

1. What are the different sets of documents required for a RealMe account verification?

RealMe customers can choose to apply for a verified identity using one of four options:

Option 1: A New Zealand passport if it was issued after 1 January 2004. The details provided are verified against the Passports database held by DIA.

Option 2: A New Zealand Citizenship certificate if it was issued after 1 January 2004. The details provided are verified against the Citizenship database held by DIA.

Option 3: A visa, permit or other official document issued by Immigration New Zealand. The details provided are verified against the immigration database held by the Ministry of Business, Innovation and Employment.

Option 4: If they were born in New Zealand, they can provide details of their birth as it was registered in New Zealand. The details provided are verified against the birth register held by DIA.

If a customer chooses options 3 or 4, they are required to provide additional documentation to support their application. The identity information is confirmed against the key document record the customer used as the basis for their application (ie their Passport, Citizenship Certificate, birth record or immigration record). These documents may include one or more of the following:

- NZ Driver Licence
- NZ Firearms Licence
- HANZ 18+ Card
- Community Services Card
- Veteran SuperGold Card
- SuperGold Card
- Proof of name on an electoral role
- Proof of Inland Revenue number
- Proof of National Student Index number
- Proof of change of name (e.g. deed poll certificate, marriage certificate)
- Overseas passport

Customers under 14 years old also need to provide a consent form signed by their parent or legal guardian.

2. Why DIA asks for different sets of documents to verify a RealMe account?

To provide a range of options that enable both New Zealand citizens and non-citizens to be able to apply for a verified identity.

3. What is the reason for choosing the set of documents (for each set)?

The Customer chooses which document they wish to use as the basis for their application depending on whether they hold a New Zealand Passport or Citizenship Certificate issued since 1 January 2004, were born in New Zealand, or are a non-New Zealand citizen. The supporting documents are identified by the 'Evidence of Identity Standard' which sets out the process requirements for establishing the identity of individuals. For more information, the Standard is available at <http://www.dia.govt.nz/Resource-material-Evidence-of-Identity-Standard-Index>