



Business and Personal Savings

Verification documents & changes to your account

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Your money and information are safe with us

We're always working hard to protect our customers from financial crime.

One of the main ways we do it is by verifying our customers' identity when they begin banking with us, to make sure we've got the right information. It also helps us meet the Money Laundering Reporting Regulations (2017) for financial institutions.

We may need to verify any future changes in your circumstances as well, and we might also ask for verification at other points in the future, but we'll let you know at the time.

Sometimes, we'll be able to do these checks online. But there will be other times when we'll need to ask you for certain documents to help us complete our checks. You'll see the documents we might ask for listed in this leaflet.

If you want more info on this, or you're not sure what you need to send, get in touch with us on **020 7862 6222** and we'll be happy to help.

Which documents should you send us?

If we ask you to confirm your identity at any point, we'll need you to send us one document from List 01 and one from List 02. You'll see those lists below.

If you change address, you can tell us by phone or in writing and you'll need to send us one document from List 02.

If you change your nominated account, you'll need to write to us to let us know and send us one document from List 03.

If your name changes, you'll need to write to us to let us know and send us one document from List 04.

Documents from List 03 and 04 should either be originals or certified copies. You can read up on what a certified copy is below. We'll send these documents back to you once we've completed our checks, but it's important to note that if you send originals, it's at your own risk.

What is a certified copy?

A certified copy is a clear photocopy of your original document, which should be:

- Signed
- Dated
- Certified with the phrase 'Certified as a true copy of the original' by a professional from the list below.

The person who's doing the certifying should also print their full name and what they do for a living on the document.

We'll accept documents certified using the Post Office's Document Certification Service as well, but they'll charge you a fee.

Who can certify documents?

Here's a list of professions we accept:

- Qualified Accountant
- Bank/Building Society official
- Barrister or Solicitor
- Commissioner of oaths
- Director or Senior Manager of a financial services intermediary authorised by the FCA
- Justice of the Peace
- Dentist
- Doctor
- Teacher or Lecturer
- Member of Parliament
- Notary Public

The person you ask should not be:

- Living at the same address
- In a relationship with you
- Related to you
- Employed by the same company*

List 01: Proof of identity

The documents from this list should clearly show your forename, surname and date of birth. You can send us an original or a clear colour photocopy.

The documents you can send are:

- Current full passport
- Current UK driving licence (photocard only)
- Valid residency permit
- Valid identity card (EEA or Swiss)
- PASS Card, issued by Citizen Card, which is a low-cost Home Office approved identity card

List 02: Proof of address

The documents you can send are:

- A utility or landline phone bill (less than 3 months old), but not a mobile phone bill
- A council tax statement issued in the current tax year
- A current driving licence (if you're not already sending it for List 01)
- Tax Coding letter/P60/P45 (less than 12 months old)
- Current household insurance certificate
- A bank statement or credit card statement (less than 3 months old)
- A mortgage statement issued in the current year (less than 12 months old)
- A UK state pension or other Government benefit entitlement document issued in the current year

It'll need to be addressed to you – with your full address including the postcode – and show your surname, forename or initials.

You can send us an original or a clear colour photocopy.

If you don't have any of the above, you can send us two other forms of photo ID which show either your date of birth or residential address.

* Business Accounts only

List 03: Proof of nominated account changes

When sending us a document from this list, please send us an original or a certified copy. We'll send it back to you once we've finished our checks.

The documents you can send are:

- An original crossed-out cheque
- An original bank statement
- An original paying-in slip

List 04: Proof of change of name

If you've changed your name after getting married or divorced, or by deed poll, you'll need to send us legal proof of the change, plus one of these documents (either an original or certified copy – we'll send it back afterwards).

Marriage or Civil Partnership

- Marriage certificate or civil partnership certificate.

Change of Name

- Deed poll/Statutory declaration (deed poll will need to be registered using the official forms at www.gov.uk).

Divorce/Dissolution

- Decree absolute and birth certificate
- Decree absolute and passport
- Final dissolution order and birth certificate
- Marriage certificate if you're reverting to maiden name/former name and the certificate includes both your maiden and married name.

Death of an Account Holder

- In the first instance, we'll ask for the death certificate or grant of probate. We may ask for more documents after this, but will keep you informed about what we need.



Protected



Hampshire Trust Bank

Savings, PO Box 74003, London EC2P 2QR

Opening Hours: Monday – Friday, 9am – 5pm
(excluding Bank Holidays)

T: 020 7862 6222 (Personal Customers)

T: 020 7862 6220 (Business Customers)

E: savings@htb.co.uk

W: htb.co.uk/savings

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