

Why you're being asked to verify your identity

From 1 July 2026, changes to Australia's anti-money laundering and counter-terrorism financing laws mean many businesses must verify customer identity, and confirm onboarding information before providing certain services.

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



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.

How to complete your easyAML identity verification

1

Open your secure link



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

2

Select your ID documents



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

3

Scan your documents



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

4

Review your details



Check the captured information and ensure everything is correct before submitting.

5

Complete selfie checks



Follow the quick selfie prompts to confirm your identity. Once complete, your verification is securely sent to the requesting party.

6

Answer onboarding questions



You may be asked a few quick questions, like the source of your funds. Your answers stay secure and are only shared with the requesting party.



What you'll need

You'll usually need a passport or Australian driver licence. If you don't have these, you may be able to use secondary documents such as a birth certificate, citizenship certificate, Medicare card, Centrelink card or Veterans' card.



No app download is required. Open the secure link using your smartphone browser.