

For an ID check, we can accept one document to confirm identity (**List A**) and one document to confirm address (**List B**) from the list below.

Please note:

- **If you are posting your documents to us, we only accept certified copies where specified**, as we cannot be held responsible if the originals are lost in the post. For other documents, such as utility bills, you need to post us the originals. **ALL** identification documents (both **original** and **certified** copies) will be returned to you.
- To certify documents, ask a professional person such as a bank or building society official, councillor, minister of religion, chartered accountant, solicitor or notary, teacher or lecturer. Copies should be signed, dated, marked “original seen” and bear the name, address, occupation and contact details of the certifier.
- The person you ask shouldn't be: related to you, living at the same address or in a relationship with you.
- Applicants who cannot provide the required documentation should provide as many documents from **List A and B** as possible and the application and ID documentation must be referred to Head Office for review.
- All Non-EEA nationals must produce a current residency permit or proof of indefinite leave to remain in the UK.

List A Proof of ID (Government-Issued Documents)	Certified	Original
Valid UK Passport	✓	
Birth Certificate (under 18 only)	✓	
Adoption Certificate (under 18 only)	✓	
Valid UK Driving Licence - Photocard (Full or Provisional)	✓	
Valid non-UK passport or National ID Card	✓	
NHS card (under 18 only)	✓	
Police warrant card	✓	
Identity card issued by the Electoral Office of Northern Ireland	✓	
Current UK Blue Badge Parking Permit	✓	
UK older/disabled persons bus pass issued by the local authority	✓	
HM Revenue & Customs correspondence - relating to current tax year		✓
Benefit book or original notification letter from the Benefits Agency confirming entitlement		✓

List B Proof of Address (Supportive Documents)	Certified	Original
Valid UK Driving Licence - Photocard (Full or Provisional (if not used in list A))	✓	
Valid old style Driving Licence - paper	✓	
Current bank or mortgage statement or credit/debit card statement issued by a regulated financial sector firm in the UK - includes bank or building society savings books (not internet printed)		✓
Current mortgage statement issued by a regulated financial sector firm in the UK		✓
Council Tax bill, Utility bill or landline telephone bill (not internet printed and landline number must be the same as quoted on the application)		✓
A positive voters roll result (include reference number or printed copy as evidence)		✓
Letter from a care home manager (or equivalent) confirming the residency of the customer		✓
Current tenancy agreement, Current housing association rent book		✓
Solicitor's letter confirming recent house purchase and previous address		✓
Recent utility bill (dated within the last 3 months) in the name of a parent or guardian at the child's address (as stated on the application) (under 18 only)		✓
Certified letter from school/college principal or registered local authority children's home on headed notepaper, confirming address (We must verify the letter by a telephone call to the institution, using a phone number from its website not the letter) (under 18 only)		✓
Letters validated by an employer can be accepted (We must verify the letter by a telephone call to the employer) (under 18 only)		✓

List A - Valid proof of Identity

Identification supplied by the applicant eg Passport/Driving Licence etc must be valid ie not expired or out of date. The same document cannot be used to verify both ID and address. If Photo ID is in excess of 10 years old we may not accept it as proof of identity and/or address and therefore other items may be requested. The application and ID documentation must be referred to Head Office for review.

List B - Valid proof of Address

All utility bill and bank statements must be dated within the last 90 days (90 days must be calculated from the receipt of the application form). Mortgage statements must be dated within the last 6 months. Council tax and HMRC documents must be the most recent bill/statement and dated within 12 months

Verifying your identity - Power of Attorney and Court of Protection

If an account is being opened with Power of Attorney or Court of Protection in place, then we will need to verify both the main holder/s and the attorney/ies or deputy/ies using ID from **List A** and **List B**. Certification of documents - If sending documentation to us, please do not send original documents with a photo or signature through the post.

