

Registered Office: Granville House Festival Park Hanley Stoke-on-Trent ST1 5TB
Customer Services Tel: 01782 255189 Fax: (01782) 873169
Visit Our Website at www.thehanley.co.uk or E-mail us at Customerservices@thehanley.co.uk

IDENTIFICATION

In accordance with legislation under the Money Laundering Regulations, in order to prevent fraud and also to protect your interests, we are required to take steps to verify the identity and address of all members of the Society.

When you are opening a new account, you will be asked to provide **one** of the items listed below to verify your personal **identity** and **one** to provide evidence of your **residential address**. If you are opening an account in person, original documents will be required in all instances.

Evidence of Personal Identity

- Current signed Passport.
- Residence Permit issued by Home Office.
- Current UK Photo-card driving licence.
- Current full driving licence (old style).
- Benefit Book or original letter from the Benefits Agency confirming the right to benefits.
- Building Industry sub-contractors' Certificate issued by Inland Revenue.
- Inland Revenue tax notification.

For minors and young people up to the age of 18, the following may also be acceptable:

- Full Birth Certificate and verification of parent or guardian's name and address.
- Medical Card or Library card.
- Recognised travel pass bearing photograph and signature.

Evidence of Residential Address

- Utility bill or certificate from a supplier of utilities or pre-pay terms (except mobile phone bill) .*
- Local Authority tax bill.*
- Driving licences as previously described (if not used for name identification).
- Bank, Building Society or Credit Union statement or passbook showing current address.*
- Most recent mortgage statement from a recognised lender.*
- Local council rent card or tenancy agreement.*
- Benefit Book or original letter from the Benefits Agency confirming the right to benefits (if not used for name identification).

**Each item in this list to be no more than 3 months old*

POSTAL AND NON FACE TO FACE APPLICATIONS

For postal or non face-to-face applications from inside the UK and overseas, our current internal procedures require documentary evidence (rather than reference details or electronic evidence); for your convenience and for security purposes, the above *certified* documents are acceptable.

For a resident UK national

Copies must be certified by one of the following:

- UK lawyer
- Banker
- Authorised financial intermediary
- MCCB regulated mortgage broker
- Accountant
- Teacher
- Doctor
- Minister of religion
- Postmaster/sub post master

Note: The person certifying the document must be contactable

Non-UK National/Non-resident UK National

Copies must be certified by one of the following:

- Embassy, Consulate or High Commission of the country of issue
- Senior Official within the account opening firm or group
- Lawyer or Attorney

For international students only:

- Staff in the registry of a UK higher education institution

Our Customer Services team are available to help you, contact details are shown at the top of the page.