

Verify your identity with easyAML

A quick guide to completing your identity verification and onboarding questions.

When working with professionals like lawyers, accountants, real estate agents or conveyancers, you may be asked to confirm your identity before services can proceed.

These checks are a standard legal requirement and help protect customers, businesses and the wider community from financial crime.



Secure Link

Open the verification link from your service provider.

No app required

Complete the check in your smartphone browser

Private by design

Your details are securely shared with the requesting party.

What this guide covers

01 Why identity checks are required

A simple explanation of why you may be asked for ID and extra information.

02 What you'll need

Accepted documents, phone requirements and how to prepare.

03 Step-by-step VOI

Open the link, select ID documents, scan and review your details.

04 Final checks & onboarding

Selfie checks, onboarding questions and support if you need help.

Identity verification should only take a few minutes if your documents are ready.

What you will need before you start

Have your ID documents ready and use your smartphone browser.
No app download is required

Primary documents

Use one of the following:

- ✓ **Passport**
(Australian or foreign, including visas)
- ✓ **Australian driver licence**
(Including Proof of Age cards)

Secondary documents

If you do not have the required primary documents, you may be guided through secondary options.

Usually this means:

- 1 **Birth certificate or citizenship certificate**
- 2 **Medicare, Centrelink or Veterans' card**

What this may mean for you

When using certain services, you may be asked to:

- ✓ Verify your identity before the service can proceed
- ✓ Explain how the service will be used
- ✓ Confirm who owns or controls an account, company or business
- ✓ Keep your details up to date
- ✓ Provide additional information where required

Why this is necessary

Collecting this information helps your service provider to:



Protect customers and services from criminal abuse

Identity checks help reduce the risk of services being misused.



Support a safe and secure financial system

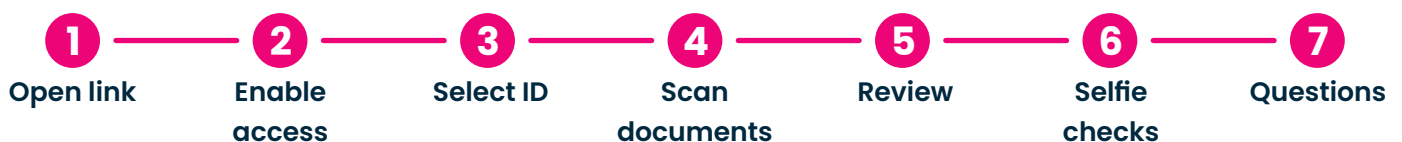
Customer verification helps detect and prevent financial crime.



Meet our legal obligations

Many businesses are required to collect and verify customer information.

The process at a glance



Tip: Use a well-lit space, place documents flat and avoid glare.

Step-by-step: document verification

Open your secure link, choose your ID documents and capture clear images using your phone camera.

1

Open your secure link



You'll receive a text message or email with a secure link from your service provider.

2

Enable camera & location



Allow access when prompted. Your camera captures your ID and selfie checks. Location helps confirm you are present.

3

Select your ID documents



Choose the documents you will use. If primary documents are not available, you may be guided through secondary options.

4

Scan your documents



Use your camera to capture each document clearly. Place it flat, avoid glare and keep it inside the on-screen frame.

Document scanning tip



Flat surface

Place your document on a plain, flat surface.



Good lighting

Use even light and avoid reflections or glare.



Check before submitting

Review captured details and ensure everything is correct.

Final checks and onboarding

Finish by reviewing your details, completing the selfie checks and answering any onboarding questions your service provider requires.

5

Review your details



Check the captured information and ensure everything is correct before submitting. This helps avoid delays and ensures the requesting party receives accurate information.

6

Complete selfie checks



Follow the quick selfie prompts to confirm your identity. You may be asked to move your face or hold your phone at eye level.

7

Answer onboarding questions



You may be asked a few quick questions, such as the source of your funds, how the service will be used, or who owns or controls an account or business.

Once complete



Your verification is securely sent to the requesting party - no further action needed.

Your answers stay secure



They are only shared with the requesting party to help them meet their legal obligations.

Need a hand?

This process usually only takes a few minutes, but if you run into issues, try the quick fixes below

- ✓ Use a supported browser on your device
- ✓ Make sure your device is up to date, then restart it
- ✓ Try opening the link on another device

Still having troubles?

Call 1300 425 495

Visit knowledge.easyaml.com

www.easyaml.com