

1. Introduction:

For all prepaid cards where the maximum balance is greater than £650 we are required to confirm the identity of the cardholder.

2. Electronic Verification:

We normally require cardholders to provide Identification evidence during the online signup or activation process.

There are some cardholders who are unable to provide the electronic evidence either because they have no access to the website or because they do not have the documents we ask for. For these customers we can process their information through our simple postal application process as below.

3. Please see the list below of documents that we accept:

Customer	Documents
Government issued documents with a photograph	<ul style="list-style-type: none">• Valid Passport• Valid Full UK photo card Driving License (Not provisional)• National Identity Card (nationals of EEA and Switzerland)• Firearms Certificate or Shotgun License• Identity card issued by the Electoral Office of Northern Ireland
Government issued documents without a photograph	<ul style="list-style-type: none">• Valid (old-style) Full UK Driving License• Recent evidence of entitlement to a state or local authority-funded benefit• Tax Credit entitlement confirmation• State Pension confirmation
Benefit claimants	<ul style="list-style-type: none">• Entitlement letter issued by DWP, HMRC or local authority• Identity Confirmation Letter issued by DWP or local authority
Those in care homes/sheltered accommodation/refuge	<ul style="list-style-type: none">• Letter from care home manager/warden of sheltered accommodation or refuge.
Additional documentation if you are supplying documents without a photograph	<ul style="list-style-type: none">• Current council tax demand letter (within the current 12 months)• Current bank statement issued by a regulated financial sector firm in the UK (no older than 3 months and not printed from the internet)• Utility bills (no older than 3 months and not printed from the internet)• Current local authority rent agreement or tenancy agreement• Household property or contents insurance policy documents• Confirmation letter from University for occupation of halls of residence

5. For customers that have not got any form of photo ID:

For customers that have not got a valid passport or a valid Full UK photo card Driving License, please submit one of the other forms of ID along with a proof of address which is listed in the above table

6. Notes:

Passports, national identity cards and travel documents must be current, i.e. unexpired. Letters should be of recent date.

If you have any other questions please do not hesitate to give us a call on 01628 528 971 or email us on customerservices@freedom-card.co.uk