

Identification and verification

Frequently asked questions

Why do you need to verify my identity?

As a Financial Institution, we are required to prevent money laundering and other financial crime. This means we have to carry out checks when dealing with customers undertaking financial transactions. We do this by operating in line with both Money Laundering Regulations and Financial Conduct Authority guidance, whilst also seeking to limit the impact of these requirements on our customers. We carry out these checks to help protect the Society and our customers from becoming the victims of financial crime themselves.

When will you do this check?

We may need to verify your identity when you open a new account, change your address, or reactivate an account you haven't used for a while. There may also be other occasions during your relationship with The Nottingham where we need to do this.

Will you check my ID if I am an existing customer and want to open a new account?

Yes. In some instances we may need to carry out an electronic check and ask for further documentary evidence. Our branch or head office staff will be able to give you more details in relation to your specific circumstances.

How do you verify my identity?

Previously, we relied solely on paper documents for proof of name and address but customers don't always have these to hand when they want to open an account. In order to help make things more convenient for our customers and help reduce the risk of money laundering and financial crime, we are now using a combination of electronic checks and documentary evidence.

What are the electronic checks?

In some circumstances we may use an electronic verification system that searches various sources of information relating to you. Electronic data is increasingly useful in the fight against money laundering and financial crime. Sometimes the electronic checks may not provide us with the information we need which may mean we require further paper proof of name or address; the requirements will vary depending on specific circumstances.

Is the electronic ID search the same as a credit search?

No. The search is carried out for us by a credit reference agency, but the check is not a credit search and it will not affect your credit rating.



Does it leave a footprint on my credit file?

The search leaves an Anti-Money Laundering ID footprint but this will not show up in a credit search and will not affect your ability to get credit. You may see the footprint if you look at your own credit file using Noddle or Credit Compass to do this search.

Why might you still need further information or documents?

There could be various reasons for this but it may be because the reference agency we use for our identity checks has not been able to verify you using the sources of information they search. In this instance we will ask you to provide paper documentation. We will tell you which documents are acceptable in these circumstances.

Can I have a copy of the search you have done?

We use the credit reference agency Call Credit for our identity checks. Call Credit may check the details supplied against any database (public or otherwise) to which they have access. The information they check and hold about people does not belong to us which means we are unable to provide you with a copy of the search results. You do however have the right to apply directly to Call Credit for details of information they hold about you by applying for a copy of your Statutory Credit Report.

How do I contact Call Credit?

You can request a copy of your Statutory Credit Report under the Data Protection Act 1998 by applying directly to Call Credit using the details below. The request is subject to payment of a £2.00 fee to Call Credit.

When contacting them you should include the following details;

- your full name
- any previous/maiden names
- details of all addresses you have lived at over the last 6 years
- your date of birth

Consumer Services Team

Call Credit

PO Box 491

Leeds

LS3 1WZ

0870 060 1414

consumer@callcreditgroup.com

What do I do if I think some of the information Call Credit holds is wrong?

You should contact Call Credit using the details above and tell them what information you think is wrong, why, and include any evidence or proof you have.

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