

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

To verify adults' ID, The Stafford Building Society will run electronic ID checks. In the instance where we are unable to verify this way, we will need 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 as seen by me'** must appear on the document.
- The certifier must sign and date the document within the last three months.
- The certifier's full 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 one of the following acceptable certifiers:

- Solicitor or Barrister
- Minister of a Recognised Religion
- Certified Accountant
- Bank/Building Society Official
- Police Officer
- Doctor
- Dentist or Pharmacist
- Lecturer or Teacher
- Independent Financial Advisor (FCA Regulated)

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,
- Or have any beneficial interest in the relationship.

Overseas certification: Accepted where certified by a UK Embassy/Consulate, a registered overseas lawyer, or a regulated overseas bank.

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 Identity - Type of Document

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|---|
| Valid full UK driving licence, including the old paper style version |
| Valid provisional UK photocard driving licence |
| Valid passport (For mortgage applications: evidence of right to reside, e.g. Share Code/Visa) |
| Biometric residence permit or EU/EEA identity card |
| Firearms certificate or shotgun licence |
| Identity card issued by the Electoral Office for Northern Ireland |

List B - Proof of Address - Type of Document

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|---|
| Valid full or provisional UK driving licence, including the old paper style version |
| UK Council tax bill (must be less than 12 months old) |
| UK based Bank or Building Society statement (must be less than 3 months old) |
| UK Mortgage statement (must be less than 12 months old) |
| UK Utility bill (must be less than 3 months old) |
| UK Water bill (must be less than 12 months old) |
| HMRC Notice of Coding (Issued within the last 12 months) |
| State Pension letter (Issued within the last 12 months) |
| Letter from Benefits Agency (DWP or housing benefits), including Universal Credit welcome letters (must be less than 12 months old) |

Confirming Your Identity

What Identification (ID) we require - New Account Opening

In all instances where we are unable to verify your ID electronically, the Society will contact you to request original or certified ID, as below. Electronic ID verification is only undertaken on adults.

| | |
|--|---|
| Opening a new account - Adult | <ul style="list-style-type: none">One item from list A and one item from list B, for all account holders. |
| Opening a new account - Child aged under 16 (an adult authorised signatory is required to be party to the account) | <ul style="list-style-type: none">A birth certificate (either full or short) or valid passport.One item from list A and one item from list B, for the adult authorised signatory to the account. |
| Opening a new account - Child aged 16 or 17 | <ul style="list-style-type: none">One item from list A and one item from list B, for both the child and any adult authorised signatory. If the child does not have the relevant documents, contact us to discuss alternative acceptable identification. |

What Identification (ID) we require - Changes to Existing Account(s)

In all instances where we are unable to verify your ID electronically, the Society will contact you to request original or certified ID, as below.

| | |
|---|--|
| Change of address (adult) or proof of residency | <ul style="list-style-type: none">One item from list B. |
| Change of address (child) | <ul style="list-style-type: none">If aged under 16: One item from list B for the adult authorised signatory to the account. If ages 16-17, one item from list B for the child. If the child doesn't have list B documentation, then it should be in the name of any authorised signatory on the account or in the name of a parent/legal guardian at the same address. |
| On maturity of a child's account | <ul style="list-style-type: none">One item from list A and one item for list B. |
| When registering a Power of Attorney | <ul style="list-style-type: none">If the Attorney is already a member, one item from list A. For non-members, one item from list A and one item from list B. |
| To reactivate an inactive account | <ul style="list-style-type: none">One item from list A and one item from list B |
| Executors and Personal Representatives of a deceased member (where a solicitor is not acting on behalf of the estate) | <ul style="list-style-type: none">If Executor or Personal Representative is already a member, one item from list A. For non-members, one item from list A and one item from list B. |
| To register a Lost Passbook | <ul style="list-style-type: none">One item from list A. |

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:

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|------------|--|
| Telephone: | 01785 223 212 Monday: 9am – 5pm Tuesday: 9am – 5pm Wednesday: 10am – 5pm Thursday: 9am – 5pm Friday: 9am – 5pm Saturday, Sunday & Bank Holidays: Closed |
| 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 Friday: 9am – 3pm Saturday: 9am – 12pm Sunday: Closed Bank Holidays: 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. Please also speak to us if your circumstances mean that you are unable to meet standard identity requirements.