

Identifying you and preventing fraud

Effective from January 2023

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Whether you're a new or existing customer, we need to confirm your ID and address when you open a new account with us.

We may be able to check your ID and address electronically by using credit reference agencies to search sources of information relating to you (an identity search). This won't affect your credit rating. We may also need to see paper proof of your name and address to confirm who you are. We'll tell you if we need this. If you're opening your account in branch, bring along your ID and proof of address to be on the safe side.

We'll also need to see paper proof of your name and address if you:

- Change your personal details (for example your name or address).
- Haven't used your account in a long time.
- Opened your account online and want to carry out transactions in branch. We'll need paper proof of your ID when you visit the branch.

Why do I need to prove my ID?

This is to meet UK Money Laundering Regulations and help stop criminals from using financial products or services for their own benefit.

What do I need to provide?

We'll only ask for enough information to allow us to open your account.

If you want to open a Savings account, you must be a permanent resident in the UK.

To confirm your ID, we need to verify your name and address.

There are two ways we do this:

- We'll check your ID and address electronically by using credit reference agencies to search sources of information relating to you. This ID search will not affect your credit rating.

Information on how the society processes your data is available in our Customer Privacy Notice. Contact us if you'd like us to send this to you.

- We may also ask you to provide paper ID and Proof of Address. **We'll tell you if we need this.** The following lists explain what documents we need. We'll need 2 separate documents: 1 from Proof of ID section and another from the Proof of Address list below.

We'll ask to see a form of ID from the lists first, but we realise not everyone will be able to send us one of these. In these cases, we might decide to accept another kind of ID. Please talk to a member of staff for further information.

If we can't confirm your ID and address, we'll not be able to open your account or continue with your application.

What format do you accept?

If you're visiting your local branch, we need **original** or **Certified Copy** documents.

If you're dealing with us by post, telephone or online, we can accept documents in the following formats:

- Hard copies sent by post.
- Scanned PDF.
- Photo or Camscanner app – provided the image is clear, flat and sent to us electronically.
- Online statements must be downloaded as a PDF.

Don't send original photo-ID documents by post – they might get lost in the post. You can either come into branch or send a certified copy of your photo-ID.

We'll keep a copy of the ID documents you provide. These are required to fulfil our legal obligations and will not be used for any other purposes.

What's a Certified Copy?

A certified document is one that's been signed by someone of 'good standing' to confirm that it's a 'true copy'.

We'll only accept certain documents as originals or photocopies certified by a member of the following professions:

- Solicitor
- Chartered accountant
- Barrister
- Councillor (Local or County)
- Justice of the Peace
- The Post Office (via their scheme)
- Local Government Officer
- Member of Parliament
- Doctor
- Police Officer
- Teacher
- FCA registered individuals

The certifier must be currently employed in one of these professions. **You may be charged for this service.** If you're visiting your local branch, our staff can certify original documents for you – they'll only do this for documents needed by us. Our staff cannot certify ID for use with other organisations.

Certified documents must contain the certifier's full name, signature, date of certification, business address or company stamp, occupation and telephone number. The certifier must confirm they've seen the original document and that any photos are a true likeness of you.

The certifier can't be you or related to you in any way. They can't be named as an account holder or signatory for the account you're opening.

What about proving ownership of my Bank Account?

Linking your UK bank account to your Saffron savings account allows you to move your savings to your current account easily and securely.

Paying your mortgage by Direct Debit from your bank account is the easiest option for most customers.

To keep your money safe, we'll electronically check the ownership of your bank account using credit reference agencies. This won't affect your credit rating. We may also ask you to give us paper proof from your UK-based bank or building society showing the sort code, account number and your name and address.

Acceptable documents

Adult UK Nationals – Proof of ID	Applying in Branch	Applying by post, telephone or online
Current signed passport	Original or Certified Copy	Certified copy only
Current full or provisional UK photo card driving licence	Original or Certified Copy	Certified copy only
Current full UK paper driving licence	Original or Certified Copy	Certified copy only
Valid EU ID card	Original or Certified Copy	Certified copy only
Current British Armed Forces ID Card	Original or Certified Copy	Certified copy only

If you don't hold any of the above items we'll accept the following:		
Letter from DWP, JobCentre Plus or Local Authority confirming benefits or state pension issued within last 12-months	Original	Copy
Firearms Certificate or Shot Gun Certificate	Original or Certified Copy	Certified copy only
Valid Student ID card from recognised UK university	Original or Certified Copy	Certified copy only
Valid NHS card with photo and date of birth	Original or Certified Copy	Certified copy only
Letter from a professional person who knows you (for example a solicitor, accountant, doctor, social worker or probation officer)	Original	Copy
Citizenscard photo-ID card	Original	Certified copy only

If you are a non-UK national living in the UK, we'll also need one of the following:		
Valid EU Settled Status Certificate	Original	Copy
EU Settled Status share code from gov.uk within the last month	Original	Copy
Valid Residency Permit/Card showing indefinite leave to remain (non-EU nationals)	Original or Certified Copy	Certified copy only
Certificate of Naturalisation	Original	Certified copy only

Adults – Proof of Address – acceptable documents if it hasn't already been used for Proof of ID	Applying in Branch	Applying by post, telephone or online
Valid full UK driving licence, including old paper style	Original or Certified Copy	Certified copy only
Valid provisional UK photocard driving licence	Original or Certified Copy	Certified copy only
UK based bank, building society, national savings or credit card statement (must be less than 3-months old)	Original	Copy
UK mortgage statement (must be less than 12-months old)	Original	Copy
UK gas, electricity or phone bill – not mobile phone (must be less than 3-months old)	Original	Copy
UK water bill (must be less than 12-months old)	Original	Copy
UK council tax bill (must be less than 12-months old)	Original	Copy
UK credit union statement (must be less than 3-months old)	Original	Copy

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Adults Proof of Address Continued from previous page

HMRC Tax coding, Tax demand, Tax assessment or Tax credit letter – NOT P60 or P45 (must be less than 12-months old)	Original	Copy
Letter from DWP, JobCentre Plus or Local Authority confirming benefits or state pension (must be less than 12-months old)	Original	Copy
Tenancy agreement from a housing association or council (must be less than 12-months old)	Original	Copy
Letter from a recognised UK university or college (must be less than 12-months old)	Original	Copy
Care home letter signed by care home manager	Original	Copy
Letter from commanding officer or military unit confirming residency in service quarters	Original	Copy
If you've lived in your home for less than 3-months, you must also provide proof of your previous address		

Children & Young Persons under the age of 18 – Proof of ID	Applying in Branch	Applying by post, telephone or online
Current full passport	Original or Certified Copy	Certified copy only
Current full or provisional UK photo card driving licence	Original or Certified Copy	Certified copy only
Birth Certificate or Adoption Certificate	Original	Certified copy only
NHS Medical card or letter	Original	Certified copy only
National Insurance card (for those over age 16)	Original	Certified copy only
We'll re-identify you as an adult when you reach 18		
Children & Young Persons under the age of 18 – Proof of Address – acceptable documents if it hasn't already been used for Proof of ID		
Proof of address for parents from Adult proof of address list above	As stated in Adult list	As stated in Adult list
Letter of introduction from school/college/university confirming name and address (on headed paper & must be less than 12-months old)	Original	Copy
Student Loans letter from Student Loans Company (must be less than 12-months old)	Original	Copy
Local Education Authority award letter	Original	Copy
Valid UK provisional UK photo card driving licence	Original	Certified Copy only

Power of Attorney, Court of Protection, Executor(s)	Applying in Branch	Applying by post, telephone or online
We'll need the Court Appointment (Registered Power of Attorney, Court Order, Probate)	Original or Certified Copy	Certified copy only
We'll need to verify the ID and Proof of Address of the main account holder as well as that of all attorneys, deputies and executors. See Adult lists above	As stated in Adult lists	As stated in Adult lists

Limited Company, Limited Partnerships and Limited Liability Partnerships	Applying in Branch	Applying by post, telephone or online
We'll perform a search of Companies House records to validate the company	Not Applicable	Not Applicable
We'll need to verify the ID and Proof of Address of each Director that is a signatory on the account, each person with a shareholding of 25% or more and all persons authorised as signatories the account. There must be at least one director as a signatory. See Adult lists above	As stated in Adult lists	As stated in Adult lists

Clubs, Societies and Associations	Applying in Branch	Applying by post, telephone or online
The Constitution or equivalent	Original or Certified Copy	Certified copy only
Written authority signed by all officials approving the opening of the account (on headed paper)	Original	Original
Registration Number	Copy	Copy
We'll carry out a search of public records	Not Applicable	Not Applicable
We'll need to verify the ID and Proof of Address of all persons authorised as signatories on the account. See Adult lists above	As stated in Adult lists	As stated in Adult lists

Registered Charities	Applying in Branch	Applying by post, telephone or online
Charity Registration Number	Copy	Copy
We'll carry out a search of public records	Not Applicable	Not Applicable
We'll need to verify the ID and Proof of Address of all persons authorised as signatories on the account. See Adult lists above	As stated in Adult lists	As stated in Adult lists

Thank you for helping to stop financial crime



Find out more



Visit us in branch



0800 072 1100




saffronbs.co.uk | saffrondirect@saffronbs.co.uk



Complaints Officer Saffron House, 1A Market Street, Saffron Walden, Essex CB10 1HX

Large print, audio and Braille editions of our documents are available. Please call 0800 072 1100. We want you to be able to access our products and services regardless of your current circumstances. If you want us to do something differently, or need some more support, please let one of our colleagues know.



Complaints Procedure



Saffron
Building Society

As a mutual Society, our members are at the heart of everything we do. Whilst we want to provide you with the best service possible, we recognise that sometimes things can go wrong and when they do, we want to know so that we can put things right as quickly as possible.

This leaflet explains how you can raise a complaint with the Society and what you can do if the problem hasn't been resolved to your satisfaction. If, for whatever reason, you are unhappy with any of our products or services please let us know in the easiest way for you:

- in branch
- in writing

Saffron House, 1a Market Street,
Saffron Walden, Essex, CB10 1HX

- over the phone 0800 072 1100
- via our website saffronbs.co.uk
- or by email: complaints@saffronbs.co.uk

Saffron takes complaints very seriously and will investigate these to identify the root cause and make things right for our members.

Once we have received your complaint we will do everything that we can to resolve this for you as soon as possible. Where we are able to resolve your complaint to your satisfaction within three business days we will send you a letter confirming this. In some situations a more in- depth investigation is required, so that we can fully identify the cause of the complaint and respond to your concerns accordingly. Where we have been unable to resolve your complaint to your satisfaction within three business days, we will send you a written acknowledgment of your complaint. We will keep you updated throughout our investigations, and will provide you with a written final response once our investigations have been completed.

If you are unhappy with our response, you may have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of our response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in exceptional circumstances. If you are eligible, the Financial Ombudsman Service will provide more details on how to proceed your complaint with them. Details of this service will be given to you within our response.

If after a period of eight weeks we have been unable to fully respond to your complaint we will confirm this. At this stage, you may refer your complaint to the Financial Ombudsman Service should you choose to do so.

If your complaint relates to payment services the Society will provide you with a final response no later than 15 business days after the complaint is received. In exceptional circumstances the Society has 35 business days to provide you with a final response; if this is the case we will provide a holding response at 15 business days.

It is important that you give us the opportunity to fully investigate the problem before referring it to the Financial Ombudsman Service (FOS). However, you have the right to refer your complaint to the Financial Ombudsman Service before such time. The Financial Ombudsman Service will be able to assess your complaint if the Society agrees to this.

You can contact the Financial Ombudsman Service by either writing to them at the following address: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR. You can also contact them on the following number 0800 023 4567 or by visiting financial-ombudsman.org.uk.

And finally...

We hope that you will never have the need to use this complaints procedure. However, if you do, please be assured that we will deal with your complaint as quickly and as fairly as possible. As a customer, you are important to us.



Find out more



Visit us in branch



0800 072 1100



saffronbs.co.uk | complaints@saffronbs.co.uk



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Charges

Copy cheque fee	£10 per cheque
Corporate audit letter <i>(Where an auditor, accountant or solicitor requests specific information about your savings account)</i>	£10
Lost passbook fee	No Charge (provided only one lost passbook in a 12 month period per account, otherwise a £10 fee will be debited from your account)
Returned cheque fee	Statements are viewable online. Please contact us to arrange access, call us on 0800 072 1100, visit saffronbs.co.uk or speak to us on webchat.
Transaction statement	
Interest statement	
Stopped cheque fee	