

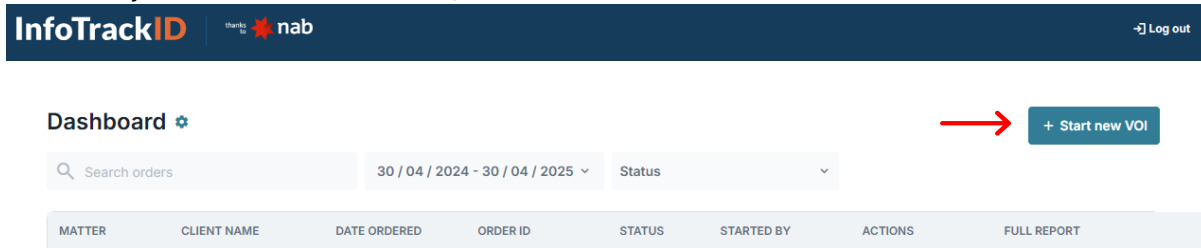
## InfoTrackID – Remote Verification (video call) (Broker)

### How to access InfoTrackID

Access the InfoTrackID portal [here](#) and use your InfoTrackID log in credentials from the InfoTrackID welcome email.

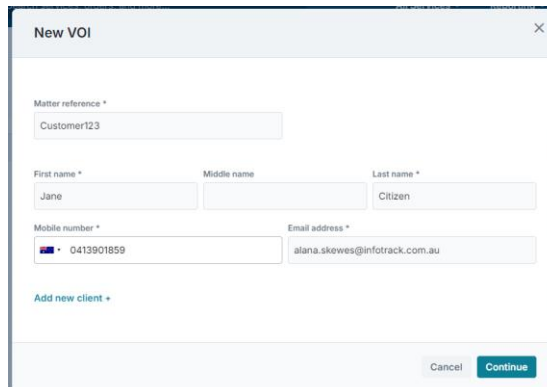
### How to order – Sending the Invite (completed by Broker)

1. This is your InfoTrackID Dashboard, click + Start new VOI.



2. Enter your matter / customer reference and client contact details, select Continue.

- The matter reference can be a unique identifier (i.e., application ID or customer name to help identify the VOI).
- Tip: Use **Add new client +** for joint applications, the same Matter reference will apply. To undo the addition, click Cancel.







3. Select the relevant VOI options.

- VOI Type – Prepared for NAB (**default**) / Prepared for Advantedge / Prepared for Medfin.
- Capacity – Individual (**default**) / Secretary / Director / POA / Executor / Beneficiary.
- Workflow – Remote (video call) (**default**) / Remote (liveness check) (**Do not select**) / In person (this computer) / In person (on a mobile device).

InfoTrackID > Matter test123

[View full dashboard](#)

[Add new client +](#)


**test test**




VOI Type

Prepared for NAB

Capacity

Individual

Workflow

Remote (video call)

Remote (liveness check)

Remote (video call) ✓

In person (this computer)

In person (on a mobile device)

Total fee

\$5.28

Next

**Note:** the fee can be ignored – you (the broker) will not be charged.

- Confirm your mobile number (Broker) for two factor authentication (2FA). Add any free text that you would like in the invite that will be sent to the customer. Select Send VOI. This will commence the verification process.

Confirmation details

Confirm your mobile for two-factor authentication

Your mobile number \*

e.g. 0412 345 678

Required

Please make sure the mobile number is correct. This will be used to securely access personally identifiable information associated with this order and allow you to perform the verification.

Additional instructions for your client (optional)

B

I

U

E.g. Can you please provide an image of a passport...

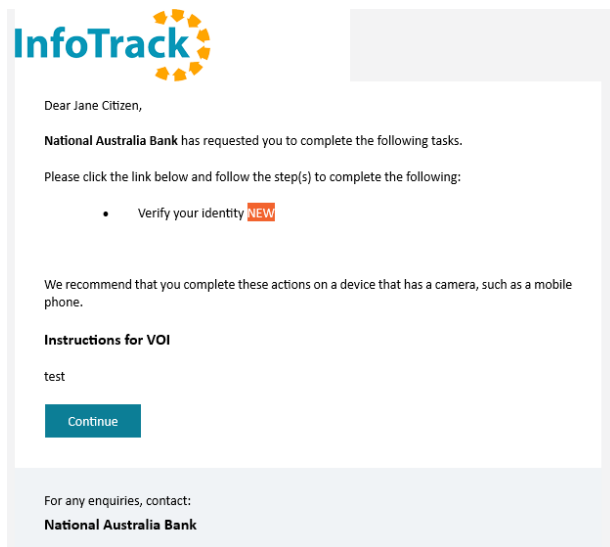
Close

Send VOI

## Completing the VOI (to be completed by customer)

- The Customer will receive an InfoTrack branded email advising they have been invited to complete a VOI and be prompted to generate a code (2FA) before accessing InfoTrackID.

Page 2 | © 2025 InfoTrack Pty Ltd



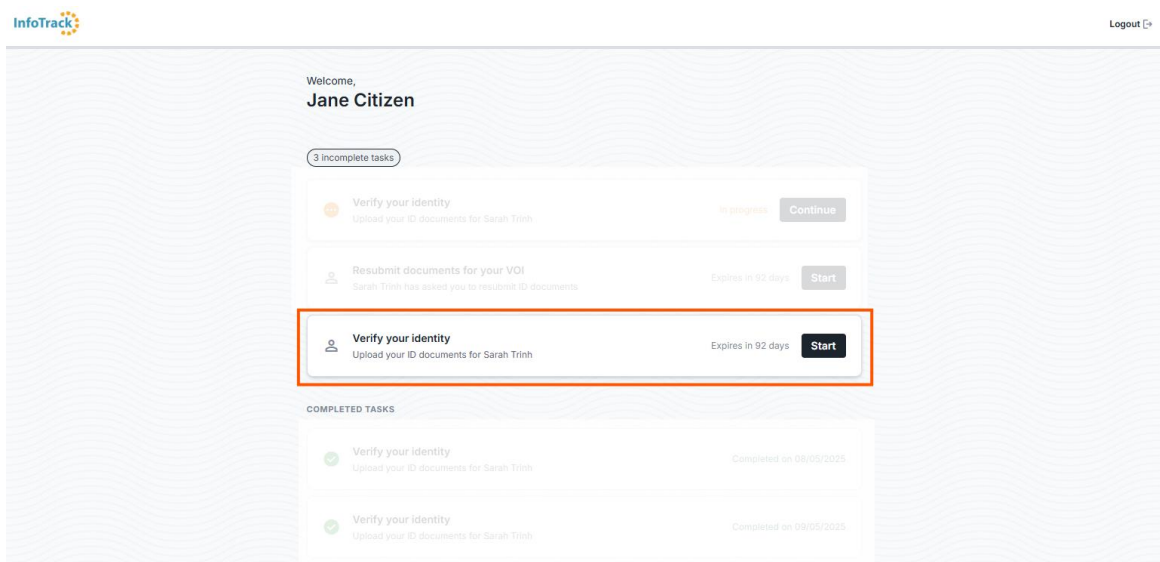
NATIONAL AUSTRALIA BANK

## Verify your mobile number

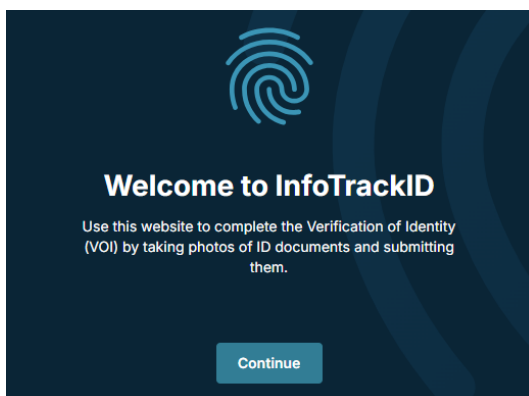
A unique verification code will be sent to  
+61\*\*\*\*\*322

[Send code](#)

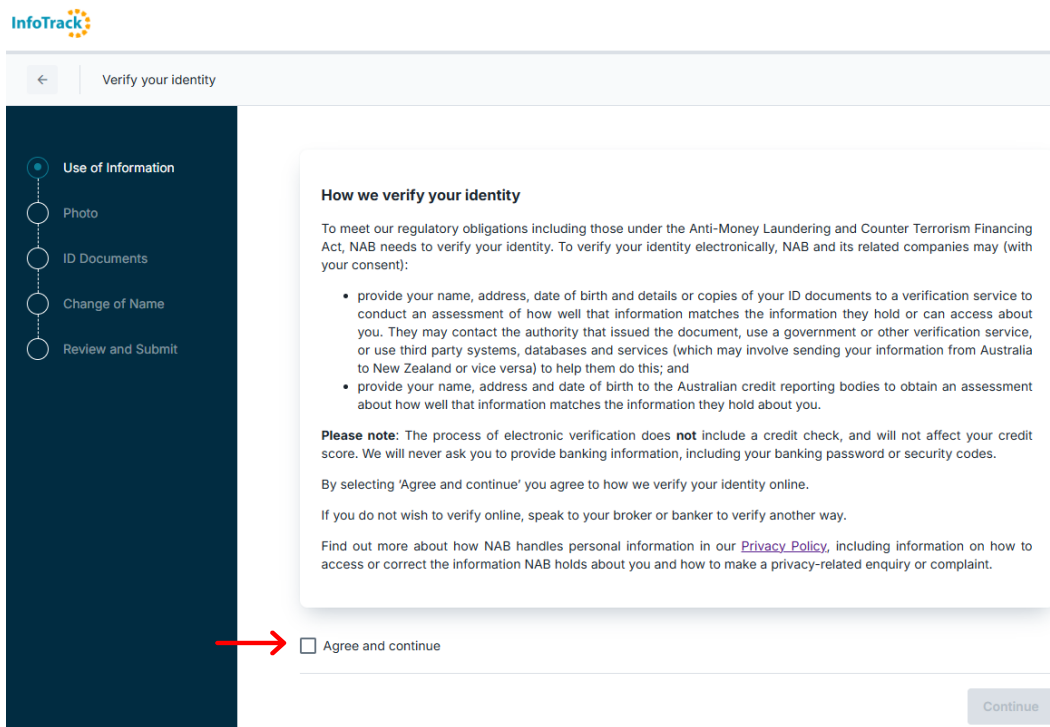
- The below is the welcome screen where they will be prompted to start their VOI.



- They will be prompted to generate a code (2FA) from the subsequent Welcome Screen. Once they have generated the code, they will have access to complete.



- The Customer will be prompted to acknowledge consent before they can continue to InfoTrackID.



InfoTrack

← Verify your identity

**Use of Information**

Photo

ID Documents

Change of Name

Review and Submit

### How we verify your identity

To meet our regulatory obligations including those under the Anti-Money Laundering and Counter Terrorism Financing Act, NAB needs to verify your identity. To verify your identity electronically, NAB and its related companies may (with your consent):

- provide your name, address, date of birth and details or copies of your ID documents to a verification service to conduct an assessment of how well that information matches the information they hold or can access about you. They may contact the authority that issued the document, use a government or other verification service, or use third party systems, databases and services (which may involve sending your information from Australia to New Zealand or vice versa) to help them do this; and
- provide your name, address and date of birth to the Australian credit reporting bodies to obtain an assessment about how well that information matches the information they hold about you.

**Please note:** The process of electronic verification does **not** include a credit check, and will not affect your credit score. We will never ask you to provide banking information, including your banking password or security codes.

By selecting 'Agree and continue' you agree to how we verify your identity online.

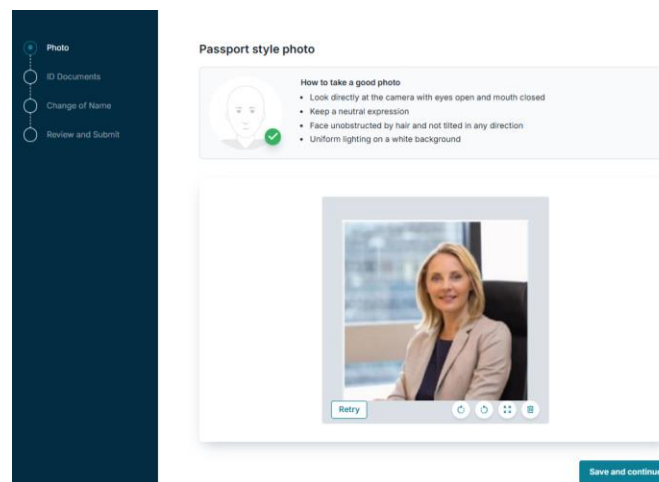
If you do not wish to verify online, speak to your broker or banker to verify another way.

Find out more about how NAB handles personal information in our [Privacy Policy](#), including information on how to access or correct the information NAB holds about you and how to make a privacy-related enquiry or complaint.

☐ Agree and continue

Continue

- The Customer will be prompted throughout the chosen workflow – the workflow will request that they upload a passport style headshot and identity documents to satisfy requirements.



**Photo**

ID Documents

Change of Name

Review and Submit

### Passport style photo

**How to take a good photo**

- Look directly at the camera with eyes open and mouth closed
- Keep a neutral expression
- Face unobstructed by hair and not tilted in any direction
- Uniform lighting on a white background

Retry

Save and continue

## OCR & DVS:

### Australian Driver Licence

The Australian Driver's Licence must be current and valid.

Take an image of the front of your drivers licence

No blur or glare

No rotation

No cropping

Glare detected: Please ensure document is legible before proceeding. If satisfied, please disregard message.

First name \*

Middle name

Last name \*

Date of birth \*

29 / 07 / 1983

Licence number \*

887654321

Card number \*

Issued by \*

VIC

Date of expiry

20 / 05 / 2019

Client manual input

Notifies client of expired DL when detected

Mandatory upload of back of licence

Back

Save and continue

- The Customer will be prompted to confirm all information and sign a declaration – Customer is now complete.

Your completed VDI will be sent to  
InfoTrack Demo Corporate Sales Account

Declaration

I, **Jane Citizen**, hereby confirm that:

- The identification documents provided relate to me;
- I am supplying my identity documents on 13/11/2024
- I provided digital copies of my original identification documents being **Australian Passport, Australian Driver Licence**; and
- Where applicable, I confirm that I am authorised to provide the personal details presented and I consent to my information being checked with the document issuer or my official record holder via third party systems for the purpose of confirming my identity.

Your signature

By signing you are acknowledging that you have read and agree to the declaration above

Use your finger, stylus pen or mouse to sign below

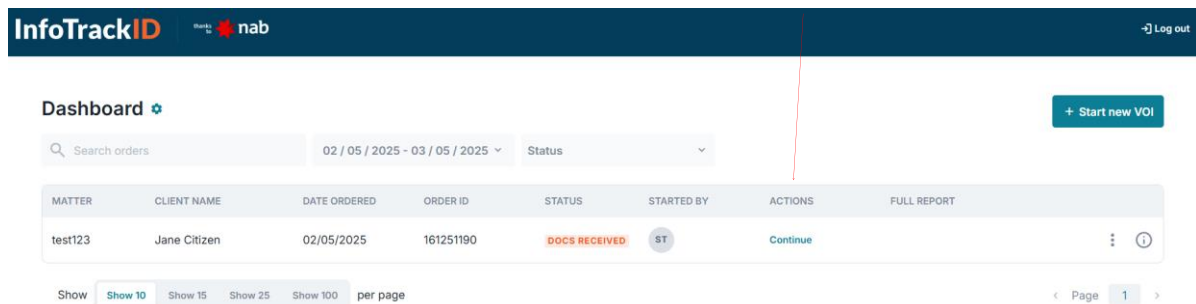
Clear signature

## Completing the Verification (completed by Broker)

You will receive an email and the status of the matter will change to Docs Received on your dashboard when your customer has completed uploading their documents.

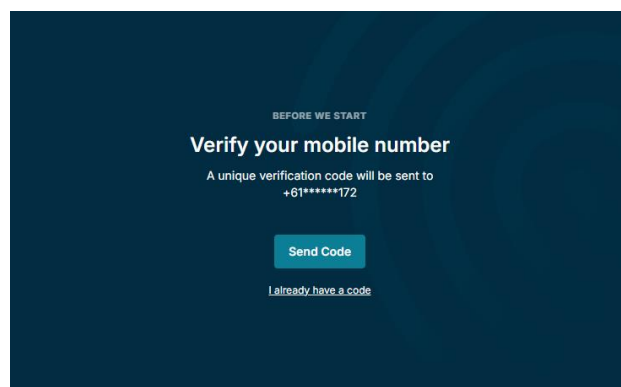
To disable the additional emails received upon order completion:

1. Open the report for verification by clicking on the continue button.



The screenshot shows the InfoTrackID dashboard with the 'nab' logo. The 'Dashboard' section includes a search bar, date range filter (02 / 05 / 2025 - 03 / 05 / 2025), and a status dropdown. A table lists orders with columns: MATTER, CLIENT NAME, DATE ORDERED, ORDER ID, STATUS, STARTED BY, ACTIONS, and FULL REPORT. The first row shows 'test123' for 'Jane Citizen' with status 'DOCS RECEIVED' and a 'Continue' button. A red line points to this button. Below the table is a pagination bar showing 'Show 10' selected and 'Page 1'.

2. Only the person that issued the invite or an administrator to the account can open and verify the VOI. This is done by the verifier logging in via a 2FA code that they generate to their phone.



The verifier (broker) will now review all returned documentation. If all pictures are a match (headshot checked against photo ID) and DVS checks are green, then the **verifier must sign off**.

**Australian Driver Licence**

✓ Face Match verified ✓ Data Match verified

**Document details**

First name	Jane
Middle name	
Last name	Citizen
Date of birth	29/07/1983
Licence number	987654321
Card number	11111111
Date of expiry	22/03/2025
Issued by	VIC

3. If not, they can request resubmission of documents or manually override and verify documents.

Face match:

We match the face in this photo ID with the client headshot

Data match:

We match the document details against our internal match logic and external data sources

**Note:** the InfoCheck (DVS) fee can be ignored – you (the broker) will not be charged.

**Australian Driver Licence**

⚠ Face Match failed ⚠ Data Match failed

**Correct errors**

**Document details**

First name	Jane
Middle name	
Last name	Citizen
Date of birth	29/07/1983
Licence number	987654321
Card number	11111111
Date of expiry	20/05/2019
Issued by	VIC

**Face Match failed: Manually verify face match** - the technology may not have enough information to complete a match. The verifier (Broker) must override and manually verify the face match.

**Data Match failed:** the verifier may review the information that was populated and correct any errors if there is a data mismatch with the ID image. Once corrected, DVS can be re-attempted (click **Retry Infocheck**). If data match has failed again >

**Data Match failed: Manually verify face match** - The verifier (Broker) must acknowledge you have verified that the document data matches the data in the image.

**Australian Driver Licence**

⚠ Face Match failed - manually verify or request resubmission **Manually verify**

⚠ Data Match failed - edit document details, manually verify or request resubmission **Manually verify**

\$3.30 **Retry InfoCheck**

First name \*

Jane

Middle name

Last name \*

Citizen

Date of birth \*

29 / 07 / 1983

Licence number \*

987654321

Card number \*

11111111

Issued by \*

VIC

Date of expiry

20 / 05 / 2019

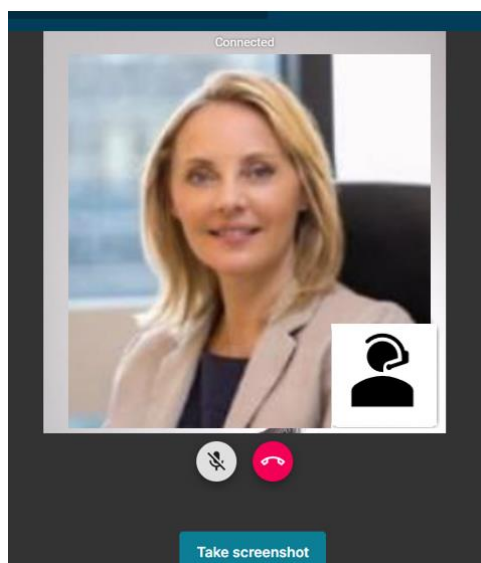


### Reminder:

- A failed face match can be due to a few things; bad lighting, angle of photo taken, image of photo ID is worn or dated, structural changes in facial features.
- A failed data match can be due to how the original data is recorded; example, name on licence is Jane S T Citizen, name on original record is Jane Sharon T Citizen.

A failed result (or results) indicates that the system did not have enough data to make an accurate enough match.

4. If the verifier (Broker) decided that all requirements are met, organise a time with your client for the video call. Start the video call and invite your client to join.



5. The verifier (Broker) must review the screenshot taken during the video call and if they decided that all requirements are met, they also will be required to sign a declaration before completing the VOI.

### Submit the VOI

Your completed VOI will be sent to \*

Name of verifier \*

chantel.christensen@infotrack.com.au

Chantel Christensen

Firm name \*

InfoTrack Demo Corporate Sales Account

Verifier declaration

I, **Chantel Christensen**, being a representative of **InfoTrack Demo Corporate Sales Account**, hereby certify that:

a. I have taken reasonable steps to ensure the identification documents relate to **Jane Citizen**;

b. The identification was carried out remotely on **13/11/2024**; and

c. The identity documents provided to me as electronic copies were **Australian Passport, Australian Driver Licence**


Your signature

By signing you are acknowledging that you have read and agree to the declaration above

☒ I confirm that I have taken reasonable steps to verify this person's identity.

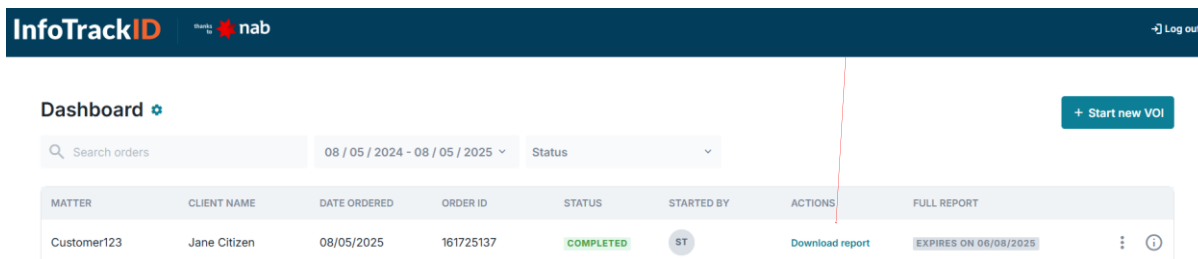
☒ I confirm that I have read and agreed to the [terms and conditions](#).

Use your finger, stylus pen or mouse to sign below





- The report can now be viewed on your dashboard until the expiry date. To obtain a copy, click **Download report**, and a PDF report will be generated.



MATTER	CLIENT NAME	DATE ORDERED	ORDER ID	STATUS	STARTED BY	ACTIONS	FULL REPORT
Customer123	Jane Citizen	08/05/2025	161725137	COMPLETED	ST	Download report	EXPIRES ON 06/08/2025

The VOI is complete!



**VOI completed**

## How to create an InfoTrackID mobile shortcut

### Android Device:

- Open your default browser and type in <https://search.infotrack.com.au/webvoiv2>.
- Fill in your log in details (provided in the InfoTrackID welcome email).
- Tap on the **browser menu** (menu icon is the three dots in top left corner of browser or bottom right corner) and select **Add to home screen**.
- Select **Create shortcut** and rename the shortcut to InfoTrackID.
- Click **Add**. An icon will appear on the mobile Home screen.
- Click on the icon to access InfoTrackID.

### iOS Device:

- Open your default browser and type in <https://search.infotrack.com.au/webvoiv2>.
- Fill in your log in details (provided in the InfoTrackID welcome email).
- Tap on the **share icon** and click **Add to Home screen** and rename the shortcut to InfoTrackID.
- Click **Add**. An icon will appear on the mobile Home screen.
- Click on the icon to access InfoTrackID.