

Documents you will need to provide



As a bank, we comply with current anti-money laundering legal and regulatory requirements. If you do not provide the documentation outlined in this leaflet in the required format then we may be unable to open or operate an account for you.

For information on how we process your personal data, please refer to our 'Using my personal data' booklet which can be found on our website, santanderinternational.co.uk.

If you are unable to supply one of the requested items, we may be able to help with possible alternatives so please contact us on 08000 84 28 88 if calling from a UK landline or mobile, or +44 (0)1624 641 888 if calling from overseas. Lines are open from 9am – 5pm UK time, Monday to Friday (except Wednesday when we open at 9.30am). Calls are recorded and may be monitored.

Santander International is able to provide this document in large print, Braille and audio CD. If you would like to receive this document in one of these formats, please contact us.

What documents are required

We need to have documentation that verifies (a) your identity and (b) your permanent residential address.

A. Proof of identity

EACH CUSTOMER must provide a current passport or photographic identification document. The document must clearly show all of the following information:

- | | |
|--|---------------------------------|
| 1 Full name | 7 Date of issue |
| 2 Passport or identification document number | 8 Expiry date (must be in date) |
| 3 Place of issue | 9 Nationality |
| 4 Photograph (must be good quality and clear likeness) | 10 Date and place of birth |
| 5 Signature | 11 Gender |
| 6 Country of issue | |

PLEASE NOTE:

- If you have recently changed your name, and it is not reflected on your passport or photographic identification document, you will also need to provide additional documentation, for example a certified copy of your marriage certificate or deed poll
- Where your signature does not appear on your passport's photograph page, please ensure that the certified copy shows both pages

B. Proof of permanent residential address

EACH CUSTOMER must provide one of the documents listed below. With the exception of the photographic driving license or national identity card, the document must **NOT BE MORE THAN SIX MONTHS OLD** and must show your name and permanent residential address. If you have used a national identity card as your proof of identity then you will need to provide a different proof of address document.

- 1 Utility bill (mobile phone bills not accepted)
- 2 A recent account statement from a regulated bank, building society or credit card company
- 3 Local rate assessment or local taxes bill (dated within the current year)
- 4 Personal tax assessment
- 5 A recent mortgage statement from a regulated lender
- 6 A valid photographic driving license or national identity card that states the full address – this cannot be the same document used to verify the applicant's identity
- 7 A letter from an employer signed by a director/manager, confirming the applicant's residential address. This must be provided on company letterhead
- 8 A letter from a care home senior employee confirming each applicant's full name and how long they have been resident in the care home, and must be provided on company letterhead (for Isle of Man and Jersey residents only)
- 9 If you are under 18 and living at home with your parents/guardian, we appreciate that you may not have one of the above forms of proof of address. If this is the case, then we can accept a letter from your local government addressed to you, for example from Jersey's social security office or from the Isle of Man tax office. If you do not have such a letter then we can accept an attestation from your parent/guardian, using our Parent/Guardian attestation form together with one of the above proof of address documents in their name. If your parent/guardian is an existing customer with us then they only need to complete the attestation form. The Parent/Guardian attestation form is available on our website or by contacting us.

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How we can accept documentation

We can accept documentation in the following ways from Isle of Man and international customers, including the UK. Our requirements are slightly different for Jersey residents, who should read the 'Important information for Jersey residents' box below for how we can accept documentation from them.

Electronically

Identification documents: A clear scanned copy of the document supported with a picture of the customer holding the identification document next to their face can be emailed to us. Alternatively, a Santander International member of staff can arrange a video call to verify your identification document. Please call us to arrange a video call appointment.

Proof of Address documents: A clear scanned copy of the document supported with a picture of the customer holding the address document next to their face can be emailed to us. Alternatively, if your proof of address document is from an online source then we will also require a copy of the email from the supplier in support of the document (e.g. email from the supplier advising the online document is now available).

In person

If you are able, please bring your original documents to us at either our Isle of Man or Jersey Work Cafés and we will take copies of them whilst you wait. Our Isle of Man Work Café is at Market Hall, North Quay, Douglas IM1 2BQ and our Jersey Work Café is at 13-15 Charing Cross, St Helier JE2 3RP.

By post

If you are returning your documentation by post, please send certified copies (not originals) to: Santander International, PO Box 123, 19-21 Prospect Hill, Douglas, Isle of Man IM99 1ZZ, British Isles. Please see the 'Who can certify your documents' section below for further details.

IMPORTANT INFORMATION FOR JERSEY RESIDENTS:

If you are a resident of Jersey, your account is or will be located in Jersey (known as Jersey situs) and Jersey regulatory requirements differ to those outlined above which apply to Isle of Man situs accounts.

Your identification document must either be an original or a certified copy, delivered in person or by post as it cannot be accepted electronically. We may be able to accept proof of address documentation electronically if your only proof of address is from an online source. If this is the case, please contact us.

Who can certify your documents

If you are not providing an original document, then you will need to have a professional person, such as someone from the below list, undertake the certification of your document:

- Qualified and practising lawyer, member of the Judiciary or senior civil servant
- An individual who is a member of a professional body such as ACCA, ACA or ICSA, or a Chartered Legal Executive
- A Director, Officer (meaning a key person or senior member of staff), Board Member or Company Secretary currently employed by a regulated financial services business that operates in a well-regulated country
- Staff member currently employed by a UK, Channel Islands or Isle of Man regulated bank
- Serving Police or Customs officer
- Serving Government official
- Consular official of an Embassy High Commission or Consulate of the country of issue of the document
- A Doctor or State Registered Nurse (for Isle of Man and Jersey residents only)
- A Santander employee

THE CERTIFIER MUST BE INDEPENDENT OF THE INDIVIDUAL FOR WHOM THE CERTIFICATION IS BEING PROVIDED. THEY CANNOT BE A FAMILY MEMBER OR ASSOCIATED IN ANY WAY WITH YOUR ACCOUNT(S). WE RESERVE THE RIGHT TO SEEK ADDITIONAL PROOF OF IDENTITY OF THE CERTIFIER.

Instructions for the Certifier

1. The Certifier should take a clear copy of the original document and then certify it. We can only accept certifications using the exact wording indicated below:

Identification document

'I certify that I have seen the original document and this copy is a complete and accurate copy of the original document. The photograph contained in the document certified bears a true likeness to the person requesting this certification.'

Address document

'I certify that I have seen the original document and this copy is a complete and accurate copy of the original document.'

2. The following information should be added to the copy of the original document by the Certifier:

- | | | |
|---|---|------------------------------------|
| ◦ Certifier's name | ◦ Certifier's regulatory body (if applicable) | ◦ Certifier's signature |
| ◦ Certifier's position | ◦ Certifier's business name and address | ◦ Certifier's stamp (if available) |
| ◦ Certifier's registration number (if applicable) | ◦ Certifier's contact number | ◦ Date of certification |