Digital iD™

A simple way to verify.

The simple and secure way to get verified customers, fast.

With millions of identity transactions performed in Australia every year, we've set out to reduce some of the friction linked with repeated verification.

Identity moments occur frequently in our day to day lives. Whether applying for a job, government service, financial product, buying tickets online or even just picking up a parcel, there's a constant need to prove our identity. This process is often manual, time-consuming and frustrating – and with an increasing number of everyday tasks going digital, it's becoming outdated.

Australia Post's Digital iD™ is re-imagining the identity verification process and transforming the way consumers prove who they are online and in person, using the smartphone technology that's already sitting in our pockets.

The Digital iD™ difference

Don't incur the risks associated with collecting and storing unnecessary personal data and details of your customer's identity documents. With Digital iD™, you will only receive the information that you need. This can assist you to meet your compliance obligations, without worrying about managing the sensitive personal information of your customers.

Verified to the level you need

Verify your customers to the level of assurance you need to meet your risk and compliance obligations. From lower levels of assurance, such as one-document checks, all the way to biometrically matching your customer to their photo ID or in-store verification, remove the hassle from identity verification. Our Anti Money Laundering (AML) / Know Your Customer (KYC) products can help you meet your compliance needs, without storing more of your customer's sensitive personal data than you need to.

Easy integration

Digital iD™ is designed to integrate seamlessly with your current processes. Within a few days you can be on your way to securely verifying your customers.

Helping to improve conversion rates

The Digital iD™ solution also includes data sources unique to Australia Post, allowing you to verify many customers, with less friction. In our AML/ KYC product, up to 80% of customers can be verified by Digital iD™ without having to enter in the details of a single document. For your customers, this means that proving who they are is simple, easy, and convenient.

Secure by design

As we transition to an increasingly online economy, people are changing the way they store, access and share information. Digital iD™ is designed to protect the safety and integrity of your customer's data. Data is encrypted in a way where only the consumer can access their personal data with their smartphone.

Multi-channel reach

Digital iD™ utilises Australia Post's extensive physical and online network to provide a multi-channel verification service. Available to both business and government, the Digital iD™ solution can help you to verify your customers, while helping to reduce the cost of conducting your own identity verifications.

Smoother verifications, from start to finish

With online verification, your customers can easily perform transactions that may require higher levels of verification, without leaving their screen. Digital iD™ offers a convenient digital alternative to help reduce abandonment rates as transactions are completed within the session.

And, if for some reason your customer can't verify electronically and you need to support alternative evidence types, then Australia Post has an extensive physical network to support in-store verification.

With more and more customers downloading the Digital iD™ smartphone app, and verifying themselves, you will see even more benefits to integrating with Digital iD™. Over time, you will have access to a growing pool of customers who are pre-verified, making online applications and identity verification even smoother. What's more, Digital iD™ is continuing to grow, improving products and services and taking advantage of cutting edge technology to provide you and your customers with an easy and secure way to verify.

Find out more
DigitaliD.com