

# CHECKLIST FOR VERIFYING YOUR IDENTITY, BANK ACCOUNT AND CERTIFYING YOUR DOCUMENTS

If we have asked for additional documentation to verify your identity and/or nominated bank account details, this handy guide should help you through the process.

## VERIFYING YOUR IDENTITY

### Acceptable documents to verify your identity

We need **one** of the following Government issued documents (please tick/select the appropriate box).

- ☐ Valid, signed and in date passport\* (if sending in your passport please ensure your bank statement shows your current address)
- ☐ Valid, in date UK photo card or old-style paper driving license\*
- ☐ Firearms certificate or shotgun license\*
- ☐ HMRC tax notification (excluding self-assessment documents)
- ☐ Recent evidence of entitlement to a state pension or local authority benefit (for example state pension, tax credit or housing benefit)

\*These documents need to be certified photocopies, please do not send original documents. On the following page you'll find guidance on how to certify your documents.

## VERIFYING YOUR NOMINATED BANK ACCOUNT

### Acceptable documents to verify your nominated bank account

We need **one** of the following documents (please tick/select the appropriate box).

- ☐ An original bank or building society statement or an electronic statement downloaded from your banking online facility, showing your latest transactions dated within the last three months which displays your full name, sort code and account number
- ☐ A cheque marked 'cancelled' and crossed through<sup>#</sup>
- ☐ A paying-in slip from a paying-in book<sup>#</sup>

**If the evidence you're sending in does not show your address, please also send us one of the following:**

- Utility bill (dated within the last three months)
- Local authority tax bill
- Formal court document (e.g. Judgement or Order, Grant of Probate)
- Letter confirming your residency at a nursing home on their headed paper<sup>#</sup>

<sup>#</sup> These must be original documents and sent to us by post, (we cannot accept copies via the Online Service or Secure Document Upload facility). These will be securely destroyed rather than returned to you.

## HOW TO UPLOAD OR SEND US YOUR DOCUMENTS

### Applied via the Online Service

You can upload your documents by logging in via [familybuildingsociety.co.uk/online-service-login](https://familybuildingsociety.co.uk/online-service-login) and visiting the 'Account overview' page.

### Applied via the Online Service, by post or branch

You can:

- Upload your documents via our Secure Document Upload facility at [familybuildingsociety.co.uk/file-upload](https://familybuildingsociety.co.uk/file-upload). Please select 'Customer Service – savings'
- Post<sup>^</sup> them to: Family Building Society, Ebbisham House, 30 Church Street, Epsom, Surrey KT17 4NL
- Bring them to our Epsom branch: Family Building Society, Ashley Square, Epsom, Surrey, KT18 5DD.

**Please note that due to security, we cannot accept proof of identification via email.**

<sup>^</sup> For your protection, we advise against sending original documents through the post. All documents received will be sent back to your home address when your identity has been confirmed.

Continued overleaf >

## CERTIFYING YOUR DOCUMENT CHECKLIST

When confirming your identity, it's important that documents are correctly certified otherwise we may not be able to accept them. This guide will help take you through the process.

### Who can certify my document?

Please note that a family member **cannot** certify your document.

Your chosen certifier (please tick/select the appropriate box).

- ☐ A solicitor/lawyer
- ☐ An accountant
- ☐ A bank or building society official
- ☐ An Independent Financial Advisor (IFA)
- ☐ A mortgage broker
- ☐ A medical doctor

### How to get a document certified

- ☐ Take a photocopy of your document and take that **and** the original document to the person certifying your copy

### Information the certifier must include

Please tick each box to confirm **all** the following information has been included on the copy.

- ☐ Wording: 'I certify this to be a true copy of the original'
- ☐ Dated within the last 12 months
- ☐ Full name
- ☐ Signature
- ☐ Job title
- ☐ Business address or business stamp
- ☐ Contact details

You can find more information on certifying your documents at [familybuildingsociety.co.uk/certifying-documents](https://familybuildingsociety.co.uk/certifying-documents)

**FOR MORE INFORMATION CONTACT OUR  
FRIENDLY AND HELPFUL TEAM.**

If you need this document in an alternative format please call us on **03330 140144**.

To find out more, please contact our Family Service Team:



**familybuildingsociety.co.uk**



**03330 140144**



**savings.service@familybsoc.co.uk**

**EBBISHAM HOUSE  
30 CHURCH STREET  
EPSOM  
SURREY  
KT17 4NL**

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