

8 September 2015

Dear Retailer

Changes to Finance Now Customer ID options

Credit Cards will not be accepted as ID from Monday 21 September 2015

This change is in line with the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (AML/CFT) which came into effect on 30 June 2013. The Act requires finance companies to positively identify customers, and provides protection to customers, retailers and finance companies alike. With issues affecting the verification of Credit Cards used as ID it has been decided to discontinue accepting this form of ID effective 21 September.

What does this mean for you?

Our key ID requirements do not change so there should be little or no disruption to your business and customers. Our records show Credit Cards were presented as ID in under 2.4% of applications over the past six months so represented only a very small proportion of overall applications. Removing this option will also further reduce the chance of fraudulent transactions.

Customer Identification Options

1. Primary Identification:

- a. Finance Now Card
Must be entered through our QIK system. Not available for manual transactions.
- b. New Zealand / Australian Passport
Must have:
 - Passport Number
 - Passport Expiry date
- c. Foreign passport
Must have:
 - Name of issuing country
 - Residency Status (Permanent, Working Visa & expiry date)
 - Passport Number
 - Passport Expiry Date
- d. Firearms Licence
Must have:
 - Licence Number
 - Expiry Date
- e. New Zealand Police Identification
Must have:
 - ID Number
 - Expiry date

2. Where no Primary identification exists then **Secondary Identification** can be accepted:

- a. New Zealand Driver's Licence (Full, Restricted or Learner)
Must have:
 - Driver's Licence Number

- Expiry Date
 - Version Number
3. Where no primary or secondary identification exists then FNL can accept **Other Identification** but will require further information as part of the process:
- a. New Zealand Defence Forces ID
 - b. New Zealand 18 + card

Additional Information is required for **All Other ID** and may include:

1. Original Bank Statement
2. Utilities Bill
(Power, Phone, Internet Service Provider, Water or Rates Notice)
3. Original Birth Certificate

Please note:

Where payments on a Contract are being made by a third party (family member or otherwise), then identification will need to be supplied for that person also. Copies should be sent to FNL with the rest of the documentation.

Should you require further clarification once the change is in place please contact your local FNL Area Manager or contact FNL Retailer Support on **0508 868 868**.

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