



This guide will help you confirm your **identity**. You must be able to confirm this before your application can be processed. You may choose to provide this confirmation electronically or by post, as described below.

Confirmation of your identity is needed under the Anti-Money Laundering and Countering Financing of Terrorism Act (2009). The Act requires Mercer to obtain this information from you. Please take time to read this guide very carefully.

Confirming your identity electronically

Mercer offers the convenience of electronically verifying your identity. Once we have received your application, we will send you an SMS via our third party partner to biometrically verify your identity. To complete this method of verification, you must have:

- A smartphone (with a front camera that is capable of taking a photo/video)

Plus

A current (not expired) version of one of the following:

- New Zealand driver licence; or New Zealand passport

Confirming your identity by post

All documents must be valid and not expired. If your name has changed, please provide certified evidence of your name change which links your previous and current names.

Option 1

A certified photocopy of **ONE** of:

- A New Zealand or an overseas passport; or
 A New Zealand firearms licence; or
 A New Zealand Certificate of Identity*; or
 A New Zealand refugee travel document; or
 An emergency travel document; or
 An overseas government national identity card (appropriate pages containing name, date of birth, photograph and signature)

or Option 2

A certified photocopy of **ONE** of:

- A New Zealand or an overseas driver licence; or
 A Kiwi Access Card

Plus

A certified photocopy of **ONE** of:

- A New Zealand or an overseas birth certificate; or
 A New Zealand or an overseas citizenship certificate

or Option 3

A certified photocopy of **ONE** of:

- A New Zealand or an overseas driver licence

Plus

A certified photocopy of **ONE** of:

- A (Super) Gold Card; or
 A Community Services Card; or
 A bank account or a credit card statement issued by a New Zealand registered bank in the 12 months preceding the date of the application; or
 A statement issued by Inland Revenue or another government agency in the 12 months preceding the date of the application

* Please visit passports.govt.nz to read more about this ID document.
 A Gold Card is NOT considered a type of a New Zealand Certificate of Identity.



IMPORTANT: Do not submit original documents that confirm your identity such as your passport, only send certified photocopies. See overleaf for an explanation of who can certify your documents.

Non-members

In certain circumstances, you may need to confirm your identity even if you are not the member.

For example when, you are applying:

- On behalf of a child
- For a member's death benefit to be paid to you

In addition to verifying the identity of the applicant, all those signing the form will also need to confirm their identity. Please read the 'confirming your identity' section of this guide.

Certifying documents

The person certifying your documents, or taking your statutory declaration, must be 16 years of age or older. The table below lists those who are authorised to certify documents, and those who are authorised to take statutory declarations.

	Certifying documents		Statutory declaration	
	In New Zealand	Outside New Zealand	In New Zealand	Outside New Zealand
Justice of the Peace (JP)	✓	✓	✓	✓
Solicitor	✓	✓	✓	
Notary public	✓	✓	✓	✓
Police officer	✓			
Doctor	✓			
Teacher	✓			
Minister	✓			
Chartered accountant	✓			
Member of Parliament (MP)	✓		✓	
Kaumatua	✓			
Court registrar or deputy court registrar	✓		✓	
Legal executive	✓		✓	
Judge				✓

The certifier must include on **EACH** page of **EACH** document:

- ✓ A statement to the effect that the documents provided are a true copy **and** represent the identity of the named individual.
"I certify this to be a true copy of the original, which I have sighted, and the photo represents a true likeness of [the person presenting the document to me for certification] [OR] [full name of the customer / member]."
- ✓ Name and signature of certifier
- ✓ Occupation (such as JP, solicitor, teacher etc.)
- ✓ Date of certification

A certifier **cannot**:

- ✗ Be related to you (e.g. be your parent, child, brother, sister, uncle, aunt or cousin)
- ✗ Be your spouse or partner
- ✗ Live at the same address as you
- ✗ Certify their own documents

If the documents are in another language then the certification must be done on an English translation.

Certification is valid for 3 months only, after which you will need to have documents re-certified.



If you are unable to provide the essential documents which confirm your identity, **please call us on 0800 207 207.**



Post your documents to:

Mercer (N.Z.) Limited
PO Box 1849
Wellington 6140
New Zealand



Questions?

Call our Helpline on **0800 207 207** (from within New Zealand).
Helpline hours are from 9am to 7pm, Monday to Friday except for public holidays.
If you're calling from overseas, you can contact us on **+64 9 887 6876.**

This document has been prepared by Mercer (N.Z.) Limited (Mercer). This information comprises Mercer's understanding of the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 as at the date of this document and is for general information purposes only. It does not comprise legal advice. If you are uncertain as to the application of this legislation, you should take professional advice.

© Copyright 2026 Mercer (N.Z.) Limited. All rights reserved.