

Confirming your identity

We want to pay you quickly and securely

To keep you safe from identity theft and fraud, we sometimes need to check that you are who you say you are. This is also required by anti-money laundering legislation.

We might need to check before we can pay you if your details have changed, or if we have lost contact with you. We might also need to verify your signature.

We will always try to confirm your identity ourselves. If we cannot, we might need to ask you to send us some identification. We may pass your details onto one of our third party service providers. They will check your identity and/or permanent address on our behalf. They will only process your personal data for this reason and will destroy it within three months after providing us with this information.

What you need to do

You will need to send us documents that prove who you are and where you live. We have listed what we can accept on the next pages.

You must send original documents or certified copies. We also explain this on the next pages.

How to send us your documents

We can only accept documents by email or post, so no faxes.

If you send us originals, use a signed-for service to keep them safe. We will send them back the same way.

If you send us certified copies we must have the copy that has been signed, not a further photocopy of that. We do not automatically return certified documents. However, if you ask us to do so, we will send them back using a signed-for service.



What to send us

Your documents must meet the valid document dates. If you have any questions about what to send or how to send it, call us.

To prove your signature

If we have asked to see your signature, one of the documents you send should be:

	Valid document date
Signed passport (if your signature is on a different page to your personal information the certified copy should be of both these pages)	Current
Photocard driving licence (not paper counterpart)	Current



To prove your identity and address

We will need to see two separate documents – one document from the identity list, PLUS a second document from the address list.

Identity	Valid document date
Passport	Current
Photocard Residence Permit issued by the relevant Authority in your country of residence	Current
Photocard driving licence (not paper counterpart)	Current
Birth certificate If your name has changed we will also need evidence of your name change (for example your marriage certificate) and a covering letter showing your old and new signatures	
Identity card/document	Current
Address	Valid document date
Tenancy agreement	Current
Bank, building society, credit card or credit union statement or passbook – page showing your current address and conceal your account number and transactions	Dated within the last 3 months
Utility bill showing your first name or initials and surname – such as a gas, electricity, water, landline phone, cable or satellite bill (no mobile phone bills)	Dated within the last 3 months
Record of a home visit by a general practitioner (GP) – conceal any medical information	Dated within the last 6 months

How to certify documents

If you do not want to send original documents, you can send certified copies.

These are photocopies of your original documents that have been seen and signed by an approved professional or official. Whoever signs your documents must still be working and not be retired. They cannot live at the same address as you, or be in a relationship with you or be a relative. Certification is known as notarisation in some countries.

Who can certify your documents	Organisation stamp needed?
Medical professional – such as a GP, consultant, pharmacist, dentist or registered nurse	No
Police or customs officer	No
Legal professional – such as a lawyer, solicitor, barrister, paralegal or legal secretary	No
Notary, Commissioner for Oaths or Justice of the Peace	Yes
Accountant, tax adviser, actuary, auditor or insolvency practitioner who is a member of the relevant professional body	No
An individual authorised and regulated by an overseas regulator – such as a stockbroker, insurance broker or financial adviser	No
Valuer or auctioneer who is a member of a relevant professional body	No
Teacher or lecturer	Yes
Regulated credit or financial institutions – such as counter staff or a manager at a branch of a bank or building society	Yes
Staff at the embassy, consulate or high commission of the country that has issued the documents you are using to confirm your identity	Yes

To get a certified document, take the original document and a black and white photocopy to the person certifying it. They will:

write 'original seen' on the copy or, if it contains a photograph of you, 'I certify that this is a true copy of the original'

- add their title, first name and surname, address, telephone number, occupation, employer and professional body in capital letters. They will also add their registration number if they have one
- sign and date it
- add their organisation stamp if it is needed.

Make sure the person does all this on the same side as the copy. If it is on the back, we cannot accept it. We must have the copy that has been signed, not a further photocopy of that.

If any of your documents are not in English, you need to have them translated before you send them to us. The translator should confirm in writing that it is a true and accurate translation. They should also add their name and address.

What a certified document looks like

This is what your certified document should look like. Make sure it includes all the details shown.

Must have ALL certifiers contact information

MR JOHN SMITH
DOCTOR, GMC, 2498874
ABC DOCTORS SURGERY
123 ANY STREET, ANYCITY,
ANYCOUNTRY
TEL: 05671 980 123



Must include words 'original seen' or 'I certify that this is a true copy of the original'

I certify that this is a true copy of the original

John Smith **Must be signed**

30 November 2020 **Must be dated**

Checklist

To make sure you have got everything right, check that:

- ✓ you are sending **TWO** documents, one from the identity list PLUS one from the address list
- ✓ you are sending one document that shows your signature, if we have asked you to
- ✓ you are sending either originals or certified copies
- ✓ your copies have been certified by somebody on the list of approved people
- ✓ your copies are certified as shown in the example.

Now you can post them to us. Remember to include anything else we have asked you to send.

If you have any questions about what to send or how to send it, call us.