

PEXA Verification of Identity (VOI)



Verifying the Identity of your Clients

Once transacting, it will be the responsibility of all Property Lawyers and Conveyancers to verify the identity of the client/s they represent. Property Lawyers and Conveyancers using PEXA can conduct this verification of identity for clients, or they can make arrangements to appoint GlobalX to perform the VOI for your clients on your behalf.

Through our VOI partner, IDSecure and our national network of offices, GlobalX offers you professional over the counter, come to you and online Verification of Identity Services throughout metropolitan and regional areas.

GlobalX Customers and your clients have access to:

- ✓ National over the counter VOI Services in metro regions at GlobalX Sydney, Melbourne, Brisbane, Gold Coast, Perth and Adelaide offices.
- ✓ ID checklists for your clients in preparation for your face-to-face verification.
- ✓ Alerts when your client has completed their verification.
- ✓ A regional network of professional agents that can conduct VOI on your behalf.
- ✓ VOI reporting and data files instantaneously uploaded to the client matter.
- ✓ Online VOI cross-reference tools for compliance.

How to Book a client VOI

GlobalX clients can book our Client VOI Services via login to **globalx.com.au**. Alternatively, call us to discuss your Verification of Identity Service requirements on **1300 885 662**, or email **voi@globalx.com.au**.

You can find out more about practitioner responsibilities for client Verification of Identity in the Model Participation Rules on **the ARNECC website**.

Verifying the Identity of your Authorised Signatory

The ARNECC Model Participation Rules require that an Authorised Signatory (the person with the authority to sign the PEXA Participation Agreement) must have their identity verified in a face-to-face meeting.

Who should complete a Verification of Identity (VOI) when joining PEXA?

A VOI must be completed by whoever executes the PEXA Participation Agreement.

Those person(s) must be Authorised Signatory(s)—i.e. authorised to enter into contracts on behalf of the organisation. For example:

- For an individual/ sole trader—that individual/sole trader.
- For a company with a sole director who is also a sole company secretary—that director.
- For a company with multiple directors—two directors or a director and a company secretary.
- For a partnership—a partner or those partners authorised to sign on behalf of the partnership.

How to Complete a VOI

As part of the PEXA registration process, GlobalX offers a complimentary Verification of Identity (VOI) service for your authorised signatory. When in designated metropolitan areas you can choose to either visit one of our office locations, or alternatively we can come to you.

At a cost, Verification of Identity (VOI) can also be completed at participating Australia Post stores.

To find out more about verifying your authorised signatory or any step in your PEXA registration, contact our eConveyancing Team by email **econveyancing@globalx.com.au** or call **1300 885 662**.

International Verification of Identity

Verification of Identity can be performed at any Australian consulate/embassy across the world. The same materials are required (Passport/Birth Certificate/Licence etc).

Verification of Identity—Required documentation

| Category | Minimum Document Requirements |
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| For Persons who are Australian citizens or residents: | |
| 1 | Australian Passport or foreign passport and an Australian Visa Grant Notice evidencing an Australian Resident Visa <u>plus</u> Australian Drivers Licence or photo card <u>plus</u> Change of Name or Marriage Certificate, if necessary |
| 2 | Australian Passport or foreign passport and an Australian Visa Grant Notice evidencing an Australian resident visa <u>plus</u> full Birth Certificate or Citizenship Certificate or Descent Certificate <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs Card <u>plus</u> Change of Name or Marriage Certificate, if necessary |
| 3 | Australian Drivers Licence or photo card <u>plus</u> full Birth Certificate or Citizenship Certificate or Descent Certificate <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs Card <u>plus</u> Change of Name or Marriage Certificate, if necessary |
| 4 | (a) Australian Passport or foreign passport <u>plus</u> another form of government issued photographic identity document <u>plus</u> Change of Name or Marriage Certificate, if necessary (b) Australian Passport or foreign passport <u>plus</u> full Birth Certificate <u>plus</u> another form of government issued identity document <u>plus</u> Change of Name or Marriage Certificate, if necessary |
| 5 | (a) Identifier Declaration <u>plus</u> full Birth Certificate or Citizenship Certificate or Descent Certificate <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs Card <u>plus</u> Change of Name or Marriage Certificate, if necessary (b) Identifier Declaration by a person specified in Verification of Identity standard paragraph 4.4(e) <u>plus</u> Medicare or Centrelink or Department of Veterans' Affairs Card <u>plus</u> Change of Name or Marriage Certificate, if necessary Note: Refer to Verification of Identity standard paragraph 4. |
| For Persons who are not Australian citizens or residents: | |
| 6 | (a) Foreign passport <u>plus</u> another form of government issued photographic identity document <u>plus</u> Change of Name or Marriage Certificate, if necessary (b) Foreign passport <u>plus</u> full Birth Certificate <u>plus</u> another form of government issued identity document <u>plus</u> Change of Name or Marriage Certificate if necessary |