

Confirming your identity

We do all we can to help protect our members against financial crime. An important part of this is confirming your identity. Usually we do this electronically but sometimes that's not possible. So that we can carry out a few checks on your identity, we need you to send us some evidence.

What you need to do

Please send us:

- ✓ one item from 'list A' (to confirm your identity)
- ✓ one item from 'list B' (to confirm your address)
- ⓘ We'll need to see two separate documents, we can't accept the same document for both identity and address checks. Please send a **copy** of your documents, not the originals.

On the odd occasion, we may need more evidence from you, depending on your circumstances. If this is the case, we'll let you know.

List A to confirm your identity

- ⓘ This should show your name in full.
 - Your current signed passport (identification page only)
 - Your current full or provisional photocard driving licence (front only)
 - Your current paper (old style) UK driving licence
 - Your current EU national identity card
 - Your current residence permit issued by the Home Office to EU nationals
 - Your HM Revenue & Customs (HMRC) self-assessment letters, coding letters or tax demand dated within the current financial year (not a P45 or P60)
 - Evidence of entitlement to a state or local authority funded benefit (from the Department for Work and Pensions (DWP), HMRC or local authority), issued in the last 12 months
 - Your local authority council tax bill (valid for the current year)
 - Your current firearms or shotgun licence

List B to confirm your address

- ⓘ This should show your current home address and should be in your name.
 - Your paper or online bank statement dated within the past 3 months (online statements must be in downloaded PDF format)
 - Your paper or online credit or debit card statement dated within the last 3 months (online statements must be in downloaded PDF format)
 - Your mortgage statement issued within the last 3 months
 - One of the following utility bills dated within the last 3 months:
 - Electric
 - Gas
 - Water
 - Landline
 - Broadband
 - Your local council rent card or tenancy agreement (within the past 12 months)
 - Your HMRC self-assessment letters, coding letters or tax demand dated within the current financial year (not a P45 or P60)
 - Evidence of entitlement to a state or local authority funded benefit (from the Department for Work and Pensions (DWP), HMRC or local authority), issued in the last 12 months
 - Your current full or provisional photocard driving licence (front only)
 - Your local authority council tax bill (valid for the current year)

Please check the following:

- Send us copies of your documents – we don't need originals. If you do send us an original document, we'll return it to you in the same way we received it (ie standard, recorded or special delivery).
- Copies of the documents you send to us are clear and legible.
- Full copies of documents must be received, we can't accept partial or folded documents.
- Any proof of address printed from the internet is from a downloadable PDF – we can't accept screenshots or print screens of webpages.
- Names and addresses on the documents you give as evidence are printed and not handwritten. They should be addressed to your current address.

- If you've lived at your address **for less than 3 months**, you also need to send us an extra item from list B as proof of your previous address.
- If we've asked you for certified copies in our covering letter, you'll need to send these to us.
- We can't accept the same document for both identity and address checks – please send 2 separate documents. One of these must show your date of birth.

If you have difficulty providing us with the documents in List A and List B, you can let us know using our online enquiry form at www.thepeoplespension.co.uk/contact-us or by calling us on **0300 2000 555**.

Why do you need to check my identity?

At B&CE we're committed to protecting our customers (and ourselves too!) against financial crime. An important way we do this is by checking the identity of our members, other customers and those acting on their behalf.

What if I'm acting on someone else's behalf?

Then the proof we need from you will depend on your situation. If your situation isn't covered by one of the following examples, please get in touch with us.

If you're acting as a court-appointed deputy:

- We need to confirm the identity and address of both you **and** the person you're acting for. Please make sure you read the enclosed letter to check if the evidence you send needs to be certified.
- We also need you to provide either an original or certified copy of the document appointing you as a deputy.

If you're acting as an attorney:

- We need to confirm the identity and address of both you **and** the person you're acting for. Please make sure you read the enclosed letter to check if the evidence you send needs to be certified.
- We also need you to send us either an original or certified copy of the document appointing you as an attorney.

Please note: if you're acting as an attorney under a lasting power of attorney, we'll need this to have been registered with the Office of the Public Guardian. If you're acting as an attorney under an enduring power of attorney, we'll need this to be registered with the Office of the Public Guardian if the donor has lost their cognitive ability.

If you're acting as an executor or personal representative of someone who has died:

- We need to confirm your identity and address. Please make sure you read the enclosed letter to check if the evidence you send needs to be certified.
- We also need you to provide either an original or certified copy of the documents granting probate or letters of administration.

If you're the beneficiary of someone who has died:

- We need to confirm your identity. Please make sure you read the enclosed letter to check if the evidence you send needs to be certified.

Use our online enquiry form at

→ www.thepeoplespension.co.uk/contact-us

☎ **0300 2000 555**

B&CE

B & C E Financial Services Limited
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