

Verifying your identity.

We will ask you to confirm your identity when you open an account, change your personal details and at various points throughout our relationship. These checks help to ensure that your data is kept up to date and accurate as well as helping to keep your money safe and prevent the fraudulent use of your identity by someone else. They are also required to comply with regulations which have been designed to protect you.

For **new customers** to the Society, we will use our electronic verification system first to verify your identity and that of anyone else who is associated with your account. Your bank account details will need to be provided to us in order to perform this electronic check. Further proof of your identity is required in accordance with the table below, and we may also ask you 'security' questions.

For existing customers of the Society, we may ask you security questions and to provide the documents below if your identification records with us are incomplete.

The table below provides some options to prove your personal identity.

Acceptable options:

In branch applications; **one** of any of the following:

Acceptable options

- Valid UK photocard driving licence
- Valid passport
- Birth certificate (for under 18s)

Postal applications

- Copies of **two** of the above documents or any other government issued documents.

Original documents should not be posted to the Society, copies will be accepted.

Suffolk

Building Society

If you are unable to produce the identification requested, our staff will be happy to provide you with full details of other alternative forms of identification.

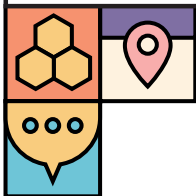
We reserve the right to request any documentation that we feel is necessary and appropriate to a particular application and we will keep a record of the ID you have provided. This will involve retaining a copy of your documents as they are required to fulfil statutory obligations.

It may be necessary for us to ask you for certified copies of your identification. This means a copy of the original document certified by someone of professional standing and identifiable through independent means. This includes:

- Chartered accountant
- Doctor
- Bank official
- Dentist
- Solicitor
- FCA registered mortgage broker
- Police officer
- Other health professionals

It should contain the full name, address, signature and appropriate professional registration number, dated within the last 3 months and include the following wording:

'I certify this to be a true copy of the original document (which I have seen) and represents a true likeness of [THE INDIVIDUAL].'



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