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## Director ID Troubleshooting Guide



The fastest way to apply for a director ID is online.

To complete your online application, you need the following information to verify your identity:

- ✓ a myGovID with either a Standard or Strong identity strength (if you don't have one)
- ✓ an individual Australian tax file number (TFN) (this is optional but it speeds up the process)
- ✓ your residential address, as recorded by the Australian Taxation Office (ATO)
- ✓ answers to two (2) questions based on details we know about you from the following documents:
  - ✓ bank account details (personal, not an SMSF) of an account in which you would have received your tax refund or has received interest in the last two (2) years that you personally paid tax on
  - ✓ a Notice of Assessment received in the last five (5) years
  - ✓ superannuation account details (not an SMSF)
  - ✓ dividend statement (personal, not SMSF)
  - ✓ a Centrelink payment summary
  - ✓ a PAYG payment summary

If you are unable to use two (2) of the above documents, then you are able to apply by phone or via a paper application.

In order to make a paper application, you will need to call 13 62 50 and request one. Before speaking with you, the Australian Business Registry Services (ABRS) will need to verify your identity. Please have ready the following information to allow them to do so:

- ✓ an individual Australian TFN (this is optional but it speeds up the process)
- ✓ your residential address, as recorded by the ATO
- ✓ two (2) Australian identity documents – one primary and one secondary

The ABRS has said that they need answers to two (2) questions based on details they know about you. This could include information such as your driver's license, Medicare card, passport, ATO letters and/ or tax information.

We understand that this is a difficult process for some people. If, on the phone, you are being asked for information that you don't have (for instance, a driver's license or you haven't needed to lodge a tax return in five (5) years), please communicate this with whom you are speaking with and ask them what else you might be able to provide them.

If you have any questions or concerns, you can visit the ABRS website at <https://www.abrs.gov.au/> or contact our office at (07) 3391 5055 and we will assist where we can.