licence (front and back) or passport)</p> <p>Certified true copy ← Write or stamp 'certified true copy' of the original document</p> <p><i>J. Sample</i> ← The authorised person's signature</p> <p>Mr John Sample ← Full name, qualification and registration number (if applicable) of the authorised person</p> <p>Justice of Peace</p> <p>Registration No.123456789 ← Date of certification (within 12 months of receipt)</p> <p>Date: 01/02/2015 ←</p>
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Alternatively, you can refer to the Completing Proof of Identity fact sheet on the fund's website at [www.mylifemypension.com.au](http://www.mylifemypension.com.au) for a list of other people who can certify your ID document(s) and witness your statutory declaration.

### If you don't have a driver's licence or passport

You will need to provide a certified copy of one document from each of the following groups:

- Birth certificate or birth extract<sup>1</sup>
- Citizenship certificate issued by the Commonwealth
- Pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits

AND

- Letter from the Department of Human Services (Centrelink) or other Government body in the last 12 months regarding a Government assistance payment
- Tax Office Notice of Assessment issued in the last 12 months
- Rates notice from local council issued in the last 3 months
- Electricity, gas or water bill issued in the last 3 months
- Landline phone bill issued in the last 3 months (mobile phone bills will not be accepted)

### Name change

If you have changed your name, you must provide a certified copy of the relevant name change document<sup>1</sup>, for example, a marriage certificate, deed poll, decree nisi/divorce order or change of name certificate issued by the Births Deaths and Marriages Registration office.

#### <sup>1</sup> Translation

If your identification is written in a language other than English, the identification must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator or higher (or an equivalent accreditation), to translate from a language other than English into English.



## Step 7 – Complete the checklist

To enable your payment to be processed promptly, please ensure you have correctly completed this form before returning it to the fund. Have you:

- Provided your member details in **Step 1**?
- Completed all steps of the form and provided copies of documentation (where required)?
- Signed and dated the form (**Step 8**)?

### Completing Proof of Identity

- Select the identification you have provided:
  - One Primary identification document; or
  - Two Alternative identification documents (one from each of the lists specified)
- Is your identification current? If providing an Australian Passport, one that has expired within the last two years is acceptable.
- Is your document correctly certified? Ensure the certifier has included ALL of the following on each page:
  - Written or stamped 'certified true copy'
  - Signature and printed name
  - Date – the date MUST be within twelve months of the date we receive your completed form.
  - Qualification (such as Police Officer, Australia Post employee, etc)

Please refer to the Providing proof of your identity section for more details on how to certify a document and a list of valid certifiers.

## Your Privacy

The Fund is administered by us along with our service provider, Mercer Outsourcing (Australia) Pty Ltd. We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. We may also use it to supply you with information and marketing material about the other products and services offered by us and our related bodies corporate. If you do not wish to receive marketing material, please contact us on **1300 963 720**.

Our Privacy Policy is available to view at [csf.com.au/privacy](http://csf.com.au/privacy) or you can obtain a copy by contacting us on **1300 963 720**.

When you become a member, we assume that you consent to this handling of your personal information. If you do not provide the personal information requested, we may not be able to manage your superannuation.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations in order to manage your super, including your employer, our professional advisors, insurers, our related companies which provide services or products relevant to the provision of your super, any relevant government authority that requires your personal information to be disclosed, and our other service providers used to assist with managing your super.

In managing your super your personal information will be disclosed to service providers in another country, most likely to Mercer's processing centre in India. Our Privacy Policy lists all other relevant offshore locations.

Our Privacy Policy sets out in more detail how we deal with your personal information and who you can talk to if you wish to access and seek correction of the information we hold about you. It also provides detail about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

If you have any other queries in relation to privacy issues, you may contact us on **1300 963 720** or write to the Privacy Officer, MyLife MyPension, GPO BOX 4303, Melbourne, VIC 3001.



## Step 8 – Sign the form

By signing this form I:

- authorise you to make the changes noted on this form in respect to the information provided in Steps 2, 3, 4 and 5
- understand my personal details cannot be updated unless the necessary supporting documentation is provided
- acknowledge that if I've provided my email address details and/or mobile in this form, the trustee may, at its discretion, use that email address and/or mobile to send information, including any member and exit statements and notices of any material changes or the occurrence of significant events, by electronic means.
- understand and consent to my information being collected, disclosed and used in the manner set out in this form.

Signature

Date

  /   /    

**Please return your completed form to: MyLife MyPension, GPO Box 4303, Melbourne, VIC 3001.**

