



**Identification
we need
from you**



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 Key Account 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 ensure 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 Key Account 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 (we're unable to accept copies or documents printed off the internet).

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

Proof of your identity could be one 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 1998 when photocard was introduced)
- Current UK Provisional photocard driving licence
- 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. It must confirm rights to benefits, the benefit amount and the 10 digit reference or National Insurance number
- HMRC tax notification (Notice of Coding). It must confirm the 10 digit tax reference or National Insurance number and relate to the current tax year (P45 and P60 certificates are not acceptable)
- 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

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 1998 when photocard was introduced and only if not used as proof of identity)
- Bank, building society or credit union statement (statements printed from the internet are not acceptable. The statement must contain a minimum of 2 transactions that you have made in the last 3 months)
- Utility bill/utility statement (except water bill or mobile phone bill) dated within the last 3 months (reminder/arrears letters or final/closing bills are not acceptable)
- 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 10 digit tax reference or National Insurance number and relate to the current year and less than 13 months old (P45 and P60 certificates not acceptable). Only acceptable if not used as proof of identity
- Mortgage Statement dated within the last 12 months
- Jobcentre Plus letter dated within the last 3 months, containing your address and your allocated National Insurance Number

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

- Original bank or building society statements (not printed from the Internet) for existing businesses (less than 3 months old and showing at least two transactions).
- HMRC Correspondence e.g. registration for VAT – related to the current year.
- A recent utility bill (from a supplier of utilities) that shows usage within the last five months. Water Bills, Satellite or cable TV, broadband, mobile phone and Internet bills are not regarded as proof of address. We cannot accept a final bill or arrears notification.
- 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 3 months old). Please give us a call if you wish to use correspondence for proof of your business address.
- A signed lease agreement or invoice 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 regarding the items listed, call us and we can help. Or if you are unable to 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. To speak to one of our advisors, please call **0345 835 3858** (option 2).

Understanding the nature of your business

So that we can tell you about products and services that may assist your business, we need to understand the nature of the business you are planning to start. This doesn't have to be in writing, but if you have already produced a business plan, we'll be happy to talk through the ideas and questions you have identified. The information that we are likely to request is:

- what your business does;
- the reason behind the opening of 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 expected 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 will need to carry out a Companies House search.

Our service promise

We aim to provide the highest level of customer service possible. However, if you experience a problem, we will always seek to resolve this as quickly and efficiently as possible. If something has gone wrong, please bring this to the attention of any member of staff. The complaint procedures are also published on our website: tsb.co.uk/business-complaints

If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3852** (lines are open 7am – 8pm Monday to Friday, 9am – 2pm Saturdays)

tsb.co.uk/business

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, seven days a week. Please speak to an adviser for more information.

Calls may be monitored or recorded.

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