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Identification Requirements

Why we ask you to provide identification

We require proof of your name and address before we can proceed. This is to protect you against the risk of identity fraud and also allows us to comply with money laundering regulations. We need to see your identification (ID) before we can start work on your file.

More about the documents you need to provide

You will need to provide two forms of ID for each account holder:

- One item from group A, to confirm who you are
- One item from group B, to confirm your name and address

ID can be used either to confirm who you are, or your name and address, not both. For example, you can't use a driving licence to confirm who you are, as well as your name and address. Please refer to the table below for suitable identification.

When you should provide original documents or certified copies

- Providing ID at our offices

If you wish to attend the office with your ID then you must provide original documents to prove who you are and your name and address. Certified copies will not be accepted.

- Providing ID by post

If you do not wish to attend the office then we only accept certified copies of the ID documents from group A & B certified by one of the professionals listed at the bottom of page 2.

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Group A – one item to confirm who you are

- Passport (UK or foreign) - current, valid and full	- Blue badge parking permit
- Valid UK photocard driving licence (full or provisional)	- DWP pension entitlement letter - current year
- Full old style driving licence (UK) - current, signed	- Birth/adoption certificate - under 18 only
- EEA photocard driving licence - current	- EEA member state identity card

Group B – one item to confirm your name and address

- Utilities bill (i.e. gas, electricity, water) less than 3 months old and not printed off the internet	- Cable/satellite/phone bill (excluding mobile phones) less than 3 months old and not printed off the internet
- Council/local authority tax bill - less than 12 months old and valid for the current year	- Section 975 Tax Statement
- Valid UK photocard driving licence (full or provisional)	- Local council tenancy agreement/rent book
- Full old style driving licence (UK) - current, signed	- Solicitor's letter confirming recent house purchase
- Bank/building society statement less than 3 months old and not printed off the internet	- NHS medical card/document - which includes the holder's name, DOB and NHS medical number

The person certifying should be in current employment, but we will also accept certification from a person who has retired (unless the list below specifically indicates that the person should still be serving), provided they still hold the qualification (and are a member of the relevant institute). The person certifying must not be related to you in any way e.g. spouse, partner, sibling, parent, child or in-law, and they must not be named as a joint account holder/borrower on your mortgage. You cannot certify your own identification.

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How to certify a document

Take the photocopied document and the original and ask the person to certify the copy by:

- Writing 'Certified to be a true copy of the original seen by me and a true likeness of the person where applicable' on the document
- Signing and dating it
- Printing their name under the signature
- Adding their occupation, address and telephone number

Who can certify documents?

Copies of original documents can only be certified by one of the following:

Legal professional (Solicitor registered in England & Wales, Northern Ireland or Scotland, Barrister registered in England & Wales, Northern Ireland or Scotland or Notary Public registered in any country)

Qualified Accountant (registered with either ICAEW, ICAS, CAI, ACCA, CIPFA or CIMA)

Medical professional (Doctor registered with the General Medical Council, Dentist registered with the relevant national professional body)