

How To Complete Your ID Check

In order to complete your home loan application you will need to have a face to face ID check.

ZipID is the quickest and easiest way to get this task done, coming to you at home or work quickly and securely. Bookings are available Monday to Saturday at a time convenient to you.

AUTHORISED AGENT OF

Pepper Money

BUSINESS CODE FOR BOOKING

124764

Book your ID check in under 2 minutes

- 1 Go to zipid.com.au
- 2 Enter the Business Code above
- 3 Choose a time and place that suits you (home or work)

BOOK
TODAY

Don't wait in line, ZipID will come to you.

ZipID will meet you at home or work at a time convenient to you.

Booking available Monday to Saturday. No other ID check required.

How does ZipID work?



Step 1

You book an appointment at a time and place that suits you (home or work).



Step 2

A ZipID mobile representative meets you and performs the ID check – takes 5 minutes.



Step 3

Pepper Money receives a secure verified ID report from ZipID.

Frequently Asked Questions

Why is an ID check required?

The law requires parties to property transactions to have their identity verified face to face. This helps to ensure trust and safety.

I haven't had to do this before. Why now?

An ID check may not have been a requirement the last time you sought finance. Regulation now requires Pepper (or its authorised agent like ZipID) to conduct this step.

How long will the appointment take?

Your ID check only takes 5 minutes. The appointment will be conducted by a specially trained ZipID representative from Toll Fast using ZipID's secure technology.

Does ZipID come to my suburb?

ZipID is available in metro areas and suburbs. You can check if your suburb (work or home) is covered at zipid.com.au.

What if I live outside of ZipID's service area?

Please contact your broker and s/he will provide you with Australia's Post's face to face ID check form.

What ID documents are required?

Specific combinations of original government issued ID documents are required.

The most common eligible combinations are:

- Australian Passport + Australian Driver's Licence; or
- Australian Driver's Licence + Full Birth Certificate, + Medicare Card.

Plus many more options. Our online booking form will step you through what you require.

Are copies of ID documents acceptable?

No. It is a requirement that the ID documents must be originals and not copies (including certified copies).

What if the ID documents are expired?

Australian Passports expired by less than 2 years are acceptable. Otherwise, if your ID documents have expired or will be expired at the time of your appointment you will need to have them reissued.

Will you take my photo?

Yes. This helps demonstrate that you are the same person as shown in your photo ID documents.

How are my identity details protected?

ZipID respects your privacy and securely protects all of your personal information. Please view our privacy policy at zipid.com.au/privacy.

For more information please contact your **Pepper Money BDM**, call **1800 737 737** or visit zipid.com.au