

Identity verification

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Claimants must verify their identity to claim Universal Credit. This confirms we link the right person to the right claim and helps to reduce identity fraud. Claimants can verify their identity by one or more of the following:

- GOV.UK Verify
- documentary evidence
- biographical test
- biographical check
- gather and confirm
- know and recognise

The onus is on the claimant to prove who they are.

GOV.UK Verify

Claimants can choose to verify their identity(ID) using [GOV.UK Verify](#). If the claimants have successfully verified their ID in GOV.UK verify and there is a successful match between Gov.UK Verify and Universal Credit full service and the DWP record in the Customer Information System (CIS) (Searchlight), these claimants will not be required to undertake a full Initial Evidence Interview (IEI).

The claimant will still need to attend an interview, except where they are banned from attending the jobcentre, to receive a Personal Security Number (PSN). As with any ongoing contact the claimant ID must be confirmed as the Universal Credit account holder before handing over the PSN.

Documentary evidence

Claimants who do not verify their identity using Gov.UK must provide one piece of primary evidence and two pieces of secondary evidence when they attend their IEI:

- Primary evidence is where the issuing source of the evidence confirmed the applicant's identity through an identity checking process

- Secondary evidence is where the issuing source of the evidence performed little or no identity checking

Verifying documents

Documents provided by the claimant are checked using the ultra violet light box, high quality magnifier, natural light and other resources to validate they are genuine. Any doubts on the validity of the documents should be raised with the identity fraud team on 0141 6368124. They will advise of the action to take.

Document high risk list.

Where identity documents have been identified as a high risk of not being genuine by serious fraud teams, a Document High Risk List (DHRL) and ad hoc alerts are produced and sent to offices listing the current high risk documents. The list is held in offices shared folders. These documents must be checked in all cases with the Document Examination Team whilst the claimant is in the office.

For checks on documents call the Document Examination Team on: 0141 636 8124

Biographical test

When the claimant is unable to provide documentary evidence, they must pass a biographical test (BIO).

BIO questions are generated onto a BIO template using information held on CIS (Searchlight).

The claimant has to successfully answer two out of three questions correctly. They have two opportunities to satisfy this test. However if the claimant answers one correct from each set of three questions then they will pass.

The BIO template informs the user if a customer has passed or failed

Biographical check

Where the claimant does not pass the security questions, biographical checks are undertaken to verify their ID these can be taken over the telephone.

Where a claimant has the details of suitable third parties they need to complete a consent form and statements that the third party will then need to confirm.

Gather and confirm

A combination of documentary evidence, questioning and comparison to DWP records can be used to verify ID if there is enough evidence to confidently confirm it.

Know and recognise

If the claimant is known to 2 members of the jobcentre as part of their work, and they are willing to, they can verify the claimants ID.

Ongoing Contact

After the initial verification of a claimant's identity, it is important to continue to protect sensitive information at every future contact in person or by telephone.

The claimant's identity must be confirmed each time there is contact in person or by telephone.

In person

When a claimant has been seen over a period of time, a relationship has been built and can be recognised with certainty, there is no need to continue to see identity documents or ask security questions at each visit.

Where the claimant cannot be recognised with certainty is seen for the first time, the usual identity verification process must be followed by asking for identity documents or asking security questions.

Claimants should continue to be told to always bring identity documents to each appointment, as they cannot guarantee to see a staff member who will recognise them.

This does not apply to the Initial Evidence Interview.

By telephone or their account

Claimants contacting the Department by using their account or by telephone will prove identity

- using security questions to log into the service or
- using the allocated PSN number to log into the service