

Procedure to follow where a customer cannot provide satisfactory evidence of  
identity

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4.15.5 If a reporting entity is required, in accordance with its applicable customer identification procedure, to verify information based on the original, or a certified copy or certified extract, of a document but cannot do so because of COVID-19 Pandemic measures, then it may rely on a copy of the document in accordance with its risk-based systems and controls.

4.15.6 In this Part, ‘COVID-19 Pandemic measures’ means any:

(1) measures implemented or recommended by an Australian government body;