

Customer identification guide



The Cooperative Bank

To confirm your identity, we need you to provide us with valid, original identification. Depending on the documents you have available, you may need to provide more than one form of identification. Acceptable forms of identification are listed below, and must be current (not expired).

Once you know which forms of identification you're providing, choose how you would like to provide them to us – either by visiting, with the original documents, any Co-operative Bank branch, emailing your local branch directly, or by posting us a copy using the Trusted Referee process.

Adult identification (anyone over 18)

We can confirm your identity by you visiting one of our branches in person with one of the following forms of original identification:

One form of original identification required	
New Zealand Passport	New Zealand firearms licence
New Zealand driver licence	Overseas passport

OR

If you don't have one of the above forms of identification available, you'll need to visit a branch in person with one form of identification from each of the lists below:

Two forms of original identification required (one from each list)		
Full New Zealand birth certificate	AND	Kiwi Access Card
New Zealand citizenship certificate		Tertiary Student ID Card
		Overseas driver licence
Overseas birth certificate		New Zealand Defence photo ID
		Police identity card
		SuperGold Card with photo

If you are unable to visit a Co-operative Bank branch with the forms of identification outlined above, please use the Trusted Referee process guide.