

Confirmation of Identity List



So that we can confirm your identity, please read the following information and provide us with photocopies of two documents, one from List A and one from List B. The simplest way to send the information to us is to use our secure online portal by visiting <https://upload.virginmoney.com/savings> to upload your documents. Or you can always send your documents to us by post to Virgin Money, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL.

List A

All documents in List A that have photos must be a true likeness. Documents that display names and dates of birth must match the applicant.

- Valid Passport (non-EU/EEA must be supported with a valid UK visa)
- Valid Photocard Driving Licence (full or provisional)
- Full old-style Driving Licence issued before 1998
- Shotgun Licence or Firearms Certificate
- EU National Identity Card (if you are a non-UK national)
- HM Revenue & Customs letter e.g. coding confirmation/assessment letter/tax credit (P45s and P60s are not acceptable). Must quote National Insurance Number or date of birth (issued in the last four months or current tax year)
- Benefit book or benefit agency notification letter (issued in the last four months, or 12 for an annual payment). Examples of letter could be DWP letter, Child Maintenance Service or Job Seeker's Allowance
- Current Northern Ireland Electoral ID Card

Students and under 18s can also use the following:

- Birth/Adoption Certificate
- Pass Card/Citizen Card

List B

All documents in List B must be **issued in the last four months** unless stated. The address on the document must match that of the applicant.

- Bank/Building Society statement (not from Virgin Money)
- Credit Card statement or mortgage statement issued to your home address (not from Virgin Money)
- Private pension statement issued by a UK regulated pension provider
- Utility bill e.g. gas, electricity, water, home phone bill (not mobile phone bill)
- Local Authority Council Tax Demand letter or statement (dated in the authority's current financial year)

Students and under 18s can also use the following:

(List B documents not required for an under 16 if opening a Trustee account):

- Letter from a GP practice showing NHS number
- Child Tax Credit or Child Benefit documentation naming you at your current address
- Student Loan or UCAS letter or statement dated in the last 12 months
- Educational Maintenance Allowance letter
- Letter from parent(s) confirming applicant lives with them –signed and dated in the last four months. (Parent(s) must also provide List A and B items in line with this document)

Further information on acceptable documents:

- Documents not written in English will need to be translated.
- If your name has changed and has not been updated on your documents, we also require documentary evidence confirming your name change, e.g. Marriage Certificate, deed poll (not acceptable for an old-style UK Driving Licence).
- If you send us original documents we will return them to you.

Documents for Power of Attorney

We still require one document from **List A** and one document from **List B** for both the Customer (Donor) and Attorney/all Attorneys, however, if you are unable to supply a document from **List B** for the donor you may provide the following alternative document:

- An original letter from the management at the care/nursing home on their letterhead confirming residence and date of birth.

Need help?

If you don't have any of these we may be able to accept other documents. Please ask us in Store or call us on 0345 600 7301*.

*Lines are open 8am to 6pm business days, 8am to 3pm Saturday and 10am to 1pm Sunday. Calls to 03 numbers cost the same as calls to 01 or 02 numbers and they are included in inclusive minutes and discount schemes in the same way. Calls may be monitored and recorded.

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