

Customer ID

How to prove your name and address

Why do you need to prove your identity? When you open an account with us we'll ask you for proof of your name and address. We, like other financial institutions, are required to gather this information to verify your identity, prevent fraud, and to comply with money laundering regulations.

If you're an existing customer these requirements may be applicable if you open a new account or if you make changes to an existing account. However if you are an existing customer and we have received valid ID from you within the last 3 years then we may not need anything further from you.

Please provide one form of identification from List A, and one form of address verification from List B. These can be taken in to branch, sent to your local branch or our head office Savings Team at Furness Building Society, Emlyn Hughes House, Abbey Road, Barrow in Furness, Cumbria, LA14 5PQ.

Please be aware that we will keep a record of the ID you have provided, which will involve retaining a copy of your documents. These records are required to fulfil statutory obligations and will not be used for any other purposes. We reserve the right to use electronic searches to verify your identity. If we're unable to verify your identity, we'll contact you to discuss alternative options.

List A - Proof of who you are
Current UK Valid Passport
Current Full or Provisional UK photo-card driving licence (the date of the licence and photograph must be in date)
Current Full valid UK paper driving licence (must be accompanied by address verification)
Current and valid firearms certificate or shotgun licence
DWP or HMRC coding/assessment/statement/tax credit notification with NI number. (not a P45/P60 must be the most recently issued and less than 12 months old)
Evidence of entitlement to state/local authority benefit (most recently issued and less than 12 months old)
Evidence of entitlement to tax credit (most recently issued and less than 12 months old)
Current Full EU photo-card drivers licence

List B - Proof of where you live
Council Tax Bill - current tax year
Current Full or Provisional UK photo-card driving licence (the date of the licence and photograph must be in date)
Current Full valid UK paper driving licence
Bank, building society or credit card statement showing address (most recent, must be issued in last 3 months)
Utility bill (most recent, must be issued in last 3 months)
Court appointment instruction (e.g. Probate or Court registered Power of Attorney, must be issued in last 3 months)
Recent mortgage statement (must be most recent and issued in the last 12 months)
Evidence of entitlement to state/local authority benefit (must be most recent and issued in last 3 months)
DWP, pension service, job centre plus or local authority letter. Must include NI number (confirming right to benefits must be issued in last 3 months)

Under 18 - Proof of who you are
Current UK Valid Passport
NHS medical card
Birth/adoption Certificate (original only)
HMRC National Insurance notification letter (16/17)
Child benefit/tax credit document (last 3 months)
Young person's PASS card (Proof of Age Standards Scheme)
Current full or provisional UK photo-card driving licence (the date of the licence and photograph must be in date)

Under 18 - Proof of where you live
Parent's proof of address from List B above
A letter of introduction from school/college/university confirming name and address (must be on official letterhead)

What if I don't want to send an original document?

We can only accept original documents or a certified photocopy. Our branch colleagues will be happy to certify the documents for you, or alternatively we can accept a document certified by a person from the following list.

- Solicitor (registered with the relevant national professional body)
- Member of Parliament
- Chartered Accountant (registered with the relevant national professional body)
- Registered Doctor/Dentist
- Barrister
- Serving Police Officer
- Councillor (Local or County)
- Regulated Financial Services Intermediary
- Justice of the Peace
- Officer of the armed services (armed forces applicants only)
- Post Office Certification Service

Copies of your original documents should be certified with the words 'I confirm that I have seen the original document' the certifier must sign and print their full name and note their profession, company address, phone number and date. The person certifying should be currently employed in a role listed above and must not be related to you in any way (i.e. they must not be your husband, wife, brother, sister-in-law etc.). They must also not be named as a joint account holder for the new account you are opening.

You cannot certify your own identification.

Registering for a Power of Attorney (POA)

If you are applying to open a new account with, or as an attorney, or are requesting an attorney be added to an existing account, you will need to provide us with the following

- An original or certified copy of the power of attorney document (certified on each page).
- In addition to the Customer identification requirements listed above, Attorneys acting in a personal capacity must provide two pieces of identification (one from List A above and one from List B)

If you have any questions please contact us in your local branch or call us on 0800 834 312 where one of our customer service team will be happy to help with your enquiry.

**For more information or details of our interest rates
talk to us on 0800 834 312 or visit furnessbs.co.uk**

Furness Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Furness Building Society is on the Financial Services Register under registration number 159624.

The Society is covered by the Financial Ombudsman Service and has a complaints handling procedure. A copy of the complaints handling procedure is available on request. Complaints we cannot settle may be referred to the Financial Ombudsman Service.

Your call may be monitored or recorded to maintain a quality service.