

Third-Party Authority (TPA)

OVERVIEW

This factsheet outlines Active Super's processes and requirements for a valid Third-Party Authority ('TPA') form. The TPA form allows members to authorise Active Super to release information about their accounts to their nominated representative(s). The authority does not allow nominated representative(s) to make any account changes or carry out any financial transactions.

FORMS & REQUIREMENTS:

You can use the following forms to appoint a nominated representative(s) to review your account:

- Registered Professional TPA form – please use this form to appoint legal practitioners, financial planners or accountants as your authorised third party.
- Standard TPA form – please use this form if you would like to appoint any other person (for example, a close friend or a family member).

For a TPA form to be valid:

1. It must be completed on Active Super's most current Standard or Registered Professional TPA form, available on our website; and
2. It must include the member's full name, member number, date of birth, email address, signature, date signed and relevant details of the nominated representative(s); and
3. The member must have mental capacity at the time of making the appointment.

Active Super may also require additional information to verify the identity of the nominated representative(s). This information may be released to a third-party service provider to conduct relevant identification checks.

The specific identification requirements of each TPA form are explained below:

Standard TPA form – identification of nominated representatives:

Under the Standard TPA form, we require the identification details of all nominated representatives (e.g. details of their driver's license). We use this information to verify the identity of the representative(s) before sharing the member's account information.

If a nominated representative acts for the member as attorney, guardian or trustee, additional documentation may be required to support this nomination.

Registered Professionals TPA form – identification of nominated representatives:

The Registered Professional TPA form can be used to nominate a third-party representative such as a legal practitioner, financial planner or accountant registered with an appropriate professional body. Active Super may, at its discretion, rely on those professional credentials to verify the representative's identity, instead of personal identification documents such as a driver's licence.

The information required for each Registered Professional is as follows:

Legal practitioner:

1. Full name
2. Name of professional association
3. Registration number associated with your professional association

Financial planner/financial adviser:

1. Full name
2. Australian Financial Services Licence (AFSL) number
3. Authorised Representative (AR) number

Accountant:

1. Full name
2. ICAA/CPA/IPA Registration number

Note that if you are not registered with the CPA or IPA, you will need to provide a copy of your current registration certificate

Additional verification of identity:

Active Super may, at its discretion, undertake additional identification and verification procedures or seek additional information from the member and/or the nominated representative. Examples may include where any aspect of the nomination or the information in the TPA form are identified as risky or suspicious.

How long will a TPA be valid for:

Third Party Authorisations will remain valid for a maximum period of 2 years unless revoked earlier by a member. Where authority is granted to the NSW Trustee & Guardian, this authority will remain valid indefinitely unless revoked. Granting a new TPA will revoke all prior TPAs.

FREQUENTLY ASKED QUESTIONS:

1. Why does Active Super need personal information about my nominated representatives?

Active Super's members trust us to hold their personal and financial information, and we recognise that any unauthorised disclosure has the potential to cause significant harm to our members (for example, through fraud or scam activity). Active Super takes the security of member information very seriously and has systems, practices and procedures in place to safeguard our members' privacy and the security of their accounts.

Verifying the identity of any individuals seeking to access our members' accounts and information is an important security measure we have in place to protect our members and their information.

2. Why does Active Super require nominations to be made using an Active Super TPA forms?

Active Super's TPA forms set out the information we need to process a TPA nomination, as well as declarations and acknowledgements that are important to protect both the members and the Fund.

Generally, Active Super will not accept external TPA forms as they do not include the same information and declarations as Active Super's TPA form. In addition, they often also purport to authorise third parties to act beyond the limits that generally apply to third parties.

3. Will Active Super accept the nomination of a professional practice?

Active Super requires the nomination of a specific individual and will not accept the nomination of an entire business or practice. This is because we need to verify the identity of each individual seeking to access our members' information.

4. I work in a professional practice but am not a registered professional (e.g. paralegal, law clerk, bookkeeper). I do not want to provide my personal identification details such as a Driver's Licence, what can I do?

If you are unable to verify your identity as a Registered Professional, you are generally required to be nominated using the Standard TPA form and provide personal identification such as Drivers' Licence details.

In some instances, Active Super will accept the nomination of a non-registered employee of a professional practice, provided that their nomination is accompanied by the nomination of a registered professional in the Registered Professional TPA form.