

Identity verification and standards of evidence

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Introduction

Universal Credit cannot be paid to a claimant whose identity has not been verified. Failure to provide identity documentation means that there is no valid claim.

Identity documentation

For verification of identity the acceptable documents are one primary evidence document and two secondary evidence documents from the below table.

Primary evidence	Secondary evidence
<ul style="list-style-type: none">• a current passport showing that the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom• a current passport or national identity card showing that the holder, or a person named in the passport as the child of the holder, is a national of the European Economic Area or Switzerland	<ul style="list-style-type: none">• certificate of registration or naturalisation as a British citizen• original birth certificate issued in the Channel Islands, the Isle of Man or Ireland (or certified copy from Registrar)• foreign birth certificate• original (or certified copy from Registrar) birth / adoption certificates• an expired full or provisional photo driving licence

<ul style="list-style-type: none"> • a residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the United Kingdom Border Agency to a national of a European Economic Area country or Switzerland • a permanent residence card issued by the Home Office or the Border and Immigration Agency to the family member of a national of a European Economic Area country or Switzerland • a Biometric Residence Permit issued by the United Kingdom Border Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom, or has no time limit on their stay in the United Kingdom • a passport or other travel document endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the United Kingdom, has the right of abode in the United Kingdom, or has no time limit on their stay in the United Kingdom • an Immigration Status Document issued by the Home Office or the United Kingdom Border Agency to the holder with an endorsement indicating that the person named in it is allowed to stay indefinitely in the United Kingdom or has no time limit on their stay in the United Kingdom • a certificate of registration or naturalisation as a British citizen, which indicates the holder is entitled to take up employment in 	<ul style="list-style-type: none"> • provisional driving licence (where photo card licence, the photo has not expired) • local authority rent card • council tax documents • life assurance/insurance policies • mortgage repayment policies • recently paid fuel/telephone bills in the customer's name • original marriage certificate • original civil partnership certificate • divorce / annulment papers • dissolution of civil partnership papers • certificate/contract of employment in Her Majesty's forces • certificate/contract of employment under the Crown • certificate/contract of employment in the Merchant Navy • current Police registration certificate • current firearms certificate • current/recent wage/pension slip that includes payee name and NINo • letter from employer / contract of employment • deed Poll certificate • current bank / building society / Post Office card account statements • current / open saving account book • personal cheque book • current debit / switch card • current charge card
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the United Kingdom

Additionally

As an exception to the standards contained in the common standards for identity verification, and if any of the above documentation is unavailable, the following documents may also be accepted:

- full driving licence, if a photo card licence, the photo has not expired
- provisional driving licence, if a photo card licence, the photo has not expired

- trade union membership card
- travel pass with photograph affixed
- apprenticeship indentures
- vehicle registration / motor insurance documents
- expired passport
- form B79, a form used to notify DWP staff that a person has been discharged from prison and has been advised to claim benefit
- bail sheet
- correspondence from HMRC
- tenancy agreement for current property
- invoices (self-employed)
- letter from accountant containing information which helps to establish identity
- letter from solicitor containing information which helps to establish identity
- current / recent instrument of court appointment, for example a probate or court registered Power of Attorney
- stock transfer certificate (Director)
- certificate of incorporation (Director)
- memorandum of association (Director)
- NHS medical card
- student ID card (student)
- letter from educational institution (student)
- student loan documentation

If the claimant does not have sufficient evidence to verify identification they must undergo biographical security questions / checks. The biographical test is considered as satisfied by the claimant if they successfully answer 3 random security questions out of a maximum of 5 drawn from available biographical data. At least one **must** be high level.

High value security questions	Medium value security question	Low value security questions
<ul style="list-style-type: none"> • spouse / partner full name • spouse / partner NINo • spouse/Partner DOB • date of marriage / civil partnership • number of dependants in claim • selected dependants full name (middle names) • selected dependants DOB • current bank account number (last 4 digits) • current bank sort code (in full) • name of bank • mortgage details (name of lender) • weekly / monthly rate of payment (amount) • date of last payment received • signing day • pay day • previous names 	<ul style="list-style-type: none"> • name and surgery address of GP 	<ul style="list-style-type: none"> • nationality • method of payment / periodicity • date of birth (if not used as part of the handshake to locate the customer record) • telephone number - (landline or mobile) • address • postcode

<p>(including maiden name)</p> <ul style="list-style-type: none"> • Previous address (es) held by DWP– most recent first • Work’s pension (name of employer and amount) • other benefits in payment – what benefit, rate of payment, date payment started (CAMLite question) • other income (wage) • current deductions: <ul style="list-style-type: none"> • Social fund (amount of loan, rate of deduction, what loan for) • overpayment (amount overpaid, weekly deduction, amount owing, reason for overpayment; • water / fuel (amount of deduction, who payable to etc) • debt reference number • vehicle exemption certificate number • date of issue of vehicle exemption number • disabled person’s name (Carer’s) • disabled person’s date of birth (carer’s) • carer’s relationship to disabled person • reference to recent event (for example a doctors’ 		
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<p>report, super-session appeal)</p> <ul style="list-style-type: none"> • Child Support Agency Case Reference Number • previous employer (name and address) • previous hospital admissions (date / location) • any customer-only known facts (contained within notepad, for example, previous contact (when / what for) • name of appointee • address of appointee • appointee NINo • marital status 		
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If two or more employees of the jobcentre know the claimant as part of their job role, a personal security number can be issued to the claimant without them providing identity.

Example: ‘Unable to provide ID’

Griselda attends on time for her initial evidence interview. The Work Coach checks the ID and realises that Griselda has not provided all of the required evidence to pass the ID checks. The Work Coach informs Griselda that they will book another ID interview for her to satisfy the ID checks. This appointment will be for 30 minutes duration.

The Work Coach advises Griselda to make every effort to bring all the appropriate evidence they have available to the appointment and reminds them of what evidence they need to provide to support the identification process. Three separate pieces of documentary ID evidence are required (one from the primary documentation list and two from the secondary documentation list). Griselda leaves the office knowing what she needs to do to complete the ID check for the new claim interview. The Work Coach updates the ‘to do’ with what has happened.

Fraud

In all cases the following high risk documents are checked with the Identity fraud team:

- Belgian passports and identity cards
- old style Bulgarian passports and identity cards issued prior to 29/03/2010
- French passports and identity cards
- Greek passports and identity cards
- Italian passports and identity cards
- Lithuanian passports and identity cards
- UK passports

The Identity fraud team will be contacted if a document is unfamiliar or raises concerns.

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