Confirming Your Identity

The Stafford Building Society

What Identification (ID) we accept and how to get your ID certified

To verify your ID, The Stafford Building Society requires to see either the original document or a certified copy of your identification. If a copy is provided, each document must be certified with the following information:

- **'Certified to be a true copy of the original and I can confirm the ID is in true likeness to the person'** must appear on the document.
- The certifier must sign and date the document within the last three months.
- Their name must be printed clearly beneath the signature.
- The certifier must include their occupation, business address, and business telephone number.

The person certifying the document may charge a fee which will not be reimbursed and may also be contacted by The Society to validate the information provided.

Your document must be certified by a professional person or someone of good standing in your community. Below are a few examples of acceptable certifiers:

- Solicitor
- Local or County Councillor
- Minister of Religion
- Accountant
- Bank/Building Society Official
- Independent Financial Advisor
- Post Office
- Police Officer
- Dentist
- Lecturer
- Teacher
- Civil Service Worker

Please Note: The person who certifies your ID should **not**:

- Be related to you,
- Be living at the same address or,
- Be in a relationship with you.

If we are unable to verify your identity, we may need to ask for your original identification documents or additional ID from the lists below.

List A - Proof of Name - Type of Document

Valid full UK driving licence, including the old paper style version
Valid provisional UK photocard driving licence
Valid full UK passport or EU member state ID card
UK-based bank or building society statement (must be less than 3 months old)
UK-based bank or building society credit card statement (must be less than 3 months old)
Letter from Benefits Agency (DWP or housing benefits), including Universal Credit welcome letters (must be less than 12 months old)
Valid student ID card from a recognised UK university or valid NUS card clearly showing photo and date of birth

Table 1

List B - Proof of Address - Type of Document

Valid full UK driving license, including the old paper style version
Valid provisional UK photocard driving license
UK-based bank or building society statement (must be less than 3 months old)
UK-based bank or building society credit card statement (must be less than 3 months old)
UK mortgage statement (must be less than 12 months old)
UK gas or electricity bill (must be less than 3 months old)
UK landline telephone bill (not mobile phone; must be less than 3 months old)
UK water bill (must be less than 12 months old)
UK council tax bill (must be less than 12 months old)
UK Credit Union statement (must be less than 3 months old)
Benefit letter from your local housing authority (must be less than 12 months old)
Tenancy agreement from a housing association or a council (Must be the most recent agreement)
Letter from a recognised university or college (Must be less than 12 months old)

Table 2

Confirming Your Identity

Confirming identity of someone under the age of 16

Where the child is under 16, we only require a birth certificate. For those aged 16 to 18 who cannot provide documents from List A and List B, we will require the identification shown in the table below.:

Under 18 – Proof of Name	Under 18 – Proof of Address
• Original birth certificate • NHS medical card	• Parent's ID Documentation (as per List A and B) • Confirmation letter from the child's employer, school, college, university or care institution confirming their name, address, details of employment, student or residence status issued within the last 12 months • National Insurance Letter

Table 3

Next steps

If you bring your ID to a branch, a member of staff will take a copy of the original or certified documents and return them to you straight away.

You can send certified ID electronically by a few ways. If you are registered on our online platform, you can send secure messages there with your ID attached. Please include your full name and reason for sending the ID in your message. You can also send your certified ID to us via encrypted email to savings@srbs.co.uk for savings or mutual@srbs.co.uk for mortgages. Finally, you can use our secure upload links below:

- For ID relating to mortgages: www.srbs.co.uk/contact-us/secure-mortgages/
- For ID relating to savings:www.srbs.co.uk/contact-us/secure-savings/

Where ID is provided electronically, we will download and store it securely in line with our Data Protection Policies before proceeding.

For documents sent by post, please make sure they are sent securely, for example by using Registered Post or an equivalent secure delivery service.

PLEASE NOTE: Do not send original forms of ID via the postal service. All forms of ID sent by the postal service should be certified copies to avoid them being lost in the post.

Should we need further identification, a member of staff will contact you. To contact the Society for help with ID requirements or advice on how best to send your documents, you can reach us via:

Telephone:	01785 223 212
Email:	mutual@srbs.co.uk (For mortgages) savings@srbs.co.uk (For savings)
In person:	Our Branch opening times are: **Monday**: 9am – 3pm **Tuesday**: 9am – 3pm **Wednesday**: 10am – 3pm **Thursday**: 9am – 3pm **Thursday**: 9am – 3pm **Friday**: 9am – 3pm **Saturday**: 9am – 12pm (Please note that our telephone lines are closed on Saturdays, although our branch remains open.) **Sunday**: Closed

Do you need additional support?

We want every member to feel supported. If there's anything we can do to make things easier for you, for example, if you're living with a health condition, disability, or other personal circumstances, please let us know so we can support you in the way that works best for you.