

# Guide to enhanced identity verification:

We are regulated under the London Local Authorities Act 2007 (section 75), and the Money Laundering Regulations Act 2017, for the prevention of potential fraud and money laundering via the service we provide. Our MLR registration number is XLML00000192390.



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. Partnerships, 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. Our automated AI verification will attempt to instantly confirm your identity based on your uploaded documents. In cases where automatic verification is not possible, applicants must go through our manual verification process supplied by our trusted partners, checking the name, address and date of birth details entered during registration, against multiple data sources to confirm the validity of the information.

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)

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



### Sole Trader (Using our SW19 or W1 addresses) or Partnership (Using any of our services)

- **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**

If you're signing up as a trust or charity organisation, please [contact us](#) for more information on the requirements.

# 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
- 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 12 months)

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

## Proof of registered office address:

(dated within 12 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 & SW19 postcodes requires certification
- Online bank statements or credit card statements will not be accepted - Original paper copies only (W1H only)
- 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](#)



## How to submit your documents:

Scan your documents or take a photo using a device such as a smartphone or tablet. Then, log into your account and upload your identity documents. This is a secure upload to our platform, and we'll let you know when your documents have been verified.