

Verifying your identity:

We're regulated under the London Local Authorities Act 2007 (section 75), and the Money Laundering Regulations Act 2007, for the prevention of potential fraud and money laundering via the service we provide.

In order for us to comply with legal requirements and continue to deliver a secure service to our customers, it's necessary to verify personal details submitted to us upon registration of UK Postbox accounts.



What identification documents do we need?

Depending on what type of customer you are i.e. an individual, small business or incorporated business, the requirements are slightly different.



Individuals

(Including Director's Service Address)

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



Small Business

(Sole Trader and Partnership)

- **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

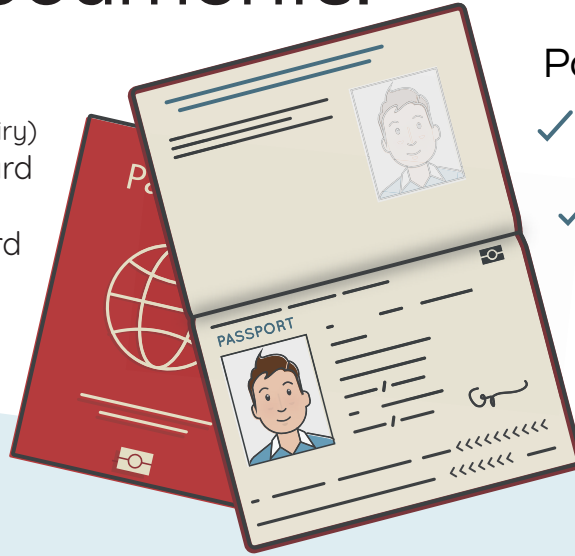
(LTD, LLP, LLC, PLC)

- **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**

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 (Except SW19)
- 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 6 months)

- Utility bill (gas, electricity, water)
- Landline telephone bill (not mobile phone bill)
- Mortgage statement
- Lease agreement
- Bank/Building Society statement (Except SW19)
- Credit card statement
- Certificate of Insurance
- Commercial invoice
- Commercial agreement

Proof of registered office address:

(dated within 6 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 needs to be certified and in colour (B&W is not acceptable)
- Online bank or credit card statements are not accepted
- If the director's/beneficial shareholder's correspondence address isn't their residential address, then proof of the link to that address



Need help with identity verification?

[CONTACT US](#)



Submitting your documents:

You can scan or take photos of the documents on smartphone or tablet then log into your account and upload. This is a secure upload to our platform. We do not recommend emailing as this is not a secure method of sending.