

# Identity Requirements

## Get your account up and running

If we've asked you to confirm your name and/or address, the tables below show the documents we will accept.

The name and address shown on your documents must match exactly with those stated in your application (documents with just initials, or showing first and middle names in the opposite order, are not acceptable).

If sending copies (where accepted – see below), please make sure that all personal details and reference numbers are clearly visible (e.g. passport or driving licence number, bank account number and sort code, invoice number, customer reference number, etc.).

Any of the following documents are acceptable to confirm your identity. You only need to send one from the list.

### Identity

#### Passport

*Must be current, valid and signed - a photocopy is acceptable.  
If sending a copy, please send the personal details page (the one with your photo).*

#### Non-EU Passport Holders

*In addition to your passport you will also need to provide a copy of your Residence Permit issued by the UK Home Office.*

#### National Identity Card for EU Nationals

*Must be the original Card, current and show your full first name and surname (initials are not acceptable).*

#### Current UK Driving Licence

*Must be current, valid and signed - a photocopy is acceptable for licences issued in England, Scotland and Wales. An original is required for those issued in Northern Ireland.  
If sending a copy, please send the personal details side of your licence (the one with your photo and showing your address).*

#### Firearms Certificate / Shotgun Licence Certificate

*Must be the original Certificate, current and show your full first name and surname (initials are not acceptable).*

Any of the following documents are acceptable to confirm your address. You only need to send one from the list.

### Address

#### Current UK Driving Licence

*Must be current, valid and signed - a photocopy is acceptable for licences issued in England, Scotland and Wales. An original is required for those issued in Northern Ireland.*

*If sending a copy, please send the personal details side of your licence (the one with your photo and showing your address).*

**Not acceptable as proof of address if also being used to confirm identity.**

*Confirmation of entitlement to state or local authority benefits (including pension, tax credit, child benefit, housing benefit, educational grants, winter fuel bill, etc.)*

*Must be an original document and dated within the last 12 months.*

#### Local Authority Housing Benefit Letter

*Must be an original letter and dated within the last 3 months.*

#### HMRC tax code notification (not a P45 or P60)

*Must be an original document and dated within the last 12 months.*

**UK Bank or Building Society statement (must not be printed from your online banking account or an ATM machine)**

*Must be an original statement and dated within the last 3 months.*

#### Mortgage statement from a recognised lender

*Must be an original statement and dated within the last 12 months.*

#### Local Authority Council Tax Demand

*Must be an original document and valid for the current year.*

#### Household utility bill

*Must be an original bill and dated within the last 3 months.*

#### Letter from College / University

*Must be an original letter and dated within the last 12 months.*

#### Care Home Invoice (Power of Attorney applications only)

*Must be an original invoice and dated within the last 3 months. Please note invoice has to be for residential care.*

**If you're unable to supply the documents listed above please call us on 0800 032 9999 to discuss what other documents may be acceptable.**

**Please turn over for further information.**

### Where to send your documents

Please send your documents to the following address:

Charter Savings Bank  
PO Box 855  
Wallsend  
NE28 5BL

If you are sending important or original documents to us, you might also want to send them by Special Delivery for your own peace of mind.

We'll send back your documents once they've been reviewed.

### Your identity document checklist

- If we've asked you to confirm both your name and address, have you included a document from both the Identity and the Address tables overleaf?
- Do your documents show your full first name and surname where used to confirm your identity?
- Does the document you are providing for proof of address show the same residential address you stated in your online application?

**We can provide literature in large print, Braille and audio. Please ask us for this leaflet in an alternative format if you need it.**