



# Changing your name

To protect your benefit entitlements and your privacy, RBF needs to verify your documentation before making any changes to details relating to your identity.

When changing your name, we need to see the original documents from the following list (or have **original** certified copies mailed to our office):

- ▶ **if you are changing your name due to error in our records:** your current Australian drivers licence;
- ▶ **if you are changing your name due to marriage:** your Marriage Certificate (issued by the Registry of Births, Deaths and Marriages);
- ▶ **if you are changing your name due to divorce:** your Birth Certificate and Marriage Certificate, (issued by the Registry of Births, Deaths and Marriages) or the Decree Nisi; or
- ▶ **if you are changing your name via Deed Poll:** the Deed Poll.

## How do I verify my documents?

### Come in to RBF

Often it's as simple as coming in to RBF and showing us the original documents from the above list.

### Mail us a certified copy

You can also mail us an original certified copy of the document. Certification simply means that an authorised person (see below) writes a brief statement on the photocopy of your original document certifying that they have viewed your original document and that the copy you are sending us is a true copy of that original.

Note that we cannot accept photocopies of your documents without the original certification as detailed above.

## Who can certify copies of my documents?

Original documents can be certified by the following authorised persons:

**Australia Post:** An agent of Australia Post who is in charge of an office supplying postal services to the public or a permanent employee of Australia Post with two or more years of continuous service who is employed in an office supplying postal services to the public.

**Banking and other financial institutions:** An officer with two or more continuous years of service with one or more financial institutions or a finance company officer with two or more continuous years of service with one or more financial companies.

**Financial adviser:** An officer or authorised representative who is a holder of an Australian Financial Services Licence, having two or more continuous years of service with one or more licencees.

**Legal and law enforcement officers (if applicable the registration number of the authorised person must be included):** A Justice of the Peace, Notary Public, legal practitioner, judge, magistrate, CEO of a Commonwealth court, registrar, deputy registrar or police officer.

**Accountants:** A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with two or more years of continuous membership.

**Consular or Diplomatic Officers:** An Australian Consular Officer or an Australian Diplomatic Officer.

## What is acceptable certification?

The person certifying your documents must write on the copy in original ink and:

- ▶ state that they have sighted the original and that this is a true copy of the original;
- ▶ sign and print their full name;
- ▶ date the certification;
- ▶ state their category of certifier and registration number (if applicable).

If the certification is not completed correctly, we cannot update your details in our system.

**RBF must receive the original certified copy.** Copies i.e. emails or facsimiles of the certified document cannot be accepted.

An example of an acceptable certification document is shown over the page. Please note that the certification of an original document must appear on the same page as the copy of the document to be valid.

## Example



## What if I am travelling or living overseas?

If you are travelling overseas or live outside of Australia, current legislation allows for your documents to be certified by an Australian Consular Officer or an Australian Diplomatic Officer.

For more information on acceptable certification officers in overseas countries, please contact RBF. Information can vary for different countries.

## What if my documents are not written in English?

Documents written in a language that is not English must be accompanied by an English translation prepared by a National Accreditation Authority for Translators and Interpreters Ltd (NAATI) accredited translator.

The translator's NAATI accreditation must be Professional classification or above.

RBF is not able to accept an accreditation from an overseas authority as their standards may differ from NAATI. For more information please contact NAATI on **1300 557 470** or visit **[www.naati.com.au](http://www.naati.com.au)**

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## Contacting RBF

Contact RBF if you would like additional information or assistance.

RBF Enquiry Line: 1800 622 631 or  
+61 2 8571 6868  
(international)

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Visit: [www.rbf.com.au](http://www.rbf.com.au)

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Write: RBF, Reply Paid 89418,  
PARRAMATTA NSW 2124

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Office: Ground Floor,  
21 Kirksway Place,  
Hobart  
Level 3, Henty House,  
1 Civic Square,  
Launceston

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