



Proving your identity... giving you a helping hand



Why do I need to prove my identity?

By law, all banks, building societies and financial service providers have to check the identity of anyone who wants to open an account or obtain any financial service from them. This is a requirement under the Money Laundering Regulations, to prevent criminals from depositing money from illegal activities. Identity checks are also important to prevent people from opening accounts using a false identity.

Proof of identity

We require your documents to be original or certified by a UK solicitor, accountant, teacher, doctor, dentist, bank official, minister of religion or a post office official. All photocopies are required to be signed, dated and marked with the wording 'original seen', including the certifier's name, profession and address.

If you are not registered on the Electoral Register, please explain why.

If you believe you will have problems supplying the relevant identification documents, please call and we can discuss this further.

Data Protection Regulations

Your identification documents will be copied and saved securely by the Bank whilst you remain a customer with us. Should you cease to be a customer of the Bank, this data will be securely archived at the time and will be destroyed six years from the date of closing your account(s).

Where copies of identification documents have been supplied to the Bank, but the account application does not result in the account being opened, this data will be securely destroyed after three months.

A - To confirm your name we require two of the following

- Current valid full passport
- Current full UK driving licence
- Latest Bank/Building Society statement (internet statements will be accepted if full name is printed)
- Latest Inland Revenue notice
- Residence permit or an EU ID card
- Benefits notification letter
- Birth certificates (Kidz & Teenz applicants only)

B - To confirm your address we require one of the following

- Utility bill, less than three months old (not mobile telephone bills)
- Latest Bank/Building Society statement (internet statements will only be accepted if full name and address are printed)
- Council tax bill for the current year
- Recent mortgage statement from a recognised UK lender
- Current tenancy agreement
- Store or credit card statement, less than three months old
- Student/College letter
- NHS Medical Card (under 20 years old)
- Television licence renewal notice
- Current full UK driving licence

Please note you cannot use the same document to confirm both name and address

For all current account, mortgage and personal loan applications, please provide the latest three months' bank statements from your main bank account.

We reserve the right to vary without notice our identification and verification requirements laid down herein.

Reliance Bank Limited

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Our telephone lines are open from 8.30 am to 4.15 pm Monday to Thursday and from 10.00 am to 4.15 pm on Friday. At other times, please leave your name and number on our messaging service and we will call you back as soon as we can, or alternatively, please send an email to **info@reliancebankltd.com**. All enquiries are treated in confidence.

Please visit www.reliancebankltd.com for a complete overview of our products and services.