

# Your ID Check



A face-to-face ID check is required for real estate transactions in Australia.  
ZipID comes to you at home or work to complete this task **quickly and securely**.  
Bookings are available Monday to Saturday.

AUTHORISED AGENT OF

BUSINESS CODE FOR BOOKING

Book your ID check today at [zipid.com.au](http://zipid.com.au)



Go to  
[zipid.com.au](http://zipid.com.au)



Enter the business  
code above



Choose a time and  
place that suits you  
(home or work)

Don't wait in line, **we come to you.**  
No other ID check required.



Convenient ID  
check in 5 minutes



Securely protects your  
personal information



Authorised ID  
check specialists



For help visit [zipid.com.au](http://zipid.com.au)  
or call us on **1300 073 744**

See back for more details

# Frequently asked questions

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## 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 bought or sold a property. The regulation now requires 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](http://zipid.com.au).

## Client Authorisation Form?

If you have been provided with a Client Authorisation Form by your conveyancer or solicitor please bring, sign and date this at your ZipID appointment. We will capture an image of this.

## 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](http://zipid.com.au/privacy).

## How does ZipID work?



Book and pay for a ZipID appointment at a time and place that suits.



A trained mobile representative will meet you to check and image your ID documents on a secure mobile device.



The firm will be securely sent your ID report.

Have more questions or need help? Visit [zipid.com.au](http://zipid.com.au)

