
Close Brothers
Savings
Verifying your
identity & residency

Welcome to Close Brothers Savings

We are required under the UK's Money Laundering Regulations to verify the identity and residency of our customers. In the majority of cases we do this through credit reference agency, Equifax. Please be assured this check is not a credit search, and will only record the fact that we have requested an identification check on you. If we are unable to verify your identity using this service, we will be in touch to request additional supporting documents to verify your name and address.

Below you can find a list of the different documents we can accept as proof of your identity and/or residency. If you are unable to provide a document from the primary identity verification list, we can also accept a number of secondary documents. In this instance, you will need to provide two documents from list A, or one document from list A and one document from list B. The same document cannot be used for both identity and residency checks.

We do not advise customers to send in original copies of a document, as we are unable to accept liability for any loss or damage.

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Primary identity verification

- Valid passport
- Valid photocard driving licence
- Identity card issued by the Electoral Office for Northern Ireland

Secondary identity verification

List A

- Valid old style driving licence
- Current benefit book or original notification letter including state pension
- HMRC tax coding notification letter

List B

- Current utility bill (excluding mobile phone bills)
- Current bank statement (different to the one provided as evidence of your nominated bank account)
- Current council tax bill (valid for 12 months)

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Residency verification

- Current utility bill or statement (excluding mobile phone bills)
- Current bank /credit card statement
- Current bank or building society passbook incorporating full address
- Valid driving licence (new or old style)
- Current council tax demand letter or statement (valid

Frequently asked questions



What happens if I don't provide the documents requested?

Failure to provide relevant documentation will result in your account being closed, and your funds returned to your nominated bank account without interest. However, if for any reason you are unable to provide your documents, or you need some extra help, please give our Customer Services team a call on 020 3857 3050 (Monday to Friday, 9am - 5pm, excluding bank holidays) to discuss your options.



Do all institutions complete the same checks?

All financial institutions are required to have systems and controls in place to prevent money laundering and other financial crimes.



I've opened my account online and have been asked to upload my documents, how do I do this?

You can upload your documents as part of your online application by clicking the 'upload' button when prompted. Your documents must be in one of the following formats: PDF, JPG, JPEG.

If you are unable to upload your documents online, you can also send us your copies in the post. Please enclose a letter with a note of your online banking reference number to help us match up your documents to your application. This reference number will be given to you during your online application.



What happens if I don't have the documents requested?

If you are unable to provide the relevant documents, please contact our Customer Services team on 020 3857 3050 (Monday to Friday, 9am - 5pm, excluding bank holidays) to discuss your options.



What if I live in a care home and do not have standard documentation?

If you are currently residing in a care home, we will be able to accept proof of identity in the form of either a HMRC tax coding notification letter, or benefits notification letter from the Pension Service (please note, either letter provided must be dated within the last 12 months).

Contacting us is easy

savings@closebrothers.com

Close Brothers Savings, 10 Crown Place, London, EC2A 4FT

020 3857 3050

www.closesavings.co.uk

Anti-money laundering V03

Close Brothers Savings is a trading styles of Close Brothers Limited ('CBL'), a subsidiary of Close Brothers Group plc. CBL is registered in England and Wales with company number 00195626 and registered office at 10 Crown Place, London EC2A 4FT. Close Brothers Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, firm reference number 124750.

Your eligible deposits held by a UK establishment of Close Brothers Limited are protected up to a total of £120,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. Any deposits you hold above the limit are unlikely to be covered.

For further information, visit www.fscs.org.uk

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