

Identification Requirements

For more information on each product, please speak to a member of our team who can help you further. You can also view more details on our website.



Harpenden
Building Society

1. Electronic Identification Verification

As part of our customer verification process, all new customers are required to provide two forms of identification. We will also carry out an electronic identification check through a Credit Reference Agency, which compares your details against a number of trusted databases. This is not a credit search and will only record that an identity check has been completed. If you are an existing customer and we are unable to verify your identity and address through the electronic identification check, we will require documentary proof of identity and address. Details of acceptable Identification Documents are detailed in the Requirements for Additional Identification table below.

2. Requirements for Additional Identification

Where an existing customer's identity and address cannot be verified through the electronic identification check, documentary evidence will be required. In these circumstances, we will need to see one document from each of the lists below:

TO CONFIRM YOUR IDENTITY	TO CONFIRM YOUR ADDRESS
Valid FULL UK driving licence (old style, paper version)***	Council Tax – Demand letter or statement*
Valid UK photo-card driving licence (Full or Provisional)***	Current bank statement** (but not one printed from the internet)
Valid passport	Current credit/Debit card statement** (but not one printed from the internet)
Valid EU state ID card	Educational grant/other grant*
Firearms certificate or shotgun licence	Housing benefit notification*
HMRC Notice of Coding*	Mortgage statement*
Identity card issued by Electoral Office for Northern Ireland	Valid FULL UK driving licence*** (old style, paper version)
State Pension letter*	Valid UK photo-card driving licence*** (Full or Provisional)
	Utility bill*

* These documents must be dated in the past 12 months

** These documents must be dated in the past 3 months

*** This document can be used to verify either a person's identity or address, but not both

If you're not able to give us the original documents because you're opening the account online or by the post, don't worry – we accept certified copies.

These copies must be signed against the wording of “certified to be a true copy of the original document,” by one of the following:

- Solicitor
- Accountant
- Bank/Building Society Official
- Independent Financial Advisor
- Post Office
- Doctor
- Dentist
- Police Officer
- Teacher

3. Children

If you’re opening an account for a child, we’ll need to see proof of identity and permanent address for them too. As we’re unable to carry out electronic identification for children, we’ll need **one document from each of the lists** below:

TO CONFIRM YOUR IDENTITY	TO CONFIRM YOUR ADDRESS
Birth certificate	Letter from local education authority confirming name and address*
Valid passport in child’s name	Parents address verification (if same as child’s)
Current NHS medical card*	Current NHS medical card*
Letter from local education authority confirming name and address**	

* This document can be used to verify either a person’s identity or address, but not both
** These documents must be dated in the past 3 months

4. Exceptions

For whatever reason, you might not be able to provide proof of address and identity from list 1 and 2.

If this is the case, don’t hesitate to get in touch with us at your local branch or through our Member Services Team, as there may be other forms of identification we can take. If you’re looking to get in touch, our details are on the back of this booklet.

Our Branches

Harpenden

52 High Street
Harpenden
Hertfordshire AL5 2SP
Tel: 01582 344204

Leighton Buzzard

22 Market Square
Leighton Buzzard
Bedfordshire LU7 1HE
Tel: 01525 852525

Radlett

341 Watling Street,
Radlett
Hertfordshire WD7 7LB
Tel: 01923 854457

Head Office

Mardall House, 9–11 Vaughan Road, Harpenden,
Hertfordshire AL5 4HU
Tel: 01582 765411 **Email:** enquiries@harpendenbs.co.uk

Our Member Services Team are waiting to help you!
If you need to get in touch, call us at our Head Office.

harpendenbs.co.uk



Harpenden
Building Society

Harpenden Building Society is authorised for investments by Trustees and is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Firm reference number: 157260.