

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 and true likeness of the individual'** 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,
- Be in a relationship with you,
- 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 ID documents or additional ID from the lists below.

List A - Proof of Identity - Type of Document

Valid full UK driving licence, including the old paper style version
Valid provisional UK photocard driving licence
Valid UK Passport
Biometric residence permit or EU/EEA identity card
National Identity Card issued by an EEA or recognised foreign government
UK Armed Forces Identity Card
HM Forces Veteran Card
Firearms Certificate or Shotgun Licence
Electoral Identity Card issued by the Electoral Office for Northern Ireland
PASS-accredited card (e.g. Citizen Card)

List B - Proof of Address - Type of Document

Valid full or provisional UK driving licence, including the old paper style version
Council Tax Bill (within last 12 months)
Utility Bill, excluding mobile phone bills (within last 3 months)
Water Bill (within last 12 months)
Bank or Building Society Statement (within last 3 months)
Credit Card Statement (within last 3 months)
Mortgage Statement (within last 12 months)
Pension Statement (within last 12 months)
HMRC Tax Assessment, Tax Calculation or other HMRC correspondence (within last 12 months)
State Pension Letter (within last 12 months)
DWP, Universal Credit, Housing Benefit or other government benefits correspondence (within last 12 months)
Housing Association correspondence (within last 12 months)

The Stafford Building Society is a trading name for The Stafford Railway Building Society. The Stafford Railway Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA Register Number 206063

Confirming Your Identity

Alternative Documentation

The Society recognises that some customers may be unable to provide standard forms of identification. Where this applies, alternative documentation may be accepted. Customers requiring reasonable adjustments or alternative identification arrangements should contact the Society for assistance.

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	One or more documents from list B.
Change of address (child)	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	One item from list A and one item for list B.
When registering a Power of Attorney	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	One item from list A and one item from list B
Executors, Administrators and Personal Representatives of a deceased member (where a solicitor is not acting on behalf of the estate)	If Executors, Administrators and/or Personal Representatives are 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	One item from list A.

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 (18 or over)	Where we are unable to verify your identity electronically, or where additional due diligence is required, we may request one or more documents from List A and/or List B together with any additional supporting documentation considered necessary.
Opening a new account - Child aged under 16 (an adult authorised signatory is required to be party to the account)	- 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	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.

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.

Where additional verification is required, we may ask you to provide documents through a secure digital verification service or by providing original or certified copies of your identification documents.

You can send certified ID electronically in a number of ways. If you are registered on our online platform, you can use the secure message service to send your ID to us. Please include your full name and reason for sending the ID in your message. You can also send your certified ID to us via 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.

Important: Original identity documents should not be sent by post. Please provide certified copies only and consider using a tracked postal service for added security.

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 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

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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.