

## How to submit your documents

If you bring your original documents into branch, our Advisers are able to accept originals and certified copies of all listed proofs; all originals will be immediately returned in this instance.

If you need to send us documents in the post, please don't send valuable original documents, as we cannot guard against loss of documents or postal theft. Original documents should be copied and certified by a person in a position of responsibility, please refer to information below. Originals of documents bearing photographs cannot be accepted through the post.

## How to certify a document

If you want to use a copy of a document, it will need to be certified. This means that the copy has been signed and dated by a 'professional person' to prove that it is accurate.

People who can certify documents include (**please note cannot be a retired person**): Accountant / Bank or building society official / Barrister / Civil Servant / Councillor (local or county) / Justice of the Peace / Doctor / Member of Parliament / Minister of religion / Officer of the Armed Forces / Police Officer / Prison Governor / Probation Office or Solicitor.

To certify a document, take both the copy and the original to your chosen professional. Then ask that person to certify the copy by stating that they have 'seen the original', that it is a true copy of the original and any photograph is a good likeness to the customer, e.g. "I certify that this is a true copy of the original and any photograph bears a good likeness to the customer".

That person must also **sign and date** the copy, **print their name** under the signature and also **add their occupation, the name of the organisation they work for, their full business address and work telephone number (not mobile number)**.

**We cannot accept certification from the following:** A retired person (from the list of acceptable occupations above) / A relative of the applicant/account holder by birth or marriage / A named party on the application/account / Someone who lives at the same address as the applicant/account holder / Someone who is unemployed or seeking asylum to live in the EU.

## Guidance on documentation needed

One document cannot be used to fulfil both Proof of Identity and Proof of Address requirements (e.g. driving licence appears on both lists, however this single proof cannot satisfy both Proof of Identity and Proof of Address requirements).

Two proofs from the same source cannot be accepted (e.g. we cannot accept a HMRC Tax Notice for Proof of Identity and a HMRC Tax Credit notification as Proof of Address).

All documents / letters / statements must be valid for the current year, or before the expiry date where specified.

If documents are not written in English, please provide certified English translations, and also ask the certified translator to confirm in writing on the translation: that it's a 'true and accurate translation of the original document' / the date of the translation / the full name and contact details of the translator or a representative of the translation company.

## What we can accept for Proof of Identity

**A**

Documents	Important Notes
Current valid Passport (English Translation for Non-UK)	Do <b>NOT</b> send originals in the post as we cannot accept them, we only accept correctly certified copies of these - see section <b>How to certify a document</b>
Current full or provisional UK or Crown Dependency Photo-card driving licence	
Current full old style UK driving licence	
Current full EU or EEA Photo-Card driving licence	
Biometric residence permit	
Centrally issued EU and EEA national identity cards	Including Switzerland
Valid Shotgun licence/Firearms certificate	Available from Age 14+
UK Armed forces military ID card	
Instruction from a UK Court appointing an individual (Court of Protection or Grant of Probate only)	
Benefits entitlement letter (including Govt-issued pensions, DWP, Universal Credit and UK Disability Blue Badge)  Includes Scottish public pensions agency, local authority, universal credit welcome letter, pensions benefits, disability and sickness benefits and notification from HM Revenue & Customs of tax credit allowances	Dated within the last 12 months showing current address An e-statement/e-bill/or pdf of your documentation from the Benefits Agency is <b>not</b> acceptable for Proof of ID Online universal credit statements – home printed statements are acceptable if taken into branch and you will be asked to log in your account using a bank branch device to authenticate the printout
HMRC Tax Notice (Examples could include tax notification, tax assessment and notice of coding)	Issued within the last 12 months, or valid for current tax year. <b>SA302 P45's &amp; P60's are not accepted</b>
Northern Ireland Voters Card (Electoral Identity Card)	

### Under 18's only

Documents	Important Notes
Birth certificate/Adoption certificate	
National Insurance confirmation letter	
Young Scots Entitlement Card	
NHS Medical Card/Letter	Letter may be accepted if it advises that a medical card has been issued (must be dated within the last 6 months)
Current child benefit letter	Dated within the last 12 months showing current address
Professional reference from a person in position of responsibility	Dated within last 3 months Must be signed by someone who is currently in a professional role (not signed by a third party on their behalf). A professional relationship should be held between the Referee and the child Examples include: Bank Official, Doctor (& their receptionists), Solicitor, Ministers of Religion, Teachers, Care Home Managers, Prison Governors, Probation Officers, Police Officers, Civil Servants, Health Care Workers

## What we can accept for Proof of Address

**B**

Documents	Important Notes
Current full or provisional UK or Crown Dependency Photo-card driving licence	Do <b>NOT</b> send originals in the post as we cannot accept them, we only accept correctly certified copies of these - see section <b>How to certify a document</b>
Current full old style UK driving licence	
Current full EU or EEA Photo-Card driving licence	
Benefits entitlement letter (including DWP, Universal Credit, Government-issued pensions)  Includes Scottish public pensions agency, local authority, universal credit welcome letter, pensions benefits forecast, disability and sickness benefits and notification from HM Revenue & Customs of tax credit allowances.	Dated within the last 12 months Showing customer's current address  An e-statement/e-bill/e-letter or pdf of your documentation (home printed) from the Benefits Agency can be used for POA where one of the following has been used as Name Identification UK Passport, UK Driving Licence, non-UK passport or centrally issued EU and EEA national identity
HMRC Tax Notice	Issued within the last 12 months <b>SA302 P45's &amp; P60's are not accepted</b>
Letter from nursing home / care home confirming residency (issued within last month)	Issued within last month The letter needs to be issued by a person in a position of authority such as Matron or Manager
Local authority council tax bill	Issued within the last 12 months or valid for current tax year
Utility Bill	Issued within the last 6 months Must match exact name and address An e-statement/e-bill or pdf of your Utility Bill/Statement <b>can only</b> be used where one of the following has been used for Name identification: UK Passport, UK Driving Licence, Non-UK passport, centrally issued EU and EEA national identity card We <b>CANNOT</b> accept Mobile telephone bills or TV licences
Statement from EU Regulated: <ul style="list-style-type: none"> <li>• Bank/Building Society</li> <li>• Credit Card</li> <li>• Credit Union</li> </ul> Must show current address and evidence an active account	A statement must quote account number and full name An annual mortgage statement may be accepted if issued within the last 13 months All monthly statements must have been issued within the last 3 months Printed Internet downloads can <b>ONLY</b> be accepted as Proof of Address if one of the following have been used for Proof of Identity: UK Passport, UK Driving Licence, Foreign Passport/Visa, centrally issued EU and EEA national identity card
Tenancy Agreement/rent payment	From housing association, local authority or public sector landlord <b>only</b> NOT a private arrangement signed by the Tenant and on behalf of the landlord Tenancy agreement dated within the last 12 months
Valid Shotgun licence/Firearms certificate	Available from Age 14+
Student Loan letter/statement confirming home address	Valid for the current academic year Note: additional criteria required
University letter of introduction	Issued within the last month, valid for the current academic year
<b>Under 18's only</b>	
Documents	Important Notes
NHS Medical Card/Letter	Letter may be accepted for POA if it indicates that registration has been actioned. It must be dated within the last 6 months.
HMRC or Job Centre letter confirming issue of National Insurance number	Is acceptable even if not dated
Current child benefit letter	Dated within the last 12 months or valid for current tax year and must show the customers current address
Professional reference from a person in position of responsibility  Only acceptable for children under the age of 18 and Cashminder and Britannia savings applications only	Dated within last 3 months Must be signed by someone who is currently in a professional role (not signed by a third party on their behalf). A professional relationship should be held between the Referee and the child Examples of Professional Persons : Bank Official, Doctor (& their receptionists), Solicitor, Ministers of Religion, Teachers, Care Home Managers, Prison Governors, Probation Officers, Police Officers, Civil Servants, Health Care Workers

**Please call 03457 212 212\* (8am to 6pm, Monday to Friday, 9am to 5pm Saturday and Sunday) if you would like to receive this information in an alternative format such as large print, audio or Braille**

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\*Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls may be monitored or recorded for security and training purposes. Information correct as at 09/2020