

Identification we need from you



Business

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Why do we need identification?

To protect all our customers, and to prevent money laundering we must request proof of identity and address for certain parties before you open a new business account. This is required by law. If you make any changes to an existing account, we will need to identify new signatories and all business parties. In addition to identifying account parties, we may need to see documentation to confirm the business address. We may also carry out a search with fraud prevention and credit reference agencies.

These procedures make sure we're not only complying with the law, but we're doing our best to protect all of our customers. Please help us prevent financial crime.

Who will need to be identified?

All business parties need to be identified. This will include anyone who has control or influence on the business, for example:

- Anyone who can authorise transactions verbally, in writing or electronically.
- Anyone who has injected significant capital into the business.
- Anyone with a shareholding of 25% or more.
- Principal controllers/directors and shadow directors.
- New signatories to existing accounts.

What do you need to bring along?

To open your account, we need to verify your identity and address in branch. Please bring two original documents with you:

- One proof of identity.
- One proof of address.
- One proof of business address (where applicable).

We accept certain documents printed from your online account e.g. utility bills for address verification as long as one of the following has been used as identification: UK/EU/EEA passport, UK full driving licence, HMRC tax notification (notice of coding or annual statement only and must be original document sent by post).

Proof of your identity could be any of these:

- Full and current UK/EEA/EU/Switzerland passport.
- Full and current UK/EEA/EU/Switzerland photocard driving licence.
- A full and current 'old style' UK paper driving licence (issued before 2000 when photocard was introduced).
- Current EU/EEA/Switzerland National identity card.
- Current Northern Ireland Voters Card/Electoral Identity Card.
- Current UK Firearms or shotgun licence.
- UK Benefits/state pension notification letter – issued in last 12 months. Must be from an official source – the Benefits Agency/Jobcentre Plus/Department for Work and Pensions (DWP)/Local Authority – confirming the right to benefit.
- HMRC tax notification (Notice of Coding)/Annual Statement – these must relate to the current tax year confirming the tax reference or National Insurance number (NI number may be partially reflected

for security reasons). We do not accept P45 and P60 certificates or if another HMRC document has been used for address verification.

- Current UK Blue disabled driver's pass.

If you're a national from any other country outside the UK, EU, EEA or Switzerland, please bring:

- Full and current passport with valid UK Visa.
- Current UK Biometric Residence Permit.
- A valid Share Code.

Proof of your current address could be any of these:

- Full and current UK photocard driving licence (only if not used as proof of identity).
- A full and current 'old style' UK paper driving licence (issued before 2000 when photocard was introduced and only if not used as proof of identity).
- Bank, building society, credit union or credit card statement. (The statement must contain a minimum of two transactions that you have made in the last three months).
- Utility bill dated within the last three months (we do not accept water, mobile phone, broadband bills, reminder and arrear letters and Final Closing bills).
- Council Tax bill for current or forthcoming Council Tax billing year and dated in the last 12 months.
- UK Benefit/state pension notification letter – issued in last 12 months and confirming rights to benefits (only if not used as proof of identity).

- HMRC correspondence – it must confirm the tax reference or National Insurance number (NI number may be partially reflected for security reasons) and related to the current year and less than 12 months old. Only acceptable if not used as proof of identity (we do not accept P45 and P60 certificates, HMRC National Insurance Number Allocation letter or National Insurance letters).
- Mortgage Statement dated within the last 12 months.

If your business trading address is different from your home address, we will require confirmation in the form of one of the following documents:

Proof of business address

- Business mortgage statement in your name or business name (must be dated within the last 12 months).
- HMRC correspondence e.g. registration for VAT – related to the current year.
- A recent utility bill for the business, dated within the last six months, that either shows the utility is being used

or confirms the arrangement to pay on pre-payment terms. Reminder/arrears letters are not acceptable unless it is clear from the bill that the customer has not moved and is only changing utility provider.

- A local authority bill, i.e. a business rates bill (valid for the current financial year).
- Correspondence from an Accountant/Solicitor/Lawyer registered with an approved professional body e.g. an invoice for services or confirmation that they are acting for the business, addressed to the business premises (less than three months old). Please give us a call if you wish to use correspondence for proof of your business address.
- A signed lease agreement indicating that there is an agreement in place for the lease of the premises. If you lease, rent or share your work space please give us a call.

What happens if I don't have one of these documents?

If you have any questions about the items listed, call us and we'll be happy to help. Or if you can't provide any of the items listed, don't worry. There are other ways of proving who you are, where you live or where your business trades from.

If you'd like to speak to us, please call **0345 835 3858**.

Understanding your business

So that we can provide you with the best possible service, it's important that we understand your business. This doesn't have to be in writing. The information we're likely to ask for is:

- what your business does;
- the reason you opened the account and how it's going to be used;
- your anticipated level and nature of activity, for example – whether you'll be using cash/cheques, and the likely volumes, etc;
- who your customers will be and where they trade;
- business plans, projections, reports and accounts;
- source of funds to set up your business;
- if your business is incorporated we'll need to carry out a Companies House search.

Other ways we can help.

Go to tsb.co.uk/business

Our normal call centre times are 8am to 6pm Monday to Friday, 9am to 2pm Saturdays.

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **0345 835 3858** (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3852** (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

Important information

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **0203 284 1576**.

Not all Telephone Banking services are available 24 hours a day, 7 days a week. Please speak to a Partner for more information.

Calls may be monitored or recorded.

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