



You can update your personal details, such as your email, contact number, address, and communication preferences, via your online account at www.mffunds.co.nz. Keeping your contact details up to date allows us to know how and where to send important documents and information.



Privacy statement

Information in this form and any requested documents are being collected to enable administration of this account. The Privacy Act entitles the account holder to access and to request correction of any personal information.

Please print in black or blue pen, in uppercase, one character per box and  all that apply.

Step 1 – Complete your personal details

Member number

Title: Mr Mrs Ms Miss Other

First name

Middle name(s)

Surname

Step 2 – Your new details

Please only add or update details that are new or that need to be changed.

A Changing or correcting your name



If you are changing your name, please provide proof e.g. a certified photocopy of the marriage certificate. If you are only correcting your name or date of birth, please supply a certified photocopy of your passport or driver licence with this form.

Title: Mr Mrs Ms Miss Other

First name

Middle name(s)

Surname

B Correcting your date of birth

Date of birth / /

C Change of residential address

Number	Street name
Suburb	
City	Postcode
Country	

Change of mailing address (if different from residential address)

Number	Street name
Suburb	
City	Postcode
Country	

Membership number

Step 2 – Your new details (continued)

D New or updated contact information

Mobile

Home phone

Email



If you would like to change your Prescribed Investor Rate (PIR), please sign in to www.mflfunds.co.nz and download and complete the appropriate form. For assistance, please call the Helpline on **0800 207 207**.

Step 3 – Confirming your identity

We may have your identification documents on file, so please contact us to confirm this. We may need to request new identification documents from you.

Option 1 – Electronic identity verification

Mercer as the Administration Manager has the ability to electronically verify your identity. Once we have received your withdrawal request, 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) and a current (not expired) version of one of the following:

New Zealand Passport

OR

New Zealand Driver Licence

If this method of identification is unsuccessful, you will be required to provide certified ID.

Option 2 – Certified copies of identity documents

Please provide a certified copy of your identity documents. Refer below for information on acceptable identity documents and who can certify them.

Preferred identification method – please select one of the following options:

- Option 1 – I would like the Administration Manager to electronically verify my identity
- Option 2 – I would like to provide the Administration Manager with certified copies of my identity documents

If you have selected Option 1, you do not need to provide certified ID now.

Provide a certified photocopy of current and valid documents.

If you selected Option 2 as your preferred way for us to verify your identity, please select one of the certified identification options below. We are only able to accept original certified copies of certified ID (i.e. the copy that has been physically certified).

These documents must be posted to us - our postal address is Mercer (N.Z.) Limited, PO Box 1849, Wellington 6140, New Zealand.

If your name has changed, please provide evidence of your name change which links your previous and current names.

A 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)

B A certified photocopy of **ONE** of:

- A New Zealand or an overseas driver licence; or
- A Kiwi Access Card (previously known as 18+ 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

C 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.



How to have your ID correctly certified

Photocopy ID at 150% so the details are legible.

Please do not send in your physical identity documents e.g. passport, driver licence, birth certificate etc.

I certify this to be a true copy of the original document and confirm it represents the identity of Joe Smith.

Name: **Jane Doe**

Occupation: **Justice of the Peace**

Date: **18/04/2024**

Signature:

Please note: Certification is valid for three months and must have been carried out within three months of this application. Your identity documents must be certified by one of the following people: Justice of the Peace, Registered Lawyer, Chartered Accountant, Registered Teacher, Registered Doctor, Police Officer, Notary Public, Registrar/Deputy Registrar. Please refer to the Confirmation of Identity Guide.

Step 4 – Sign the form

By signing this form, I understand that:

- Any changes will be effective from the date the change is made by the Administration Manager.
- The Administration Manager will not action my request if, in the Administration Manager’s opinion, any information is incomplete or ambiguous.
- To administer my account, the Administration Manager may disclose my personal information to my employer, my adviser and other third parties (including any parent/guardian) as required to the extent necessary for the purposes of verifying my identity, as well as providing and managing my account. My personal information may also be used and/or shared with third parties authorised by the Administration Manager for the purpose of introducing products and services. I consent to the handling of my personal information in this way.

Signature

Date / /

* Where applicable, the signature of the parent or legal guardian of the applicant. If so, please specify:

Relationship of parent/guardian

Please return your completed form to: Mercer (N.Z.) Limited, Freepost Authority Number 3629, PO Box 1849, Wellington 6140 or email this form to mfl@mercer.com.