

Identity Verification Policy

Services are provided by Australian Postal Corporation trading as Australia Post Mobile and Australia Post Broadband.

1. About the Policy

For Mobile services

Our policy for performing identity verification checks is outlined in accordance with the Telecommunications (Service Provider – Identity Checks for Prepaid Mobile Carriage Services) Determination 2017. You can refer to the full legislation at <https://www.legislation.gov.au/Details/F2017L00399>

It is a legal requirement that any person wanting to activate a prepaid mobile phone service in their name must have their identity verified before the service can be activated. This applies to all carriage service providers in Australia.

For your convenience, we process our identity verification at the point of activation, not at the point of sale. Your identity will be verified each time you activate an Australia Post Mobile SIM.

For Mobile and Broadband services

When contacting us about your account we also need to confirm your identity in accordance with the Telecommunications Service Provider (Customer Identity Authentication) Determination 2022. You can refer to the full legislation at <https://www.legislation.gov.au/Details/F2022L00548>

1.1 Multi factor authentication for account security for Mobile and Broadband services

In order to help protect you, our customers, their accounts and services from unauthorised access, transactions and use, we will use multi-factor authentication processes to authenticate the identity of the people in contact with us. This may include having a One-Time-Passcode sent to a mobile contact. We do this to help protect you against the risk of identity theft and fraud and will always do this before undertaking any high-risk interaction.

If you suspect your telecommunications service or account has been subject to fraud please report this to your financial services provider and us. The best method to inform us is by phone at 1300 196 916 or email at support@australiapostconnect.com.au

To learn more about scams, fraud and identity theft or if you suspect you are a victim we recommend visiting Scamwatch (www.scamwatch.gov.au) and IDCARE (www.idcare.org) for additional information and advice.

1.2 Personal information you need to provide

For Mobile services

In order to activate an Australia Post Mobile service in your name, you will need to provide the following personal information:

- Your full name
- Your residential address
- A contact number
- An email address
- Your date of birth, and in some circumstances,
- An identifying Government document number for either an Australian Driver's Licence or Medicare Card or Australian/Foreign Passport in your name.

You need to provide this information each time you activate an Australia Post Mobile SIM card and we will need to perform an identity check each time.

Your personal information is subject to our privacy policy which can be viewed on our website at australiapostconnect.com.au

For Broadband services

In order to activate an Australia Post Broadband service in your name, you will need to provide the following personal information:

- Your full name
- Your residential address
- A contact number
- An email address
- Your date of birth

You need to provide this information each time you activate an Australia Post Broadband service.

1.3 How we verify your identity for Mobile services

1.3.1 Primary identity verification method

In the first instance, we will attempt to verify your identity using a successful credit/debit card payment during activation. Pre-paid debit cards can be used for payment but cannot be used to verify your identity.

As per our Billing and Payment Policy, by storing and using your card, you confirm that you are the owner of the payment method and authorised to make purchases using it. This means the payment method must be in your name.

If your activation renewal is successful using a credit/debit card (other than a pre-paid card) then your identity has been successfully verified and your SIM card activation will proceed in the usual timeframes.

If you don't renew or the renewal is: (i) declined; (ii) approved with a pre-paid debit card; (iii) is via a voucher, we will attempt to verify your identity by using our 'Secondary Identity Verification method'.

1.3.2 Secondary identity verification method

If you do not successfully renew with a credit/debit card (not a pre-paid card) during activation, we will attempt to verify your identity electronically. We will check that your personal details and those on your chosen identification document match against details held in the relevant Government database. This is achieved using an approved Government online verification service which uses 3rd party systems and services.

The identifying Government document number that you provide is required to perform a once off identity check to activate your service. The document number that you provide will not be stored in our database.

By providing this information you confirm that you are authorised to provide these details to us and that you consent to us using this information to carry out an identity check verification.

This electronic check will provide us with a result that is either a 'pass' or a 'fail'; we do not receive any other information in the response. We will be unable to tell you why a check has failed.

- If the result we receive is a 'pass', then your identity has been successfully identified and your SIM card activation will proceed in the usual timeframes.
- If the result we receive is a 'fail', this means that the information you provided could not be verified and you will have to verify your identity by using our 'Supplementary Verification Method'.

1.3.3 Supplementary verification method

If you have not had your identity confirmed via our Primary or Secondary Verification methods, your activation request will be suspended and your final and only option is via a Real Time Financial Transaction using a credit/debit card (but not a Pre-paid card) in your name.

Our 'Supplementary Identity Verification method' involves confirming that you hold an account with a financial institution by performing a Real Time Financial Transaction. You will be required to provide payment card details for either a debit or credit card (but not a Pre-paid card) in your name.

We will seek authorisation for \$1 and confirmation that the account is active. Once the authorisation is received, we will process your SIM card activation order. The \$1 authorisation will be immediately cancelled so nothing is charged to your account.

We will reject the payment details you provide if the payment card is a prepaid card as this is not issued by a financial institution and does not satisfy the requirements of the Government determination.

If the authorisation is unsuccessful, your activation request will be automatically rejected (see section 7.3 below)

If you do not wish to provide payment details to enable us to verify your identity in this way, you will need to call us to reject the activation request.

1.4 Rejected activation orders for Mobile services

If your SIM card activation order is rejected because we have been unable to verify your identity, your SIM card will remain inactive.

In this case, you have 2 options;

- You can submit a new activation order and attempt to have your identity verified electronically (which may fail again).
- You can request a refund for your SIM/Starter Pack.

If you wish to request a refund of your SIM/Starter pack, you will need to satisfy the following conditions:

- The SIM card must be inactive
- You must call us to request a refund
- You will need to provide the BSB and account number of a bank account so we can direct deposit your refund.

1.5 Change of ownership requests for Mobile services

Mobile service numbers can be transferred to a new owner upon receipt of a Change of Ownership request.

The new owner must pass the ID verification requirements as if they are activating a service themselves. The new owner will be subject to the Secondary Verification Check and will need to provide all the information referred to in section 2 of this policy.

If the new owner is not able to have their identity verified as per the Secondary Verification Method (i.e. the result is a 'fail') we will not be able to transfer the service to the new owner. The Primary or Supplementary Verification methods do not apply to Change of Ownership requests.