

Issue date: 10 September 2024

Issue no. 310

## Verification of Identity | Australia Post participation discontinued

Effective **immediately**, Teachers Mutual Bank Limited has discontinued its participation in the Verification of Identity (VOI) Land Title Verification of Identity service with Australia Post.

### How does this change affect home loan application submissions?

The Bank will cease to accept the Australian Post Land Title Verification of Identity Form, for any application received from **Tuesday 1 October 2024**.

### Verification of Identity service options available?

**InfotrackID** is an online verification platform providing a digital and secure solution to complete your clients Verification of Identity (VOI) requirements and offers 'In person' and 'Remote' options at no cost to you. **Register for InfoTrackID** on the [Broker Portal](#) under 'Application Services Available'.

Additionally, our Verification of Identity face to face form remains available on the Broker Portal.

### What is being updated?

The [Broker Portal](#) and [Mortgage Origination Platforms](#) will be updated in due course removing the form and references to this service. Please remove any version of the Australia Post Land Title Verification of Identity Form from your records.

#### Land Title Verification of Identity Form

Complete sections A, B and C (if applicable) in full before presenting your form at an Australia Post Land Title ID Check post office.



Use black ink only and print within the boxes in **B L O C K L E T T E R S**

Name of your conveyancer / lawyer / mortgagee (only use this form if provided by the party named below)

T E A C H E R S M U T U A L B A N K L T D

### Further Information

For all our latest news, please visit the TMBL Broker portal (<https://broker.tmbank.com.au>) or contact your Broker Development Manager on **1300 TMBank** or email [broker@tmbl.com.au](mailto:broker@tmbl.com.au).

**Mark Middleton**  
Head of Third Party Distribution

#### Important Information

**Please note** – Membership eligibility applies to join the Bank. All applications for credit are subject to our responsible lending criteria. Fees and charges apply. You can find our [Consumer Lending Terms and Conditions](#) available online or from any of our offices.

