

VERIFICATION OF IDENTITY CHECKLIST

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WHAT DOCUMENTS YOU WILL NEED

To verify your identity, you will need to provide us with original, up-to-date documents in **one** of the below categories.

Category 1: Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard plus Australian drivers' licence or Photo Card

Category 2: Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard plus full birth certificate or citizenship certificate or descent certificate plus Medicare or Centrelink or Department of Veterans' Affairs card

Category 3: Australian driver's licence or photo card plus full birth certificate or citizenship certificate or descent certificate. plus Medicare or Centrelink or Department of Veterans' Affairs card.

Category 4: Australian Passport or foreign passport or Australian Evidence of Immigration Status ImmiCard or Australian Migration Status ImmiCard plus another form of government issued photographic identity Document

If you can't satisfy any of the above categories, you may be able to provide an **identifier declaration** plus Medicare or Centrelink or Department of Veterans' Affairs card and a full birth certificate or citizenship certificate or descent certificate.

Regardless of the category, if your name does not match all your ID documents, you will also need to provide provide change of name document(s) such as a change of name or marriage certificate.

HOW WE CONDUCT VOI

Whenever possible, you should complete VOI **in person** at our office. You can conveniently book your VOI appointment online [by clicking here](#).

Understanding that in-person visits might not always be practical due to various commitments or geographical constraints, we offer the use of a secure and user-friendly **online VOI service, InfoTrackID**.

InfoTrackID integrates with our legal software and allows us to verify your identity remotely.

You will receive a link from InfoTrackID on your mobile number provided. You can then complete the process at a time and place convenient for you. Once you have completed your part, we are instantly notified. Subsequently, one of our trained team members finalises the verification process on our end.

If you're not able to complete VOI in person or via InfoTrackID, you can complete VOI at a **participating Australia Post post office**. If you intend to go to a post office, please [click here](#) to download and complete the Australia Post VOI form before going in-store.



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**We are here to assist you.
Please do not hesitate to contact us if
you have any queries or concerns
regarding the VOI process.**

Phone 03 6331 5500

Email info@sproal.au

Visit us at 71 St John Street, Launceston in Tasmania

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