

Customer Identification Documents

Important information about your ID documents

- If you've changed your name since the ID was issued, please provide the relevant supporting documents to prove this.
- Make sure that your full name (including all middle names, where applicable) and full address matches on both your application and ID provided.
- You can't use the same document to prove your identity and to prove your address. You can't use two documents from the same source.
- Occasionally we may need to complete additional checks and ask you to provide us with other documents.
- We'll keep a copy of the ID provided.
- **Please don't send original documents via post.**

List 1 – Proof of name

- **Passport – UK/Irish.** Must be in date and signed.
- **Passport – Non-UK/Non-Irish** with valid right to remain such as Biometric Residence Permit, settled or pre-settled status or a valid Visa. Visitor Visa is not acceptable.
- **Full or provisional UK photocard driving licence.** Must be in date.
- **National ID Card/Citizen Photocard EU/EEA/Swiss** with valid right to remain such Biometric Residence Permit, settled or pre-settled status or a valid Visa. Visitor Visa is not acceptable.
- **Biometric Residence Permit issued by the UK Home Office.** Must be in date.

List 2 – Proof of address

- **Full or provisional UK photocard driving licence.** Must be in date.
- **UK paper driving licence.** Must be in date.
- **Notification of entitlement to UK state pension or government benefits.** Must be the most recent and less than 12 months old.
- **Bank, building society, credit card or credit union or mortgage statement.** Must be most recent and less than 3 months old, except annual statement which must be less than 12 months old.
- **Utility bills (not mobile phone or TV licence)** Must be most recent and less than 3 months old, except annual statement which must be less than 12 months old.
- **Annual council tax bill.** Must be the most recent and from the current tax year.
- **HMRC correspondence including name, address and permanent NI number.** Must be less than 12 months old.

If you're under 18 and unable to provide a document from List 1 and/or List 2 above. Please note, we don't accept applications from anyone under 16.

List 1 – Proof of identity

- **Birth certificate**
- **Adoption certificate**

List 2 – Proof of address

- **Parents proof of address from list 2 above.** Address must match application.
- **Letter from school, college, educational or care institution, including letters from Youth Offence Team.** Must be most recent and less than 12 months old.

If you do not have two documents that meet these requirements, please call us. We might be able to suggest other documents you can send.

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