



## Identity Verification Policy

This is the Identity Verification Policy of the MEDIONmobile prepaid service of MEDION Australia Pty Limited for ALDImobile and forms part of the Terms on which we provide Services. MEDION reserves the right to change this Identity Verification Policy at any time and notify you by posting an updated version of the Policy on our website. The amended Policy will apply between us whether or not we have given you specific notice of any change. We encourage you to review this Policy periodically because it may change from time to time.

### 1. ABOUT THE POLICY

- 1.1. Our policy for performing identity verification checks is outlined in accordance with the Telecommunications (Service Provider – Identity Checks for Prepaid Mobile Carriage Services) Determination 2017. You can refer to the full legislation at <https://www.legislation.gov.au/Details/F2017L00399>
- 1.2. It is a legal requirement that any person who wishes to activate a prepaid mobile phone service in their name must have their identity verified before the service can be activated. This legal requirement applies to all carriage service providers in Australia.
- 1.3. For your convenience, we process our identity verification at the point of activation, not at the point of sale.

### 2. PERSONAL INFORMATION YOU NEED TO PROVIDE

- 2.1. In order to activate an ALDImobile service in your name, you will need to provide the following personal information when you process an activation order (either online or over the phone): a) Your full name b) Your residential address c) A contact number and email address d) Your date of birth e) An identifying Government document number
- 2.2. An identifying Government document number includes (but may not be limited to): a) Australian drivers licence information b) Medicare information c) Passport information  
The latest list of options for the Government document number that can be provided can be found on our website at [www.ALDImobile.com.au](http://www.ALDImobile.com.au)
- 2.3. Your personal information is subject to our privacy policy which can be viewed on our website at [www.ALDImobile.com.au](http://www.ALDImobile.com.au)
- 2.4. The identifying government document number that you provide is required to perform a once-off identity check to activate your service. The document number that you provide will not be stored in our database after the activation order is processed.
- 2.5. By providing this information you are confirming that you are authorised to provide these details to us. You are also confirming that you consent to us using this information to carry out an identity check verification as outlined in section 3 of this document.
- 2.6. You will need to provide this information each time you wish to activate an ALDImobile SIM card and we will need to perform an identity check each time.

### 3. HOW WE VERIFY YOUR IDENTITY

- 3.1. In the first instance, we will attempt to verify your identity electronically by checking the details that you provide match against details held in an approved Government online verification service; this electronic check uses 3rd party systems and services and information provided by you will be transmitted to New Zealand.
- 3.2. This electronic check method of identifying your identity is known as our 'primary identity verification method' and is the easiest way for customers to verify their identity and is in accordance with the requirements set out in Schedule 1, Column B,

item 1 of the Telecommunications (Service Provider – Identity Checks for Prepaid Mobile Carriage Services) Determination 2017.

- 3.3. This electronic check will provide us with a result that is either a 'pass' or a 'fail'; we do not receive any other information in the response from the database.
- 3.4. If the result we receive is a 'pass' result, then your identity has been successfully identified and your SIM card activation order will proceed in the usual timeframes.
- 3.5. If the result we receive is a 'fail' result, this means that the information you provided could not be verified and therefore we are not able to process your activation request. Your activation order will be flagged and you will be able to verify your identity by using our 'secondary identity verification method'.
- 3.6. If the result we receive is a fail, we will not be able to tell you why it was a fail as we do not have access to this information.
- 3.7. The electronic identity verification check is processed as soon as you submit your activation order and you will be informed of the result shortly after submission. The result will be displayed on the activation web page.

#### 4. SECONDARY IDENTITY VERIFICATION METHOD

- 4.1. If your activation order is flagged you have failed our primary identity verification check, meaning we have not been able to verify your identity electronically and are therefore required to verify your identity via another method.
- 4.2. Our 'secondary identity verification method' involves taking a nominal transaction amount from a credit or debit card so we can ensure that you are the card holder and hold an account with a financial institution, thus satisfying the requirements of Telecommunications (Service Provider – Identity Checks for Prepaid Mobile Carriage Services) Determination 2017.
- 4.3. You will be required to provide payment card details for either a debit or credit card to allow us to make a nominal transaction to your card.
- 4.4. If you do not provide your payment card details within 7 days, we will automatically reject your activation order and you will need to submit a new order if you wish to activate your SIM card.
- 4.5. You will be required to confirm the amount that was deducted from your payment card. You will be able to confirm this by logging in to your order online, or by calling us to tell us over the phone.
- 4.6. Once you have correctly confirmed the nominal transaction amount, we will be able to process your SIM card activation order.
- 4.7. The nominal transaction will be:
  - 4.7.1. more than \$1, but less than \$3
  - 4.7.2. refunded to your payment card regardless of the outcome of your order. The refund will occur either: a) when you have successfully confirmed the nominal transaction amount and your activation order proceeds; or b) 7 days after you provide your payment card details if there has been no attempt to confirm the nominal transaction amount; or c) when your order is rejected because you have 3 incorrect attempts at confirming the nominal transaction.
- 4.8. You should allow up to 5 business days from either the successful activation, or the rejection of your activation order for the refund to show on your payment card.
- 4.9. If you do not confirm the nominal transaction amount within 7 days, your activation order will be rejected and you will need to process another order to activate your SIM card.
- 4.10. If you do not confirm correctly the nominal transaction amount within 7 days, your activation order will be rejected and you will need to process another order to activate your SIM card, or the SIM card will remain un-activated.

- 4.11. If you do not wish to provide payment details to enable us to verify your identity using our 'secondary identity verification method' then we will not be able to activate your SIM card and you will not be able to use the service.
- 4.12. We may reject the payment details you provide, if the credit or debit card is within 10 days of its expiry date. This is to ensure that we are always able to refund the nominal amount to you (because if your credit card expires, we are not able to refund the transaction).
- 4.13. If you cancel the payment card for any reason (such as, but not limited to, your card is lost or stolen) prior to the nominal transaction being refunded, we will not be able to automatically refund the amount to your payment card. You will need to call us to request a refund. This refund will need to be processed by direct deposit to your bank account.

## 5. REJECTED ACTIVATION ORDERS

- 5.1. If your SIM card activation order becomes rejected because: a) You have not provided your payment card details; or b) You provided your payment card details, but did not attempt to confirm the nominal transaction within 7 days; or c) You have entered the nominal amount incorrectly 3 times; then your SIM card will remain inactive.
- 5.2. If your activation order is rejected, you have 2 options:
  - 5.2.1. You can submit a new activation order and attempt to have your identity verified electronically (which may fail again).
  - 5.2.2. You can request a refund for your SIM pack.
- 5.3. If you wish to request a refund of your SIM pack, you will need to satisfy the following conditions:
  - 5.3.1. You must call us to tell us you want a refund of your SIM kit.
  - 5.3.2. You must send the SIM card to us for processing and cancellation (you must bear the cost of postage). The SIM card must be sent to us at the following address: ALDImobile SIM kit returns, PO Box 47, St Leonards, NSW 1590.
  - 5.3.3. The SIM card must not be activated when we receive it, we will then cancel the SIM card so it cannot be used by anyone.
  - 5.3.4. You will need to provide the BSB and account number of a bank account where you want your refund to be direct deposited.
- 5.4. A refund of a SIM pack will not be provided if the SIM card has been activated.

## 6. CHANGE OF OWNERSHIP REQUESTS

- 6.1. Mobile service numbers can be transferred to a new owner upon receipt of a Change Of Ownership request. Also, when extending an invitation to another ALDImobile customer to join a Family Pack, a Change of Owner process will automatically transfer the service into the name of the Owner upon acceptance by the invited customer.
- 6.2. The new owner must pass the ID verification requirements as if they are activating a service themselves.
- 6.3. The new owner will be subject to an identity verification check and will need to provide all of the information referred to in section 2 of this policy.
- 6.4. If the new owner is not able to have their identity verified as per the primary identity verification method (i.e. the result is a 'fail') we will not be able to transfer any services to the new owner.
- 6.5. The secondary identity verification method does not apply to Change of Ownership requests.