

Verifying your identity

The logo for the Post Office, consisting of the words "POST" and "OFFICE" stacked vertically in white, uppercase letters inside a red circle.

If you can't verify your identity using EasyID, alternatively, you can provide us with certified copies of one form of government issued identification document (such as your valid passport or driving licence), and one form of document that verifies your address (such as a recent utility bill or bank statement). A list of the acceptable identity documents is included below.

Who can certify a document

Copies of the required documents must be certified by a professional person. You could ask the following if they offer this service:

- Bank or building society official
- Solicitor
- Doctor
- Post Office also offers a document certification service at certain Post Office branches and further details of this service can be found on our website at postoffice.co.uk/identity

The person certifying the document may charge you a fee.

The person you ask should not be:

- Related to you
- Living at the same address
- In a relationship with you.

How to certify a document

Please take the photocopied document and the originals with you and ask the person to certify the copy by:

- Writing 'Certified to be a true copy of the original seen by me' on the document
- Signing and dating it
- Printing their name under the signature
- Adding their occupation, address and telephone number
- Adding an official stamp to the document.

Once you have the certified copies, please post these to:

Remediation Team, Post Office Ltd, 2nd Floor, 1 Future Walk, Chesterfield S49 1PF.

We advise using a trackable service such as Royal Mail Special Delivery if sending documents by post.

Identity document list

Please provide us with a certified copy of one of the following which clearly shows your name:

- Current signed passport (the picture page)
- EEA member state identity card
- Current (full not provisional) UK or EEA photocard driving licence

and a certified copy of one of the following, which clearly shows your address:

- Utility bill (gas, electricity, satellite television, landline phone bill) issued within the last three months
- Local authority council tax bill for the current council tax year/Rates demand from Land and Property Services in Northern Ireland
- Current UK driving licence (but only if not used for the name evidence above)
- Bank, Building Society or Credit Union statement or passbook dated within the last three months
- Original mortgage statement from a recognised lender issued for the last full year
- Solicitor's letter within the last three months confirming recent house purchase or Land Registry confirmation of address
- Council or housing association rent card for the current year
- HMRC self-assessment letters or tax demand dated within the current financial year
- Letter from GP practice you are registered with that confirms your address.