

Process Guide for identification of a mortgage customer

WHO NEEDS TO BE IDENTIFIED?

Pepper requires all parties to a transaction to be fully identified. A party to a transaction may be the applicants, borrowers, directors, guarantors, trustees, and partners. Where the applicant is a corporate entity Pepper requires the identity of all directors to be verified. Pepper requires the identity of each beneficial owner / control owner / settlor (if the settlor contributed \$10,000 or more to the settlement of the trust unless the settlor is deceased) to be fully verified prior to settlement of the transaction.

HOW DOES THE INTRODUCER IDENTIFY A PARTY TO THE TRANSACTION?

The Introducer must collect and verify identity of each party face to face using the documents listed in **Pepper – Customer Identification Form**.

The Introducer must also complete and return a **Pepper – Customer Identification Form** for each party identified together with legible copies of all documents used to identify the party.

WHERE THE INTRODUCER IS UNABLE TO VERIFY THE IDENTITY OF A PARTY FACE TO FACE

Where the Introducer is unable to verify the identity of the party face to face, an Authorised Certifier must identify the party face to face using the documents listed in **Pepper - Customer Identification Documents**.

Authorised Certifier may be a Justice of Peace, a Notary Public, a Solicitor or Magistrate, a Police Officer, a Chartered Accountant or an employee of Australia Post.

The Authorised Certifier must:

1. verify the identity of each party face to face;
2. certify copies of documents used to identify each party;
3. complete **Pepper - Customer Identification Form (Non face to face Interviews)** for each party identified.

The Introducer must complete the Broker Section of **Pepper - Customer Identification Form (Non face to face interview)** and return the form together with the certified copies of all documents used to identify the party.

If you have any questions about Pepper's requirements regarding customer identification please contact your Business Development Manager.