



Customer identification requirements for UK residents

If you're a **Business Banking customer**, please refer to our separate **Customer identification requirements for Business Banking customers document**.

We need to ensure that we know our customer and, in certain circumstances, identify that customer to comply with the Money Laundering Regulations. These regulations aim to prevent criminals from using financial products and services to launder money. They also protect you from criminals who might try to use your identity without your knowledge.

Information

Before applying for any of our accounts here is a list of the info you will need:

- Valid email address.
- Mobile number.
- Three years address history.
- Job start date (not required for 11213 Student Account or international students applying for an Essentials Current Account).
- Yearly income and outgoings (for example any student loan for 11213 Student Account or Essentials Current Account).

What you need to do

If you're an existing customer

- You may be required to provide one identification (ID) document from List 1.
- You may be required to provide an additional ID document from List 2, (for instance if you've recently moved address and our records haven't been updated).

To be an existing customer, you must hold an active account with Santander UK. This excludes the following products: Sharesave, Paymentcare, Santander Shareholder Account, Child Trust Fund, Basic Current Account, Essentials Current Account, and any general insurance products, life protection products including Royal London products. Please find more information overleaf for additional requirements for certain circumstances.

If you're a new customer

- Please provide one ID document from List 1 **and** one ID document from List 2.
- One of the documents must be proof of address.

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.
- You can't use the same document to prove your identity and to prove your address, nor can you use two documents from the same source (eg DWP and Jobcentre).
- 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.

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit [santander.co.uk/alternativeformats](https://www.santander.co.uk/alternativeformats) for more information, ask us in branch or give us a call.

Customer identification requirements for UK residents (Continued)

List 1 (Proof of identity)	List 2 (Proof of address)	List 2 (Proof of address continued)
<ul style="list-style-type: none"> ■ Passport – UK/EEA (unexpired and signed) ■ Passport – non UK/non EEA (unexpired with a valid visa) ■ Unexpired UK/EEA (or Switzerland) photocard driving licence (the date of the licence and photograph must be in date) ■ EEA or Switzerland national identity card ■ Northern Ireland voters card ■ UK ID card for foreign nationals ■ Unexpired Biometric Residence Permit ■ Unexpired UK old style driving licence (not provisional) ■ Notification of entitlement to state/local authority benefit* ■ Notification of entitlement to tax credit* ■ Notification of entitlement to pension from the DWP* ■ Educational grant/loan/bursary* ■ Notification of entitlements to other government/local authority grant* ■ HMRC (HM Revenue & Customs) coding/assessment/statement/tax credit document* (not P45/P60s) 	<ul style="list-style-type: none"> ■ Unexpired UK/EEA (or Switzerland) photocard driving licence (the licence and photograph must be in date) ■ Unexpired UK old style driving licence (not provisional) ■ Annual council tax bill/demand letter* ■ Notification of entitlement to state/local authority benefit* ■ Notification of entitlement to tax credit* ■ Notification of entitlement to pension from the DWP* ■ Notification of entitlement to educational loan/grant* ■ Notification of entitlement to other government/local authority grant* ■ HMRC coding/assessment/statement/tax credit document* (not P45/P60s) ■ Bank statement** ■ Utility bill (not mobile phone, satellite/cable TV bills)** ■ Credit card statement** 	<ul style="list-style-type: none"> ■ Local council rent card or tenancy agreement* ■ HMRC correspondence including name, address and permanent NI number* ■ Pension/benefit correspondence from the DWP* ■ Instrument of a court appointment e.g. Probate or Court registered Power of Attorney ■ Confirmation from your work/school/college/university/care institution confirming your name, address and details of employment/student/residence status (Students and under 18s only)* ■ Printout of digital UCAS AS12 letter (students only)*

* Must be the most recently issued and less than 12 months old.

** Must be the most recently issued and less than three months old (except for annual utility bills/bank statements which must be less than 12 months old).

Here to help

If you're unable to meet the identification requirements detailed above, we may still be able to help. Please call us on +44 0800 030 4321. (Monday to Friday 8am to 9pm and Saturday 8am to 4pm GMT. Please check the local rates for call charges).

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Customer identification requirements (if you're under 18 or an international student or a Power of Attorney)

If you're under 18 and unable to provide a document from List 1 or List 2 from Page 1	If you're an international student applying for the Essentials Current Account	If you're a Power of Attorney (POA)
<p>Please provide one document from List 1 and one document from List 2.</p> <p>List 1 (Proof of Identity):</p> <ul style="list-style-type: none"> ■ Birth Certificate ■ NHS medical card ■ Adoption certificate ■ Young person's PASS card ■ Unexpired Biometric Residence Permit <p>List 2 (Proof of Address):</p> <ul style="list-style-type: none"> ■ Parents ID documentation from List 2. ■ Confirmation from your work/school/college/university/care institution confirming your name, address and details of employment/student/residence status issued within the last 12 months. 	<p>Please provide one document from List 1 and one document from List 2.</p> <p>List 1 (Proof of Identity):</p> <ul style="list-style-type: none"> ■ EEA or Switzerland national identity card ■ Passport – UK/EEA (unexpired and signed) ■ Passport non-UK/non EEA (unexpired with a valid visa) ■ Unexpired Biometric Residence permit <p>List 2 (Proof of Address and account eligibility):</p> <ul style="list-style-type: none"> ■ A letter of acceptance/admission from the university/college/school confirming UK study details (this must include your name, course details, dates, name and contact number and UK home address) ■ A letter of introduction for UK banking facilities from the university/college/school ■ A student ID card issued by a recognised UK University. ■ Printout of digital UCAS AS12 letter 	<p>A POA is an authorisation to act on someone else's behalf in legal and business matters.</p> <p>Please provide:</p> <ul style="list-style-type: none"> ■ a copy of the POA document; and ■ one document from List 1 and one document from List 2 as listed on page 1. <hr/> <p>If you're a Power of Attorney acting in a professional capacity</p> <ul style="list-style-type: none"> ■ 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 members certificate. <hr/> <p>If you're a Donor or Granter (Scotland)</p> <p>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:</p> <ul style="list-style-type: none"> ■ Court of Protection order ■ Court registered enduring Power of Attorney ■ Guardianship order (Scotland).

Here to help

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Customer identification requirements for EU Basic Account applications only (excluding UK residents)



Information

Before applying for any of our accounts here is a list of the info you will need

- Valid email address.
- Mobile number.
- Three years address history.

Please provide one document from List 1 **and** one document from List 2. You can't use the same document to prove your identity and to prove your address, nor can you use two documents from the same source. One of the documents must be proof of address which matches exactly the address you provide on your application form. If you don't meet the ID requirements, we may be unable to process your application for a EU Basic Account.

List 1 (Proof of identity)	List 2 (Proof of address)
<ul style="list-style-type: none"> ■ Passport – UK/EEA (unexpired and signed) ■ Passport – non UK/non EEA (unexpired with a valid visa) ■ Unexpired UK/EEA (or Switzerland) photocard driving licence (the licence and photograph must be in date) ■ EEA or Switzerland national identity card ■ Government Issued Asylum Seeker/Refugee document (Must be in date with photo)*** 	<ul style="list-style-type: none"> ■ Bank statement* ■ Utility bill (not mobile phone, satellite/cable TV bills)* ■ Unexpired UK/EEA (or Switzerland) photocard driving licence (the licence and photograph must be in date) ■ Confirmation of unemployment benefit **

If you're a resident of Bulgaria or Greece both List 1 and 2 documents need to be translated, unless the English version is included.

* Must be the most recently issued and less than three months old (except water bills – less than 12 months old).

** Must be the most recently issued and less than 12 months old translated in English and notarised (see below).

*** Must be translated to English and notarised (see below).

Important information

Make sure that all the pages of your ID which include important information such as personal details or transaction information are provided.

Translation and notary requirements	Example of notarisation
<p>All documents where translation in English is required must be notarised by an approved notary or bank official.</p> <p>The certification must:</p> <ul style="list-style-type: none"> ■ be signed and dated within the last 3 months; ■ confirm the original has been seen (this must be written on the copy of the documents); and ■ contain the name, title, position, address and contact details of the notary. 	<p>Please ask the person notarising your documents to include the following:</p> <p><i>I certify that this is a true copy of the original (document type) and has been translated from (original language) to English and the translation is a true translation from the original.</i></p> <p><i>Jim Jones @ signature</i></p> <p><i>01/01/2016</i></p> <p><i>Bank Manager, Bank of Germany, P.O. Box 1179 Sentrum, 10623 Berlin, Germany</i></p> <p><i>Tel : 1226578899</i></p> <p><i>Email: Jimjones@hotmail.com</i></p>

Here to help

If you are an EU resident (excluding the UK) and aren't able to meet the identification requirements detailed above we still may be able to help. Please call 0800 9 123 123 or +44 1908237 963 when calling from outside the UK. Lines are open Monday to Friday 8am-9pm and Saturdays 8am-4pm (GMT).

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