**Transcript**

**Virtual Service Centre – Identity Linking Video**

Julie: The first pilot that we’re doing here in the Virtual Service Centre is linking customers to their identity documents.

Staff member: We’re going to confirm your identity. I just need you to hold up your driver’s licence for me please. … Perfect, great!

Julie Hockey: Staying at home has become important for some people in our community. So having that option to be able to, I guess, be isolated away and still be able to do your business with us is an important step forward in a COVID world.

It allows us to be able to focus our face to face staff on those customers who can’t use technology or who have complex matters that we can’t resolve in one of those digital channels, and be able to just focus that on those particular needs customers.