

Before we can open an account for you, we are required by law to verify your identity and address. We are also required to maintain up to date identification for all our customers. This means we may require additional identification from time to time, even for customers who have held accounts with the Bank for some time.

We will carry out an electronic search to verify your identity as the account holder(s). If we are unable to verify your identity through an electronic search, we will ask you to provide additional documents to verify your identity. Acceptable identity and address documents are listed below.

We will require either two documents from List A where one must show your current address or one from List A and one from List B. Please ensure you read the 'Important points to note' section before sending us your documents.

Email: Please note that we can only accept documents sent to us from the email address provided on the application.

ID.Savings@shawbrook.co.uk

Postal: Please note for any customers using the postal option, the documents must be either an original or they will need to be certified as detailed below.

Correspondence Address:

Savings Team, Shawbrook Bank, Sunderland, SR43 4AG

LIST A	LIST B
A valid UK Driving Licence – Full or Provisional	Council Tax Bill – valid for the current year
A valid Passport Photo page and opposite page. (Accepted in Colour or Black and White)	Council Tenancy Agreement (within 6 months)
A letter or document showing entitlements to tax credits or Local Authority benefits – dated within the last 12 months	An electricity/gas or water, or landline telephone statement/bill showing your name and address – dated within the last 3 months
A letter or document showing entitlement to pension – dated within the last 12 months	A Bank or Building Society statement showing your name and address (within 3 months)
A letter or document from HMRC showing National Insurance number, tax code or UTR number	

IMPORTANT POINTS TO NOTE

- **We are unable to accept statements or bills printed or downloaded from the internet**
- **We can only accept documents sent to us from the email address provided on the application**
- **We can only accept documents by email that have been certified**
- **We can receive original or certified documents by post**

If you are unable to provide any documents from the lists provided, please telephone us on 0345 266 6611 to discuss possible alternative arrangements. We will do all we can to find a suitable alternative to take account of your individual circumstances, however we regret that we cannot open an account without necessary identification.

Certified Copies

The person certifying the document must declare that the original has been seen and if the document bears a photograph, they must state that it is a true likeness of the individual.

The certifier must also write the below on the document to prove validity.

- The wording required on proof of address documents are as follows **'I certify that this is a true copy of the original document'**
- The wording required on a photo ID document is as follows: **'I certify that this is a true likeness of (title and full name) and I have seen the original document'. The certifier must print their full name, sign and date it**
- **They must print their registration number for the board they are a member of**
- **They must add their occupation, business address and telephone number**

If you are applying for a business account then a person named on the business application or linked to the account or business cannot certify documents.

Authorised Certifier

- **Please note that retired practitioners are not permitted**

By "Authorised Certifier", we mean an Accountant, Bank or Post Office official, Barrister, Solicitor, Doctor, Dentist, Vet, Local Councillor, Person with Honours (MBE, OBE etc), Optician, Broker/Supplier who is a FCA Registered Individual, Nurse or Chairman/Director of Limited Company, Pharmacist, Chartered Legal Executive and Head Teacher.