

Evidence of identity and residency

We are committed to the international effort to detect and prevent money laundering and terrorist financing. To help with this, it is an important regulatory requirement that we verify the identity and residential address of our customers.

Evidence of who you are

We will need a certified copy of one of the following, which must include your place of birth and clear photographic evidence of your identity:

- valid current signed passport
- government issued National Identity card
- current photo-style full driving licence

Please note that an original document providing evidence of who you are will not be accepted.

Certification Procedure

You may wish to take this guide with you to ensure the certification procedure is followed

All certified documents must contain the following:

- “I certify that this is a complete and accurate copy of the original document that I have seen and (where applicable) that the photograph is a true likeness of the individual...”
- the certifier’s full name and signature
- the date the document was certified
- the position or capacity of the certifier
- business address, email and telephone number of the certifier

Date of Certification must not be more than 6 months old

Notes

1. If you usually use a PO Box address, we are able to accept a utility bill that references your actual residential address as evidence of where you live.
2. You cannot use the same document as evidence of both your identity and your actual residential address.
3. Please send your documents by post as we are unable to accept faxed or emailed copies.
4. If you have any doubt over the documentation, please contact us for further guidance.

Please send your documents to:

Aviva
P.O. Box 1550, Salisbury, SP1 2TW,
United Kingdom

Evidence of where you live

We will need an original or certified copy of one of the following confirming your residential address:

- utility bill dated within the last 6 months
- bank or credit card statement dated within the last 6 months (this cannot be an online statement)
- current driving licence
- tenancy/lease agreement
- government issued National Identity card.
- Or an original letter from your employer on their headed paper

Your document must be certified by one of the following people who must be independent and not related to you

Acceptable certifiers

- solicitor, lawyer or attorney
- bank manager or authorised bank employee
- independent financial adviser (IFA)
- Embassy, Consulate or High Commission official
- notary public/Commissioner for Oaths.

Please ensure to include the certifier’s contact details with your documents.

Any missing information will delay your claim

Continued overleaf

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