

Guide to enhanced identity verification:

We are regulated under the London Local Authorities Act 2007 (section 75), and the Money Laundering Regulations Act 2007, for the prevention of potential fraud and money laundering via the service we provide. Our MLR registration number is 12729809.



In order for us to comply with legal requirements and continue to deliver a secure service to our customers, it's necessary to verify information submitted to us upon registration of UK Postbox accounts. Incorporated businesses (LTD, LLP, LLC or PLC) and anyone, including individuals, using our SW19 or W1 London Street Addresses need to follow our Enhanced Identity Verification process. The key difference between this and our basic identity verification process is that we must also verify your address information.

How does the process work?

Your personal details will automatically be run through an identity verification product, called URU. This product, supplied by our trusted partners, checks the name, address and date of birth details entered during registration, against multiple data sources to confirm the validity of the information. This will leave a soft footprint on your Credit File, confirming that an ID check has been run. The check will not affect your Credit Report or your ability to borrow money.

All ID documentation submitted is handled and processed in accordance with the General Data Protection Regulation (GDPR). We are registered with the Information Commissioners (ICO), and our registration number is ZA038907.

What is required for different customers?



Individuals

(Using our SW19 or W1 addresses)

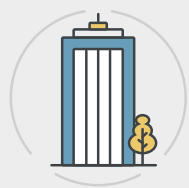
- **Photo ID** for each named person
- Proof of **residential address** for each named person



Sole Trader or Partnership

(Using our SW19 or W1 addresses)

- **Photo ID** of owners/partners and each named person
- Proof of **residential address** for owner/partner and each named person
- Proof of **trading address**



Incorporated Business

(LTD, LLP, LLC, PLC - Using any of our services)

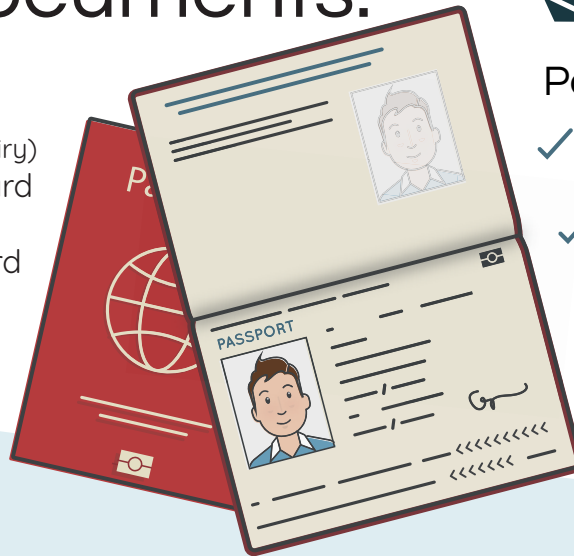
- **Photo ID** for each director, beneficial owner and the account holder
- Proof of **residential address** for each director, beneficial shareholder and the account holder
- Proof of **trading address**
- Certificate of **incorporation**
- Proof of **registered office address**

Accepted Documents:



Photo ID:

- Passport (min 6 months until expiry)
- Driving License with photo card (UK residents only)
- European Union Travel ID card (not EU country card) both sides needed.



Passports:

- ✓ All 4 corners of the document **MUST** be visible
- ✓ Ensure photo has no glare or distortion
- ✓ All document information **MUST** be readable
- ✓ ID must have an expiry date of **NO** less than 6 months

Proof of residential address:

(dated within 3 months)

- Utility bill (gas, electricity, water)
- Landline telephone bill (not mobile phone bill)
- Mortgage statement
- Lease agreement
- Bank/Building Society statement (Except SW19)
- Credit card statement
- Certificate of Insurance
- Store card statement
- Financial statement (eg pension or endowment)
- Payslip
- P45/P60 statement
- HMRC notice coding
- Benefits letters

Please note that we cannot accept a passport, mobile phone bill or driver's licence as proof of address.

Proof of business trading address:

(dated within 6 months)

- Utility bill (gas, electricity, water)
- Landline telephone bill (not mobile phone bill)
- Mortgage statement
- Lease agreement
- Bank/Building Society statement (Except SW19)
- Credit card statement
- Certificate of Insurance
- Commercial invoice
- Commercial agreement

Proof of registered office address:

(dated within 6 months)

From HMRC:

- CT41G - Corporation tax new company details (for newly registered companies)
- CT600 - Corporation tax reminder

From Companies House:

- Notice to file accounts/annual return
- Authentication codes for new companies
- General Companies House notices

Some exceptions for...

York Street (W1H) | Regent Street (W1B) | South London (SW19)

- All photo ID must be supplied in colour
- Photo ID for W1 postcodes requires certification
- Online bank statements or credit card statements will not be accepted - Original paper copies only (W1 only)
- Financial documents will not be accepted for SW19
- If the director's/beneficial shareholder's correspondence address isn't their residential address, then proof of residential address will be required
- All company documents must be dated within 6 months
- All documents supplied must show all 4 corners

Need help with identity verification?

[CONTACT US](#)



Submitting your documents:

You can scan or take photos of the documents on smartphone or tablet then log into your account and upload. This is a secure upload to our platform. We do not recommend emailing as this is not a secure method of sending.