



# A guide to document requirements

## UK Driving Licence



A copy of a UK Driving Licence can be used for **proof of name and date of birth** or **proof of address**, but not both.

### What you should be aware of

- Only one document can be accepted from a particular provider. We cannot accept proof of name and proof of address from the same provider.
- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- Address details must relate to the current residence and match the application details.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

- 1. For proof of name and date of birth:**  
The document must show the applicant's full name and date of birth and should match the application details.
- 2.** We can accept either a full or provisional licence, which is current and valid.
- 3.** The photo should be a true likeness of the applicant.
- 4.** The signature of the customer must be included.
- 5. For proof of address:** the document must show the applicant's full name and current address and should match the application details.

### Example UK Driving Licence



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Source: [European Commission](#)

# A guide to document requirements

## UK Paper Driving Licence (pre-photocard)



A copy of a UK Paper Driving Licence (pre-photocard) can be used for **proof of name and date of birth.**

### What you should be aware of

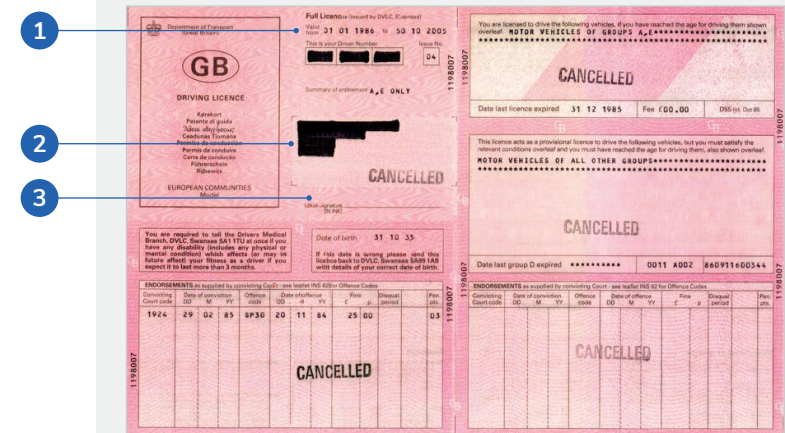
- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

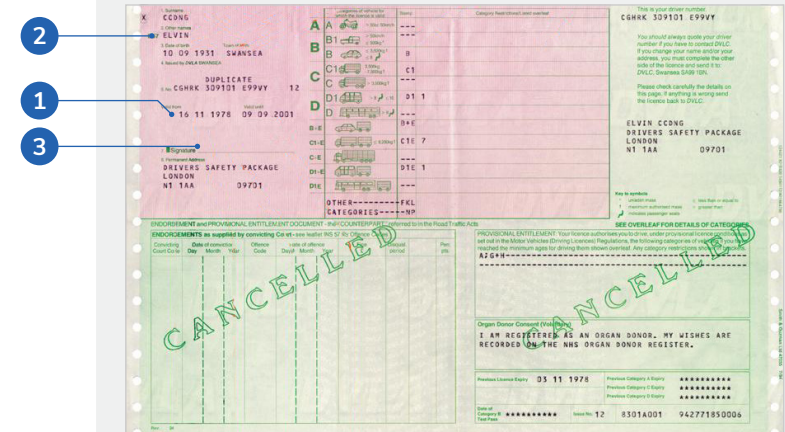
1. The document must be a full licence, current and valid.
2. The document must show the applicants full name and date of birth and should match the application details.
3. The signature of the customer must be included.

### Example Paper Driving Licences

Example A: 01/01/1986 – 31/05/1990



Example B: 01/06/1990 – 31/12/1996



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# A guide to document requirements

## Bank statement



A copy of a bank statement from within the last three months can be used for **proof of address**.

### What you should be aware of

- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- Address details must relate to the current residence and match the application details.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

1. The bank or building society logo must be visible.
2. The statement must show the applicant's full name and address and should match the application details
3. The statement must be dated within the last three months.
4. Full bank account number and sort code must be visible.
5. The statement must show transactional activity. We can accept just the front page if it meets all these requirements.

### Example bank statement

**first direct**

firstdirect.com  
03 456 100 100  
40 Wakefield Road  
Leeds LS98 1FD

MR E CUSTOMER  
1 Example Street  
Town  
County  
XY1 1XY

Account Summary

Opening Balance	£767.14
Payments In	£1,899.97
Payments Out	£2,051.02
Closing Balance	£616.09
Arranged Overdraft Limit	£900.00

International Bank Account Number  
GB51HBUK12345678901234  
Bank Identifier Code  
HBUKGB41FDV

Sortcode  
40-47-70

Account Number Sheet Number  
12345678 592

16 August to 15 September 2025

Account Name  
MR EXAMPLE CUSTOMER

**Your 1st Account details**

Date	Payment type and details	£ Paid out	£ Paid in	£ Balance
15 Aug 25	Balance brought forward			767.14
18 Aug 25	CC-OP GROUP FOOD HOVE 104055	6.82		
	BOOTS,BRIGHTON BRIGHTON	11.65		
	MAS OCADO 0345 658 1234	191.65		
	MAS BHCC-PAYBYPHONEPAR Brighton The Crown Howe	2.00	5.98	549.04
19 Aug 25	BP Laura Walker Back from HK	10.00		
	BP MR E CUSTOMER BACK FROM HK	8.99		530.05
20 Aug 25	MAS MARKSSPENCER PLC BRIGHTON	1.99		528.06
21 Aug 25	MAS SAINSBURYS CO UK 0800 328 1700	37.00		
	MAS SAINSBURYS SIMKTS WEST HOVE	17.95		473.11
26 Aug 25	MAS your-saving.com London	48.00		
	MAS WM MORRISONS STORE BRIGHTON	4.19		
	MAS DISCLPATEHANGERS.N NEWTON ABBOT	12.24		
	Balance carried forward			408.68

Member HSBC Group

first direct is a division of HSBC UK Bank plc

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Source: First Direct

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# A guide to document requirements

## Utility bill



A copy of a utility bill from within the last three months can be used for **proof of address**.

### What you should be aware of

- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- Address details must relate to the current residence and match the application details.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

1. The utility provider logo must be visible.
2. The statement must show the applicant's full name and address and should match the application details.
3. It can be a gas, electric or water bill. We can't accept mobile phone or store card bills.
4. The bill must be dated within the last three months.
5. The bill must show transactional activity. We can accept just the front page if it meets all these requirements.

### Example utility bill

**Supply address:**  
10 Any Street, Anytown  
Countyshire AB12 3CD  
Rota block letter: K

**British Gas**

Mr A Sample  
10 Any Street  
Anytown  
Countyshire  
AB12 3CD

**Hello**  
we've prepared your energy bill for you

**Covering:** 22 Jan 2024 to 23 Feb 2024  
**Bill date:** 23 Feb 2024  
**Customer account number:** A123456

**Your account summary**

Your previous balance on 22 Jan 2024	-£ 137.41
Your total energy costs (inc. VAT and any adjustments)	-£ 269.26
Payments between 22 Jan 2024 to 23 Feb 2024	+£ 137.41
<b>Your new balance on 23 Feb 2024</b>	<b>Debit -£ 269.26</b>

**Important information**

Please pay £269.26 by 8 March 2024 - thank you  
You can find 5 simple ways to pay on the last page of this letter.

<b>Your gas tariff:</b> Standard Variable <b>Payment method:</b> Pay on receipt of a monthly bill. See settle your bills for how to pay <b>Tariff ends:</b> No end date <b>Exit fee:</b> None <b>Annual estimates:</b> Gas Estimated annual usage: 1,285.80 kWh Estimated annual cost: £508.72	<b>Your electricity tariff:</b> Standard Variable <b>Payment method:</b> Pay on receipt of a monthly bill. See settle your bills for how to pay <b>Tariff ends:</b> No end date <b>Exit fee:</b> None <b>Annual estimates:</b> Electricity Estimated annual usage: 2,605.02 kWh Estimated annual cost: £544.98	<b>Did you know?</b> You could save £109.23* by switching your payment to Direct Debit. Visit <a href="https://britishgas.co.uk/dd">britishgas.co.uk/dd</a>
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If you're finding it hard to pay your energy bill, there are a number of ways we can help you. Visit [britishgas.co.uk/payhelp](https://britishgas.co.uk/payhelp)

\*Estimated annual savings based on your projected usage

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Source: [British Gas](https://britishgas.co.uk)

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# A guide to document requirements

## Council Tax bill



A copy of a Council Tax bill from the latest tax year can be used for **proof of address**.

### What you should be aware of

- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- Address details must relate to the current residence and match the application details.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

1. The bill must be dated for the latest tax year.
2. The statement must show the applicant's full name and address and should match the application details.
3. The Local Council logo must be visible.

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### Example Council Tax bill

**Council Tax Bill**  
View your bill, outstanding balance and instalments online at [www.brighton-hove.gov.uk/myaccount](http://www.brighton-hove.gov.uk/myaccount), where you can also tell us about changes to your circumstances.

1 Date of issue 10/03/2025  
2 Account Number 01234567890  
Your property is in band E  
Reason for bill Annual

This bill is for 25 Windsor Road, Brighton, BN2 0BD

	£	Change from 24/25
Brighton & Hove City Council	2537.81	5.0%
East Sussex Fire Authority	137.49	4.7%
Sussex Police & Crime Commissioner	326.22	5.5%
<b>The full charge for the current year is therefore</b>	<b>3001.52</b>	<b>5.0% increase</b>

**How your bill is calculated** £

	01-Apr-2025 to 31-Mar-2026	3,001.52
Council Tax		

**Amount to pay £3,001.52**

Your instalments for 2025/26 do not include your 2024/25 account balance  
As at 28/02/2025 your 2024/25 Council Tax account balance is 238.00

Payment instructions  
First instalment due on 15/04/2025 1 x 251.52  
Other instalments due on 15/05/2025 to 15/03/2026 11 X 250.00

Instalments to be paid by: Direct Debit Monthly

Brighton & Hove City Council

Image for illustration purposes only.  
Source: [Brighton & Hove City Council](http://Brighton & Hove City Council)

# A guide to document requirements

## State Entitlement or Local Authority Benefits



A copy of State Entitlement or Local Authority Benefits from the last 6 months, or 12 months if issued annually, can be used for **proof of name and date of birth**.

### What you should be aware of

- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- Address details must relate to the current residence and match the application details.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

1. The document must have the originator's logo on it, for example Department of Work and Pensions (DWP).
2. The document must show the applicant's full name, date of birth and address.
3. The document must be dated within the last 6 months, or 12 months if issued annually.

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### Example Benefits Statement

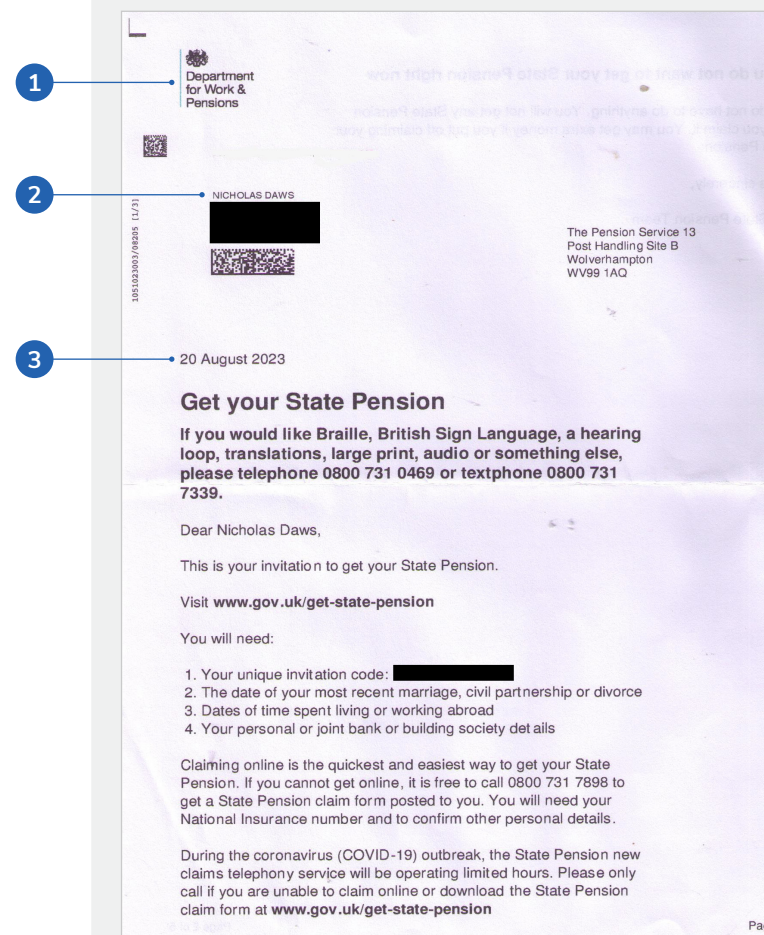


Image for illustration purposes only.  
Source: [Pounds & Sense](#)

# A guide to document requirements

## Letter from HMRC



A copy of a letter from HMRC issued within 6 months, or 12 months if issued annually, can be used for **proof of name** and **date of birth**.

### What you should be aware of

- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- Address details must relate to the current residence and match the application details.
- We do not accept copies where the information has been amended or blocked out.
- We do not accept P45's or P60's as proof.

### What we need to see

1. The document must have the HMRC logo on it.
2. The document must show the applicant's full name and date of birth.
3. The document should be dated within 6 months, or 12 months if issued annually.
4. The document must include a reference number or national insurance number.

### Example letter from HMRC

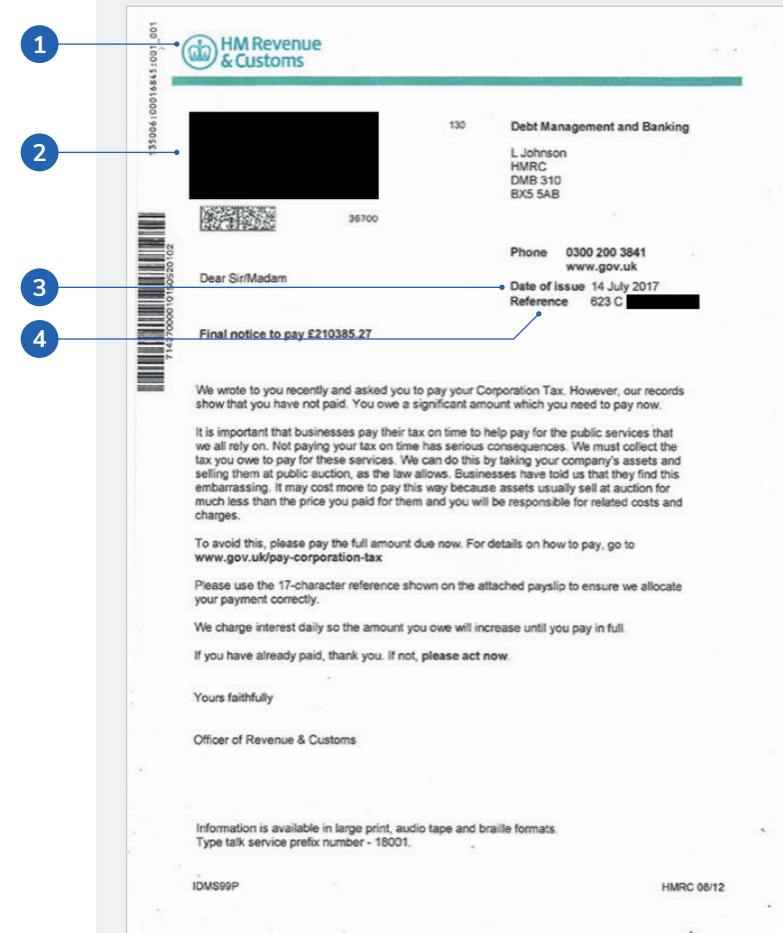


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Source: [Business Advice Services](#)

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# A guide to document requirements

## UK Firearms Certificate or Shotgun licence



A copy of a UK Firearms Certificate or Shotgun licence can be used for **proof of name** and **date of birth**.

### What you should be aware of

- Copies of the document must be easy to read with the image being sharp and not blurry.
- Documents in an alternate name must be supported by evidence of a name change, for example, marriage certificate, deed poll document, civil partnership registration.
- We do not accept copies where the information has been amended or blocked out.

### What we need to see

1. The photo should be a true likeness of the applicant.
2. The document must show the applicant's full name, and should match the application details.
3. The date of birth and signature of the customer must be included.
4. The document must be current and valid – check the valid from and to dates.
5. The issuing police force stamp must be visible.
6. The signature of the Chief Officer of Police must be included.

### Example Shot Gun Certificate

Firearms Acts 1968 to 1997  
Firearms Form 104

**Shot Gun Certificate**

This certificate is granted for the purpose of section 2 of the Firearms Act 1968 to the holder named below and relates to the shot gun(s) specified

1. Name and address of holder: [Redacted]

2. Photograph of holder: [Redacted]

3. Post Code: [Redacted] Date of birth: [Redacted]

4. Certificate number: [Redacted] Valid from: [Redacted] to: [Redacted]

5. Usual signature of holder: [Redacted]

6. Signature of Chief Officer of Police: [Redacted]

Stamp of issuing Police Force: SURREY POLICE With you, making Surrey safer www.surrey.police.uk

Date: 09/11/2010

**Conditions**

The holder of this certificate is authorised for the purpose of section 2(1) of the Firearms Act 1968 to possess shot guns, subject to the following conditions -

- 1 The holder must, on receipt of the certificate, sign it in ink with his usual signature.
- 2 The holder of this certificate must inform the chief officer of police by whom the certificate was granted within seven days of the theft, loss or destruction in Great Britain of the certificate.
- 3 The holder of the certificate must, without undue delay, inform the chief officer of police by whom the certificate was granted of any change in his permanent address.

4 (a) The shot guns to which the certificate relates must at all times (except in the circumstances set out in paragraph (b) below) be stored securely so as to prevent, so far as is reasonably practicable, access to the shot guns by an unauthorised person.

(b) Where a shot gun to which the certificate relates is in use or the holder of the certificate has the shot gun with him for the purpose of cleaning, repairing or testing it or for some other purpose connected with its use, transfer or sale, or the shot gun is in transit to or from a place in connection with its use or any such purpose, reasonable precautions must be taken for the safe custody of the gun.

Additional statutory conditions may be added here by the chief officer of police.

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