

**Saffron
Building
Society**



**Mortgages
Savings
Investments
Insurance
Loans**

Identifying you and preventing fraud

www.saffronbs.co.uk
0800 072 1100

Why do we ask you for proof of your identity and address?

Before you can open an account with us, we need to verify your identity and address. This applies to all new customers and, in some circumstances, to existing customers.

We ask for this information in order to comply with money laundering regulations and to help stop criminals using our products and services to launder money. It also helps us to prevent fraud.

All providers of financial products and services must have systems in place to prevent criminals from using them to 'clean' their proceeds of crime. Our procedures include obtaining proof of your identity, address and date of birth. We also request information on how you intend to operate your account and where funds being paid into your account will come from. This information achieves the requirements of the Money Laundering Regulations and also helps to protect you and us against fraud.

Proving your identity can be inconvenient, but please remember that all building societies, banks and other financial institutions will ask for similar information.

How does money laundering affect you?

Criminals who make money from crime need to find ways to hide the money so that it can't be traced back to them. One way of doing this is to put the money into a building society or other financial institution account, in a way that hides where it came from and then to access it safely, later. Criminals may use a false name and address to make it more difficult to trace them and this is why we ask you to provide evidence of your identity and address. Please be assured that these checks do not mean that you are under suspicion. The only way we can catch criminals using the financial system is to check every customer.

Opening an account at a Branch or Agency

If you apply for an account or service at one of our branches or agencies, in person, we will need to see two original documents – one from the identity list and one from the address list. We will take copies of the documents for our records and give the originals back to you.

Opening an account through the post or online

When you open an through the post or online, where possible, we will try to identify you electronically using an online search facility. If, for any reason, we are unable to identify you using this method, then we will need to ask you to provide us with two documents: one to confirm your identity and one to confirm your address. More information on what documentation we are able to accept can be found on the next page of this booklet. Please do not send original documents to us in the post. If you send original documents to us, we cannot accept any liability for the safety of these documents whilst they are in the post.

Copies of documents must be certified as being a true copy of the original by any one of the following:

- Teacher
- Doctor
- Banker
- Post Office Official
- UK Lawyer
- FSA Regulated Financial Intermediary
- Accountant, or
- Minister of Religion

Individuals retired from these professions are not able to act in this capacity. Each certified copy must be signed by that person and must appear with the full name, qualification (where applicable), job title, address and telephone number and date of certification (please see example below).

Certified as a true copy by John Paul Smith (full name and signature)

- ACA
- Accountant
- Saffron House, 1A Market Street, Saffron Walden, Essex
CB10 1HX
- 0800 072 1100
- Date certified: 18/03/2008

The identity documents cannot be certified by any party to the account or their relatives.

Existing Customers

We must keep up to date and accurate information about our customers. If you have not used your account for a while, or if we do not hold adequate information about you, there may be a need to update that information and check your identification. At any time, for your protection, we may require proof of your

identity before allowing withdrawals from your account.

What happens if we can't verify your identity?

We do not want to stop people using our products or services for lawful purposes. Unfortunately, if it is not possible to verify your identity, then by law, we will not be able to provide you with our products or services.

Giving us proof of your identity

You will be required to provide us with two documents, one from the personal identification list and one from the address verification list.

Personal identification – one item

- Current full signed UK/EU passport
- Current UK photo-card Driving Licence + paper counterpart (full or provisional)
- Current UK full (old style) Driving Licence (provisional not acceptable)
- Firearms certificate or shotgun licence
- Inland Revenue Tax notification/demand/assessment (less than 12 months old)
- Letter from Benefits Agency confirming entitlement to benefits or state pension

Address verification – one item

- Council Tax bill or statement (valid for current year)
- Utility bill or statement issued/ dated in the last three months/current year for water bills (mobile phone statements are not accepted) (internet prints are not accepted)
- Bank/Building Society/National Savings statement or passbook containing current address (issued/dated in the last three months and not issued by the Society) (internet prints are not accepted)

If you have lived at your current address for less than three months you must also provide one additional item from the address list above that shows your previous address.

If you do not possess any of the identification detailed above please talk to us and we will tell you what other documents can be accepted.

Identification for Minors (aged under 18)

We are unable to identify minors electronically so you will be required to provide us with two documents, one from the personal identification list and one from the address verification list below.

Personal identification – one item

- Any personal identification that is listed on the previous page
- Birth certificate
- NHS medical card
- Child allowance benefit book

Address verification – one item

- Any address verification that is listed on the previous page
- Any address verification that is listed on the previous page, in parent's name

If an account is being opened on behalf of a minor (nominee or trustee basis), the person(s) operating the account must provide two documents, one from the personal identification list and one from the address verification list on the previous page for themselves, as well as the minor's proof of identity as above and proof of the child's current address if this differs from that of the nominee/trustee.

Identification for company and club accounts

Limited Company

- Copy of the Certificate of Incorporation
- Memorandum and Articles of Association
- Resolution of the Board of Directors to open an account and confer authority on those who operate it
- Names of all Directors
- Identity and address verification (one document from each list on the previous page) of at least one Director and all persons authorised to operate the account

Clubs and Societies

- The Constitution of the Club, Society or Association
- A written authority signed by all officials approving the opening of the account
- Identity and address verification of the person(s) authorised to operate the account

Charities

- The Constitution of the Charity
- A written authority signed by all officials approving the opening of the account
- Identity of the person(s) authorised to operate the account
- Charity number

Solicitors

- Declaration confirming that you are acting for a client/estate

Data Protection Act

The Society may make searches about you at credit reference agencies who will supply it with information, including information from the Electoral Register, for the purpose of verifying your identity. The agencies will record details of the search whether or not your application proceeds. The searches will not be seen or used by lenders to assess your ability to obtain credit. The Society may use scoring methods to assess your application and to verify your identity. Credit searches and other information which is provided to the society and/or the credit reference agencies, about you and those with whom you are linked financially, may be used by the society and other companies, if you, or other members of your household, apply for other facilities including insurance applications and claims. Alternatively, the Society may ask you to provide physical forms of identification.

You have the right of access to your personal records held by the society and the credit and fraud agencies. Under the Data Protection Act 1998, you have the right to see and receive a copy of any personal information that the Society holds about you. The Society will charge an administration fee of £10 if you make a request to see your personal records. Further information is contained in our leaflet, 'Your guide to data protection', which is available on request.

Fraud Prevention

Criminals can sometimes use the name, address and other details about an innocent person to open a bank account or carry out a financial transaction. They may get this information by sorting through your household rubbish for bills, credit card statements and other papers. By looking after your personal documents in the following ways, you can help prevent this happening to you:

- Keep your personal documents in a safe place, preferably in

a lockable drawer or cabinet at home

- Destroy any unwanted documents, preferably using a shredder
- Check statements as soon as they arrive. If any unfamiliar transactions are listed, please contact us immediately
- Check your passbook balance before you leave the branch and let our staff know if you think there is an error
- Report any lost or stolen passbooks to us as soon as possible either through our website at www.saffronbs.co.uk, by calling 0800 072 1100 or contact your local branch
- When paying cheques into your account, do not make them payable to Saffron Building Society. Please make the cheque payable to the name of the person holding the account (e.g. Mrs J. Smith)

For details of your nearest branch please visit: www.saffronbs.co.uk or call 0800 072 1100

Saffron Building Society is a member of the Financial Services Compensation Scheme established under the Financial Services and Markets Act 2000. Payments under the Scheme are limited to a maximum of £35,000 per person, that is 100% of the first £35,000 of an investor's total invested and/or deposits. Most investors are covered, including individuals and small firms. Although most shares and deposits in UK building societies are denominated in sterling, the euro and other European Economic Area currencies are also covered. Further details are available on request from the Society.

Saffron Building Society operates an internal complaints procedure details of which are available from all branches, or by calling 0800 072 1100.

Saffron Building Society is a member of the Financial Ombudsman Service and subscribes to The Banking Code.

Member of the Building Societies Association.

Saffron Building Society, Saffron Independent Financial Advisers Ltd and Crocus Home Loans Ltd are authorised and regulated by the Financial Services Authority for investments, pensions, life assurance, insurance and regulated mortgages. Saffron Building Society's FSA registration number is 100015. Registered Office: Saffron House, 1A Market Street, Saffron Walden, Essex, CB10 1HX.

Our services and facilities for disabled customers.

We treat all our members as individuals and understand that our standard printed brochures do not suit all. If you would like this document to be supplied in large print, audio or Braille please contact us on 0800 072 1100.

Head Office:

Saffron House, 1A Market Street, Saffron Walden, Essex CB10 1HX
Tel: 01799 522211 Fax: 01799 581901

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