

Verifying your identity

POST
OFFICE

If you are a current postmaster: You don't need to verify your ID, so there's no need to complete either of these processes (we will still need to verify information in your request with our records).

If you are a former postmaster or a representative of a current or former postmaster: Before we can process your request we will need to confirm your identity, so please follow this guidance to complete either Option 1 or Option 2 (you don't need to complete both). If you have already verified your identity recently using Post Office EasyID as part of a different redress process, you won't need to do so again for the Post Office Process Review.

Please complete your identity verification when returning your request form if possible. We recommend digital identity verification using Post Office EasyID (Option 1). Post Office EasyID offers a convenient and secure way to verify your identity from your own home and share your verified identity with us, rather than having to send your identity documents to us by post.

If you prefer not to verify your identity using Post Office EasyID, you can instead provide us with a certified copy of one government issued identification document, such as your valid passport or driving licence, and one document that verifies your address, such as a recent utility bill or bank statement (Option 2).

Option 1 – Post Office EasyID (recommended)

EasyID is transforming the way you prove who you are, giving you a safe and secure way to prove your identity online and in person. Any details you add to EasyID are encrypted and only you have the key to unlock your encrypted details, which are stored safely in your smartphone. When you need to prove your identity or age, your EasyID lets you share only the details you need to. Control of your data stays firmly in your hands.

Step 1

Create your free Post Office EasyID account in minutes by first downloading the Post Office EasyID app from the Apple or Android app stores.



1

Download the app

You can download our app for free from Google Play or the App Store



2

Create an account

Add your phone number and create a 5-digit PIN to secure your account



3

Take a selfie

Use your phone to take a photo of your face so we can verify you and protect your account



4

Scan an ID document

Scan a photo ID to automatically add personal details to your digital ID

Step 2

In the EasyID app, tap 'Share' (top right of screen) and scan the QR code below.

Please scan the QR code.



Step 3

When sharing, you will be asked to add your personal details and upload a copy of your official ID document to complete your identity verification. This ensures your identity information is passed securely to the PPR.

For more information on EasyID, frequently asked questions, technical support and details of how your data is processed and stored, please visit www.postoffice.co.uk/identity/easyid

Option 2 – Certified documentation

If you can't or prefer not to verify your identity using Post Office EasyID, you can provide us with certified copies of one form of government issued identification **and** one form of documentation that verifies your address.

Identity verification (one from this list)	Address verification (one from this list)
• Current signed passport (the picture page) • EEA member state identity card • Current (full not provisional) UK or EEA photocard driving licence	• 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 already used for the name evidence) • 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 the GP practice you are registered with • DWP Pension or DWP Benefit letters within the last 12 months

Document certification

Post Office offers a document certification service at certain Post Office branches and further details of this service can be found on our website at www.postoffice.co.uk/identity

Alternatively, you could ask the following if they offer this service:

- Bank or building society
- Solicitor
- Doctor
- Chartered Accountant
- Notary Public Services

The person certifying the document should not be related to you, not live at the same address and not be in a relationship with you. Please note that you may be charged a fee for this service.

How to certify a document

Please take the photocopied document and the originals with you and ask the individual 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

Sharing your certified documents

Once certified, please send your documents to us when you send in your request form.

If submitting an online request form, please upload your documents to the form.

If sending by email, please send your documents to processreview@postoffice.co.uk

If sending by post, please send copies of the documents (not originals) to PPR, PO Box 82038, London EC2P 2WA. Please use Royal Mail as PO Box addresses can only accept post sent using Royal Mail and not from other carriers or couriers. If you have one, please write your reference number on the front of the document (if you've received a letter from us about this, it will be at the top of the letter).

If you have any questions about the identity verification process, please contact us on 0333 665 1093 or at the email address above.