

Confirming your identity

We do all we can to help protect our members against financial crime. An important part of this is checking your documents to confirm your identity and address. Usually we do this electronically, but sometimes that's not possible.

So that we can carry out a few checks, we need you to send us some evidence.

Do you have a current full or provisional UK driving licence?

If you do, then please send it to us so that we can use it as evidence. We will only need to see the front of the card.

Don't have a current full or provisional UK driving licence?

Then you need to send us one item from list A to confirm your identity and one item from list B to confirm your address. We will not be able to carry out your request without both of these items.

List A What you need to do to confirm your identity

This should show your name in full. Please send us one of the following:

- Your current paper (old style) driving licence
- Your current signed passport (identification page only)
- Your EU/EEA 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)
- Your evidence of entitlement to a state or local authority funded benefit (from the Department for Work and Pensions (DWP), HMRC or local authority) **
- Your local authority council tax bill, valid for the current year
- Your current firearms or shotgun licence

List B What we need to confirm your address

This should show your current home address and should be in your name. Please send us one of the following:

- UK bank or credit/debit card statement*
- Current council tax bill, rent card or tenancy agreement**
- HMRC (HM Revenue and Customs) tax notification, coding letters, or tax demand (not a P45 or P60) **
- Mortgage statement*
- One of the following utility bills: electric, gas, water, landline, broadband*
- Local authority-funded benefit, Department for Work and Pensions, Jobcentre Plus, or Veterans UK letter confirming your right to benefits*

* Dated within the last 3 months, and online documents must be PDFs.

** Issued within the last 12 months.

Please check the following:

- Send us copies of your documents – we don't need originals. If you do send an original document, we'll return it to you in the same way you sent it, ie, standard, recorded or special delivery.
- Any proof of address printed from the internet is from a downloadable PDF – we can't accept screen shots or print screens of webpages.
- Names and addresses on the documents you give as evidence are printed, not handwritten. They should be addressed to your current address.
- If you've lived at your address **for less than 3 months**, you need to send us an extra item from the 'proof of address' documents for your previous address.
- If we've asked you for certified copies in our covering letter, you'll need to send these to us.
- 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.

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 or enduring power of attorney (donor has lost their cognitive ability), we'll need this to be registered with the Office of the Public Guardian.

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.

If you have difficulty providing us with the documents or your circumstances are not covered above, you can let us know using our online enquiry form:

www.thepeoplespension.co.uk/contact-us
or call us on 0300 2000 555.