

Proof of identity for overseas clients

It's a legal requirement for financial institutions, such as banks and insurance companies, to obtain evidence to verify the identity of their customers and to keep records of the evidence you provide. So that we can confirm your identity we need a copy of **TWO** items from the list below.

We can't proceed with your application/request until we receive the evidence as requested.

You don't need to send us your original documents. We would prefer you to send photocopies instead. However, we do need a person in a position of responsibility to sign and certify your photocopies.

Examples of people in a position of responsibility are: your employer, bank officials, doctors, solicitors, ministers of religion, teachers, social workers, civil servants and police officers.

Acceptable proof of identity for overseas clients

Please note that the equivalent of these documents from your country of residence would be acceptable.

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|  A current signed passport |  Recent utility bill (issued within the last 3 months). This cannot be a mobile phone bill. |
|  A current photocard driving licence |  Statement from a bank, building society, mortgage company or insurance company (issued within the last 3 months) |
|  A national identity card (if you live overseas) |  Local authority council tax bill for the current year |
|  A Firearms certificate or shotgun licence |  HMRC document such as a PAYE coding notice or statement account (issued within the last 12 months) |
|  Letter from Department for Work and Pensions confirming entitlement to State Pension or state benefits issued within the last 12 months |  Armed Forces card |
|  Current Tenancy Agreement |  Solicitor Letter |
|  Doctors Letter | |

The person certifying your documents must:

- 1 Sign and date the photocopy and state their name;
- 2 State their profession and either their full business address or their telephone number;
- 3 State that they have 'seen the original'.

What you need to do:

You'll need to upload the documents following the below advice.

- You've not covered any part of the page.
- All 4 edges of the page are in your photo.
- You can clearly see all the text.
- There's no shine from a light or window.
- The photo is not a screenshot from your phone as we don't accept these.
- If you are uploading your passport, image is the open book showing 2 pages.
- You can clearly see your face and all the text is in focus.
- We must be able to see all 4 corners of a clear, in focus document for it to be acceptable.

Please note, the person certifying your documents can not:

- 1 Be related to the applicant/account holder by birth or marriage;
- 2 Be a named party on the application/account.
- 3 Live at the same address as the applicant/account holder; or
- 4 Be unemployed or seeking asylum to live in the UK.



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We're happy to provide your documents in a different format, such as braille, large print or audio, just ask us when you get in touch.

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