



# Milford guidance for identity verification

## For intermediary advisers not using Milford Electronic Identity Verification (EIV)

### When to use this process

If you or your client opt not to authorise Milford to undertake Electronic Identity Verification (EIV), or if the client fails the EIV check, you may verify the identity and address documents in person where you can confirm the link between the identification document and your client.

### Steps for document verification

#### 1. Meet the Client In Person

You must physically sight the original documents (identity and address proof) yourself and meet the client face-to-face. The adviser must then take copies of the original documents presented.

#### 2. Verify the Documents Correctly

You must check the photo on the identification document is a good likeness of the person presenting the document.

For photographic ID (e.g. passport, NZ driver licence), include:

*"I confirm this to be a true copy of the original which I have sighted and represents a true and correct likeness of [full name of client]."*

For non-photo documents (e.g. utility bills, bank statements) include:

*"I confirm this to be a true copy of the original which I have sighted."*

The documents must be of a good quality and must not have been tampered with.

Identification documents need to have a signature and be valid. We will not accept expired documents.

#### 3. Include Mandatory Verification Details

Each verified copy must include:

- Full name
- Occupation and Financial Advice Provider (FAP) name
- Signature (**wet ink or electronic signature only**)
- Date of verification

*Page 2 provides details on the types of identification documents.*

#### 4. Scan and Submit to Milford

You are not required to send originals.

Email clearly scanned verified copies to [transactions@milfordasset.com](mailto:transactions@milfordasset.com).

Ensure documents are submitted within three months of the verification date.

# Milford Identity Verification Guidance

## Identification Documents

### Option 1

One of the following:

- Current signed New Zealand Passport (preferred)
- New Zealand Firearms Licence
- Overseas Passport with proof of NZ residency

**OR**

### Option 2

- New Zealand Driver Licence (front and back)

In combination with one of the following:

- Bank statement dated within the last 12 months
- Valid credit or debit card with name embossed and signature
- Birth certificate
- Citizenship certificate
- Government agency letter (IRD, Work & Income, Electoral Commission) dated within the last 12 months
- SuperGold card with photo, name and signature

### PROOF OF ADDRESS

Must state name and physical address, cannot be a PO Box address.

One of the following documents that has been issued in the last 12 months:

- Bank statement (we accept downloaded bank statements)
- Current house or contents insurance policy or renewal statement
- Current vehicle registration
- Government agency letter (IRD, Work & Income, Electoral Commission)
- Utility bill (power, water, internet, fixed home phone, SKY)
- Rates bill
- Tenancy agreement
- Letter issued by local Health Board