

# Confirming your identity



When we make payments to our customers, we are required by law\* to confirm their identity. We make similar checks for some other changes to customer records, such as updating your address. This is to help prevent fraud, money-laundering and similar crime, such as identity theft.

We will confirm your identity either by completing an electronic check or by asking you to provide documentation that proves your identity and residence.

Wherever possible, Countrywide Assured will perform an electronic check to verify your identity without the need for you to provide certified documents. The search is not a credit check and your credit rating will not be affected.

If the electronic identity check is unsuccessful, we may require further evidence of your identity which could lead to a delay in payment. Should you wish to avoid this please feel free to send us the evidence in advance, this leaflet provides details of what you need to do.

We are unable to perform an electronic identity check in some instances, including if you live outside the UK, and we will require the identification documents to be provided.

Countrywide Assured are committed to protecting your personal information. A full copy of our Privacy Policy is available on our website or by calling our Customer Services Team.

\* Money Laundering Regulations 2017



Countrywide Assured

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# What you need to do

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If we ask you to confirm your identity and residence, a certified copy of your photo driving licence will meet our requirements in all cases.



Photo Driving Licence

If you are **not** able to supply this document, the tables on pages 4 and 5 in this leaflet detail the documents we can accept.



## You will need to send certified copies

Instructions showing how to certify a document, and who can do this for you, are shown in this leaflet.

Note, it is important that the documents are fully and correctly certified in line with the instructions on page 6. Failure to do so will result in a delay and new certified documents may be required.

# Who can certify your documents?

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The certifier must be active in their profession (**not retired**) and cannot be living at the same address or be in a relationship with you or a relative.

We will require:

- the certifiers name
- their telephone number (preferably their business number)
- their business address
- the name of their employer (if applicable)
- their company stamp (where appropriate)
- their signature with date of certification.

## UK or EEA/EU certifiers

- Legal professional, for example lawyer, solicitor or barrister, Commissioner of Oaths, Notary Public, certified paralegal or legal secretary
- GP, dentist, registered nurse or pharmacist
- Teacher or Civil Servant
- Post Office (Identity Checking Service, there is a small charge for this service)
- Auditor, accountant, actuary, insolvency practitioner or tax adviser who is a member of a relevant professional body
- Industry professionals such as: Actuary, Pilot, Engineers, Fire fighters, Opticians, Surveyors
- Individual authorised and regulated by the Financial Conduct Authority (FCA) or its EEA/EU equivalent, for example stockbroker, insurance broker or financial adviser
- Bank/building society employee
- Police Officers of any rank, including Community Support Police Officers but not Special Constables
- Minister of Religion
- Director of a limited company
- Member of Parliament
- Professional qualified Social Workers).

# What documents do I need to send?

Details of the acceptable documents are shown in the table below.

## Send **ONE** document

Any **ONE** of the following documents to confirm your identity and address:

Photo-card  
driving licence  
(not paper counterpart)

OR

Shotgun  
licence

OR

Firearms  
certificate

Date of valid documents: Current

If you do not have any of the above documents please see details on page 5.

## Non-UK residents

For residents living outside of the UK, certified copies of the following documents must be received:

Valid Passport



Correspondence / statement from a financial institution showing the residential address (dated within the last 3 months)



If the correspondence / statement shows a PO Box address, a **utility bill** must **ALSO** be provided that shows the residential / supply address (dated within the last 3 months).

If you live in the EEA/EU, please see the list of certifiers on page 3. If you live outside the EEA/EU, the documents can be certified by:

- Attorney / Lawyer
- Embassy of the country of issue
- Consulate of the country of issue
- High Commission of the country of issue

# Alternative acceptable documents

## Send **TWO** documents

One from the *identity* list **PLUS** one from the *address* list:

IDENTITY	Date of valid documents
Signed passport	Current
National identity card (non UK nationals)	Current
Identity card issued by the Electoral Office of Northern Ireland	Current
Armed Forces identity card	Current
Birth certificate	Not applicable
Old-style paper driving licence (full licence, not provisional)	Current
State or Local Authority-funded evidence of entitlement to benefit, for example benefit book or letter from DWP – benefits include Housing, Council Tax, Child Tax Credit, State Pension and Educational or other Local Authority Grant	Less than 12 months



ADDRESS	Date of valid documents
Utility bill showing your first name or initial and surname, for example gas, electricity, water, landline phone, cable or satellite provider (mobile phone bills are not acceptable)	Less than 3 months
Council Tax bill	Current
Credit card or bank statement issued by a financial sector firm regulated in the UK or EU	Less than 3 months
Instrument of Court Appointment such as Grant of Probate or Liquidator Statement	Not applicable



Please note we can accept original printed copies of internet utility bills, credit card and bank statements. These do not need to be certified.

# How to certify a document

All copy documents must be certified by a certifier from the list on page 3 and dated within the last 3 months unless otherwise stated.

- Photocopy the document.
- Ask the certifier to write on it 'original seen' and if the document contains a photograph, ask the certifier to write 'I certify that this is a true likeness of the applicant'.
- We will require the certifier's name, telephone number (preferably their business number), their business address, occupation, the name of their employer and where available, their company stamp. We will also require their signature. Note we may need to contact them if not all information is provided.
- If the certification has been completed by the Post Office we will need the Post Office Identity Document Checking Service form to accompany the certified document (this contains the information of the certifier).

## Your UK passport

If your UK passport shows 'SEE PAGE ABOVE' on the page containing your name and date of birth, please sign using black biro on the line provided.

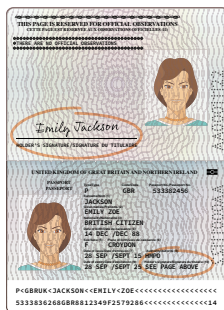
If your passport contains a digital copy of your signature or states 'THE HOLDER IS NOT REQUIRED TO SIGN', no further action should be taken.

**1 Must have certifiers contact information as above**

Emily Jackson  
Practice Nurse  
  
Mrs Emily Jackson  
The Health Centre,  
High Street, Any City  
Any Country  
Tel: 01234 567890

**2 Must include words 'original seen' and, if photograph is included 'I certify that this is a true likeness of the applicant'**

Original seen and I certify that this is a true likeness of the applicant



**3 Must be signed**

*Emily Jackson*

**4 Must be dated**

*27 May 2020*  
within 6 months

**5 Add company stamp**

The Health Centre,  
High Street, Any City  
Any Country  
01234 567890