

Change of Name Request Form

INSTRUCTIONS

Please read the instructions below, then complete all information on the application.

You **must** obtain new primary identification document/s (ID) e.g. Australian driver's licence, with your updated name before submitting this form. Once you've obtained your new ID, we can update your name in our system.

To submit this request, you must take this completed form, your original ID documents and supporting documents (if required) to a participating Post Office for processing.

If you are changing your name due to marriage, separation or divorce you only need to provide your updated ID documents.

If you have changed your name by registering the name change with an Australian state government, you must present the original (or a certified copy) of a Change of Name Certificate issued by the Registry of Births, Deaths and Marriages.

All sections of this form need to be completed. Complete this form online before printing and signing to avoid delays in processing.

IDENTIFICATION DOCUMENT CHECKLIST

We are required to collect and verify identification documentation (ID) from you.

PART A: ACCEPTABLE PRIMARY PHOTOGRAPHIC IDENTIFICATION DOCUMENTS

Select **ONE** document from this section. If you do not hold a document from this section, then provide documents from Part B or C.

Acceptable primary photographic identification documents

- A current and valid physical driver's licence (both front and back must be provided) issued by a State or Territory of Australia containing a photograph (digital driver's licences or renewal receipts cannot be accepted)
- A current and valid Australian passport or one that expired within the last two years
- A valid Australian Proof of Age or Proof of Identity card issued by a State or Territory containing a photograph of the person and date of birth or residential address

PART B: ACCEPTABLE PRIMARY NON-PHOTOGRAPHIC IDENTIFICATION DOCUMENTS

Should only be completed if you do not hold a document from Part A. You must present one primary non photographic document and one secondary identification document

Acceptable primary non photographic identification documents

Select **ONE** document from this section:

- Australian birth certificate issued by a State or Territory of Australia
- Australian citizenship certificate issued by the Commonwealth of Australia
- A current and valid physical Pension, Health Care or Seniors Health card issued by a State or Territory of Australia containing the name and date of birth or residential address (Department of Veterans Affairs Cards are not acceptable)

Secondary identification documents

Select **ONE** document from this section:

- Rates notice – a document issued by an Australian local government body
- Utility bill – a document issued by a utility's provider, less than three months old from the date of issue, which contains the individual's name and residential address e.g. electricity bill, water bill, gas bill, telephone/internet bill
- A current and valid physical Australian Medicare card issued by the Australian Government

PART C: ACCEPTABLE FOREIGN IDENTIFICATION DOCUMENTS*

Should only be completed if you do not hold a document from Part A and B.

Primary photographic foreign identification documents

Select **ONE** document from this section:

- A current and valid foreign driver's licence issued by a foreign government containing a photograph (international licence/permit is not acceptable)
- A current and valid foreign passport issued by a foreign government, the United Nations or an agency of the United Nations containing a photograph and either the signature of the person or unique identifier (ID number)
- A current and valid ID card issued by a foreign government, the United Nations or an agency of the United Nations containing a photograph, and either a signature of the person or the unique identifier, and date of birth or residential address

OR

Primary non-photographic foreign identification documents

Select **ONE** document from this section plus **ONE secondary document** from **Part B**

- A foreign birth certificate issued by a foreign government, the United Nations or an agency of the United Nations
- A foreign citizenship certificate issued by a foreign government

*English translation services for foreign identification documents

If primary photographic and primary non-photographic Identification documents are written in a language other than English, an accredited translation is required. This translation must be prepared by an Accredited Translator (search www.naati.com.au for certified translator) in Australia, or performed to a standard comparable to the Australian NAATI accreditation.

SECTION 1: Current Account Holder Details

Title	First Name (previous name)	Middle Name (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname (previous name)		
<input type="text"/>		
Date of Birth (DD/MM/YYYY)	Account Number (optional)	
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	
Residential Address including country (this should be the address you currently hold on file with us)		
Unit	Street Number	Street Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Suburb/Town	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country	<input type="text"/>	
Mobile Number	Email Address	
<input type="text"/>	<input type="text"/>	

SECTION 2: New Legal Name

This should match the name on your primary ID.

Title	First Name	Middle Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname		
<input type="text"/>		

Reason for change in legal name?

- ☐ 1. Marriage/Separation/Divorce
- ☐ 2. Other name change reasons e.g. registered name change with Australian government

SECTION 3: Confirmation

You confirm that all required documents have been attached with this form.

If you have changed your name by registering the name change with an Australian state government, you must present the original (or a certified copy) of a Change of Name Certificate.

With your consent, we can verify your identity online by providing information, such as your name, date of birth, address and details of your ID documents, to a verification service and credit reporting bodies to get them to tell us how well your details match the information that they hold. The process of electronic verification will not include a credit check, and will not affect your credit score. We will not ask you to provide banking information, including your banking password or security codes^.

A new card will not automatically be issued to you. You can order a new card in the app or online.

Signature of Account Holder

Date (DD/MM/YYYY)

 / /

SECTION 4: For Australia Post use only

I confirm that I have sighted original documentation that verifies the applicant's name, date of birth and/or residential address as required.

Verifier's Full Name	Work Centre Code	Date (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Comments	Verifier's Signature	Identity verified by
<input type="text"/>	<input type="text"/>	 Australia Post

^Verification services and credit reporting bodies may contact the authority that issued the identity documents, use a government or other verification service, or use third party systems, databases and services (which may involve sending your information from Australia to New Zealand or vice versa) to help them do this.

Virgin Money Australia, a division of Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence 244616 ("BOQ"), promotes and distributes the Virgin Money Credit Cards ("Credit Cards"). National Australia Bank Limited ABN 12 004 044 937 Australian Credit Licence 230686 ("NAB") is the credit provider and issuer of the Credit Cards. Our/us/we/The Virgin Money Credit Cards Team means NAB. BOQ does not and will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards.

NAB is collecting your personal information through its agent, Australia Post, to verify your identity as required by Australian law. Australia Post will forward your personal information to NAB who will handle it in accordance with the relevant product terms and conditions. Further information about NAB's handling of personal information is contained in the **NAB Privacy Policy**. The policy also contains information about how to make an access or correction request or lodge a privacy-related complaint.