



## advice fee deduction form

Use this form to authorise a Financial Adviser to receive payment from your HESTA account for advice services delivered to you regarding your HESTA account(s). Type in your details or complete in pen using CAPITAL LETTERS. Print 'X' to mark boxes where applicable.

**The form must be completed in full.**

### 1. Personal details

Member number:

Given name/s:

Family name:

Date of birth:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Residential address (PO Box not accepted):

Suburb

State/Terr.

Postcode

--	--	--	--	--	--	--	--

Postal address (only complete if different from above):

Suburb

State/Terr.

Postcode

--	--	--	--	--	--	--	--

Mobile or daytime phone number:

--	--	--	--	--	--	--	--	--	--

Email:

### 2. Advice fee conditions

A maximum fee of \$5,500 or 3% of the member's HESTA account balance, whichever is lower, may be deducted in any one transaction.

Only one advice fee can be deducted per member within a 12 month period per membership.

**Advice Fee Audit:** HESTA is required by APRA and ASIC (Regulators) to monitor and maintain oversight on advice fees charged by financial advisers. HESTA reserves the right to request a Statement of Advice or Record of Advice relating to any advice fee deduction and to withhold any advice fees (or seek refund of a fee already paid) to the extent it forms the reasonable view that the Statement of Advice or Record of Advice does not relate to a matter that would allow HESTA to action the deduction of advice fees under the relevant law. HESTA reserves the right to reject an advice fee if it suspects that the sole purpose test has not been satisfied.

### 2. Advice fee conditions

A minimum account balance after the deduction of the advice fee applies, and advice fee deduction requests will be rejected in the event these minimums are not met.

- Super accounts - \$10,000
- Income Stream accounts - \$50,000

HESTA must have received a completed *Licensee Agreement* Form from your Financial Adviser's AFS Licensee prior to processing this advice fee.

**! You must complete the *Certifying your identification* form.**

### 3. Financial Adviser details and declarations

Financial Adviser given name/s:

Financial Adviser family name:

Business name: (if authorised person is a Financial Adviser):

Business ABN:

Business address:

Suburb

State/Terr.

Postcode

--	--	--	--	--	--	--	--

Financial Adviser mobile or daytime phone number:

--	--	--	--	--	--	--	--	--	--

Financial Adviser email:

ASIC Financial Adviser Register number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Licensee name:

Licensee AFSL number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Licensee ABN:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

### 3. Financial Adviser details and declarations (continued)

As the Financial Adviser of the member, I declare that:

- ☒ I have provided the member with a Statement of Advice/ Record of Advice in relation to this advice fee
- ☒ I understand HESTA reserves the right to decline payment of the requested advice fee (as well as any future requests)
- ☒ The information on this form is correct and not false in any way
- ☒ I consent to my information and conduct being reported to ASIC where a false declaration is made.

Financial Adviser signature:

Date signed:

### 4. Advice fee details

(Member to complete)

Have you agreed to pay a one-off advice fee?

☒ Yes ☒ No

What is the date of the Statement or Record of Advice that relates to the one-off advice fee?

The Statement or Record of Advice must be current and within 90 days of signing this advice fee form.

Please mark (x) the boxes in the columns below to confirm what services being provided by your financial adviser are connected to your HESTA account.

Statement of advice recommendations	Connected to HESTA	Not connected to HESTA
Superannuation investment advice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Superannuation contribution advice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insurance advice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pre-retirement advice (TTR Income Stream)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Retirement advice (account-based pension)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Non super advice (shares, property, managed funds)		<input checked="" type="checkbox"/>

Please note - any portion of advice scope that is not connected to your HESTA account cannot be deducted from your account.

You have agreed to pay for financial advice that will be deducted from your nominated HESTA account, subject to the conditions on this form.

The amount you would like to deduct is:

\$  (incl. GST)

### 4. Advice fee details (continued)

**! Choose one option below**

- ☒ This amount represents 100% of the total one-off advice fee.
- ☒ This amount represents    % of the total one-off advice fee.

By signing this form, I consent to and am authorising HESTA to:

- ☒ where approved, deduct advice fees from my HESTA account, and
- ☒ remit to my nominated Financial Adviser via their Licensee of whom they are an authorised representative for as payment for the advice services I have received about my HESTA account, and
- ☒ remit my personal information to my nominated Financial Adviser and their Licensee to administer the advice fee.

### 5. Member declaration

- ☒ I have received a Statement or Record of Advice from the Financial Adviser and understand the services I will receive under this fee arrangement.
- ☒ I understand that HESTA's acceptance of this form is not an endorsement of the advice provided to me.
- ☒ I acknowledge, where the advice is beyond the scope of my HESTA account, or outside of the allowable amounts payable, I need to pay this advice fee myself.
- ☒ I acknowledge that I can withdraw my consent to the advice fee by contacting my Financial Adviser (I understand that consent must be withdrawn prior to HESTA deducting the fee from my account).
- ☒ HESTA is required by law to obtain my written consent before the fee for financial advice can be deducted from my super account. If I'm not happy with the amount or the services described, I don't have to sign this consent.
- ☒ I confirm the details I have supplied are true and correct.
- ☒ I understand if I do not provide you with all information requested in this form, you may not be able to accept or carry out my request.
- ☒ By providing my email address and/or phone number, I nominate those as my up-to-date contact details, and consent to HESTA providing me with information about HESTA's products and services, as well as marketing communications including third party products and services.

Signature:

Date signed:

**Return your completed and signed form to [hesta@hesta.com.au](mailto:hesta@hesta.com.au) or mail to HESTA, Locked Bag 35007, Collins St West VIC 8007.** If you have any questions about completing this form, call us on 1800 813 327 between 8.00am and 8.00pm (AET) Monday to Friday.

## contact us

[hesta@hesta.com.au](mailto:hesta@hesta.com.au) | 1800 813 327 | Locked Bag 35007, Collins St West VIC 8007 | [hesta.com.au](http://hesta.com.au)

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL 235249, the Trustee of HESTA ABN 64 971 749 321. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs so you should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. The target market determination for HESTA products can be found at [hesta.com.au/TMD](http://hesta.com.au/TMD). Before making a decision about HESTA products you should read the relevant Product Disclosure Statement (call 1800 813 327 or visit [hesta.com.au/pds](http://hesta.com.au/pds) for a copy), and consider any relevant risks (visit [hesta.com.au/understandingrisk](http://hesta.com.au/understandingrisk)). Please refer to the Privacy Policy and Privacy Collection Statement at [hesta.com.au/privacy](http://hesta.com.au/privacy) for details about how HESTA collects, uses and discloses personal information.



# certifying your identification



Name:

Member number (if known):

## Proving your identity

You need to provide us with identification documents. This is to protect you from the risk of identity fraud, and to ensure your super is paid to you. There are three ways you can provide us with your identification. You can:

1. provide document details and your consent for us to verify your identity electronically, or
2. scan your certified identification documents and email all requirements to: [hesta@hesta.com.au](mailto:hesta@hesta.com.au), (you will need to provide a copy of a bank statement issued within the last three months if you select this option), or
3. provide certified documents in hard copy and mail all requirements to **HESTA, Locked Bag 35007, Collins St West VIC 8007**.

**Your ID and account details must match** - if you need to change your name, you'll need to provide a completed *Change of member details* form which can be found at [hesta.com.au/forms](https://hesta.com.au/forms)

Option 1: Electronic proof of identity

If you select this option you do not have to attach any certified documents. We will do all the checks for you.

☒ **Electronic verification**  
Please provide at least **TWO** of the following for verification.

Full name as appears on my Medicare card:

My Medicare number is:

Exp. date:  
 I am person number on this Medicare Card

Full name as appears on my Australian driver licence:

My Australian driver licence number is:

Card number: see *Driver licence card number* under Proof of identification at [hesta.com.au/forms-brochures](https://hesta.com.au/forms-brochures)

Exp. date:  State of issue:

Full name as appears on my Australian passport:

My Australian passport number is:

Exp. date:

Place of birth:

Family name at birth (not shown on your passport):

Option 2: Provide certified copies of ID documents

This step-by-step guide details the types of documents we can accept as proof of your identity and what you need to do to certify them correctly.

☒ **Hard copy verification**  
If you select this option you must attach all certified documents.

☒ **Warning**  
If you decide to email your requirements, you will need to include a copy of a bank statement issued within the last three months.

## Acceptable documents

Either

A certified copy of a primary photographic identification document:

- current photographic driver licence issued under state or territory law (copy of the front and back)
- current passport (including English translation where required).

or

A certified copy of a primary non-photographic identification document:

- birth certificate
- citizenship certificate issued by the Commonwealth of Australia
- pension card issued by Centrelink that entitles you to financial benefits.

and

A certified copy of a secondary identification document:

- a notice issued by a local government body or utilities provider within the preceding three months that shows your name and residential address
- a notice issued by Commonwealth, state or territory government within the past 12 months that shows your name and residential address. For example:
  - Tax Office notice of assessment
  - a notice recording the provision of financial benefits i.e. a Centrelink assistance payment.

Verification of identification

Option 1: I confirm that I am authorised to provide the personal details presented and by signing below I consent to the Trustee for HESTA verifying my identification via electronic means and to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

Option 2 (optional): This section is optional where Option 2 is selected above. Where option 2 is selected, by signing below I confirm that I am authorised to provide the personal details presented and that in the event my certified documents have not been correctly certified or cannot be read, I consent to the Trustee for HESTA verifying my identification via electronic means and to my information being checked with the document issuer or official record holder via third party systems for the purpose of confirming my identity.

Signature:

Date:

Page 1 of 2

## Have you changed your name or are you signing on behalf of another person?

If you've changed your name you'll need to provide a certified linking document proving a relationship exists between two (or more) names.

For a change of name you can request linking documents (eg Marriage certificate, Deed poll, Change of name certificate, Divorce decree or Registered relationship certificate) from the Births Deaths and Marriages Registration Office.

If you are signing on behalf of the applicant, you will need to provide Guardianship papers or Power of Attorney documents.

**If you can't provide the identification documents we've asked for, give us a call on 1800 813 327 to discuss alternatives.**

## How to certify

The person authorised to sight and certify documents must:

- sight the ORIGINAL and the copy and make sure they are identical, and
- write or stamp 'certified true copy' on all copied pages followed by their signature, printed name, qualification (e.g. Justice of the Peace), registration number (if applicable) and date.

## What does a certified document look like?

Samantha Sample has provided a photocopy of her identification that included signature, full name, date of birth, and current residential address.

- The certifying authority has sighted the original identification, and confirmed that the copy is a true copy.
- Details for the certifying authority are included: full name, qualification, registration number (if applicable), date and signature.



*"I certify that this document is a true copy of the original"*

Name: Kate Anderson      Qualification: JP  
Date: 31 July 2015      Registration no: 222222

## Do proof of identity and/or linking documents need to be translated?

If your proof of identity and/or linking documents are in a language that is not understood by the person carrying out the verification, they must be accompanied by an English translation prepared by an accredited translator.

## Who can certify my identification document?

For a full listing of people who can certify your documents, see Part 2 of Schedule 1 of the *Statutory Declarations Regulations 2023*. Some of the people who can certify documents are:

- a medical practitioner
- a nurse
- an optometrist
- a psychologist
- a pharmacist
- a chiropractor
- a veterinary surgeon
- an accountant (member of ATMA, CA ANZ, CPA or IPA)
- a teacher permanently employed on a full time or part time basis at a school or tertiary institution
- a notary public
- a police officer
- a Justice of the Peace
- a magistrate
- a marriage celebrant
- a member of the Governance Institute of Australia Ltd
- a SES employee of the Commonwealth.

## What if I don't certify my identity documents correctly?

If the identification documents you send with your application are not certified or incorrectly certified, we may call you to verify your identity over the phone. If you're unable to give us enough information to identify you over the phone, you may need to resend certified proof of identity documents. This will lead to delays in processing your application.

**Return your completed and signed form to**  
**hesta@hesta.com.au** or mail to:

**HESTA, Locked Bag 35007, Collins St West VIC 8007.**

If you have any questions about completing this form, call us on 1800 813 327 between 8.00am and 8.00pm (AET) Monday to Friday.

## contact us

**hesta@hesta.com.au | 1800 813 327 | Locked Bag 35007, Collins St West VIC 8007 | hesta.com.au**

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL 235249, the Trustee of HESTA ABN 64 971 749 321. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs so you should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. The target market determination for HESTA products can be found at [hesta.com.au/TMD](https://hesta.com.au/TMD). Before making a decision about HESTA products you should read the relevant Product Disclosure Statement (call 1800 813 327 or visit [hesta.com.au/pds](https://hesta.com.au/pds) for a copy), and consider any relevant risks (visit [hesta.com.au/understandingrisk](https://hesta.com.au/understandingrisk)). Please refer to the Privacy Policy and Privacy Collection Statement at [hesta.com.au/privacy](https://hesta.com.au/privacy) for details about how HESTA collects, uses and discloses personal information.