

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.
- The name and address detailed on your ID must be the same as the name and address you provided us during your application.
- Ensure 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	List 2 – Proof of address
◦ Passport – UK/Irish. Must be in date and signed ◦ Passport – Non-UK/Non-Irish with valid right to remain such as online visas, including those with settled or pre-settled status, a share code must be included. Visitor visas are 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 as settled or pre-settled status or a valid visa, a share code must be included. Visitor visas are not acceptable.	◦ 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.*

* We can accept equivalent documents from a non-UK country to update details on existing accounts, ensure all documents are written in English.

If you cannot provide the documents required from the above list please see next page.

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The below options are available for customers who cannot provide a document from the above List 1 (Proof of identity) and List 2 (Proof of Address).

If you cannot provide a document from the list below, you can visit us at your local branch.

If you are under 18 and unable to provide a document from Page 1	If you are applying for a Basic Account and unable to provide a document from List 1	If you have Power of Attorney (POA) and are opening an account on behalf of a donor
List 1 (Proof of identity) ◦ Birth Certificate ◦ Adoption Certificate List 2 (Proof of Address) ◦ Parents proof of address from list 2 Address must match application. For under 13s, another document must be obtained to confirm the family link/guardianship (a long-form version of a birth certificate, an adoption certificate, or a guardianship order). For 13-17 year olds, this is only required where the surname of applicant and parent/guardian does not match. ◦ Letter from school, college, educational or care institution including letters from Youth Offence team. Must be most recent and less than 12 months old.	◦ Notification of entitlement to UK state pension or government benefits. Must be the most recent and less than 12 months old. ◦ HMRC correspondence including name, address and permanent NI number. Must be less than 12 months old. ◦ UK paper driving licence. Must be in date.	A POA is an authorisation to act on someone else's behalf in legal and business matters. Please provide: ◦ a copy of the POA document; and ◦ one document from List 1 and one document from List 2 as listed on page 1
If you are an international student applying for a Basic Current Account and cannot provide document from List 2 (Proof of address)	If you are letting us know about a bereavement or registering a Power of Attorney (POA) and cannot provide standard ID	If you have Power of Attorney and are acting in a professional capacity
◦ Letter issued by a university, college or educational institution confirming UK study. Must include your name, course details and address. Must be less than 12 months old.	◦ Notification of entitlement to UK state pension or government benefits. Must be the most recent and less than 12 months old. ◦ HMRC correspondence including name, address and permanent NI number. Must be less than 12 months old. ◦ UK paper driving licence. Must be in date.	◦ If you're a solicitor authorised by the Solicitors Regulation Authority in England and Wales or the Law Society of Scotland or Northern Ireland, please provide your registration details or copies of your practice certificates. ◦ If you're an accountant and a member of the Institute of Chartered Accountants, please provide your registration details or member's certificate
		If you're a Donor or Granter (Scotland) Please provide one document from List 1 and one document from List 2. Alternatively, if the donor has lost their mental capacity as stated in the POA document, one of the following documents can be provided: ◦ Court of Protection order ◦ Court registered enduring Power of Attorney ◦ Guardianship order (Scotland)

Santander can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format please visit santander.co.uk/alternativeformats. For more information, ask us in branch or give us a call. If you are deaf, have hearing loss or speech loss, please use Relay UK at relayuk.bt.com. This is a free service that can help you communicate over the phone. If you're using British Sign Language (BSL) and would like to use video relay, you can learn more at santander.co.uk by searching 'accessibility'.