

## **Biographical checks**

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### **Appendix 4 – Acceptable areas to contact and conduct biographical checks**

**Excluding examination of historical DWP claims and approaches to HMRC, contact with other organisations must be done with the claimant's consent:**

- historical DWP claims papers;
- other UK government departments, central (for example, UK Visas and Immigration, IPS, and HMRC etc.) or local (for example, Council Tax, Electoral Roll, Local Education Authority etc.)
- overseas government departments (for example, Department of Social Welfare, Eire)
- foreign embassies or consulates
- employers - current and previous
- accountants, contractors etc.
- General Registrar's Office England and Wales
- General Registrar's Office Scotland
- General Registrar's Office Northern Ireland
- General Registrar's Office, Dublin for Republic of Ireland
- Office of National Statistics
- hospital records
- Schools, colleges and university records
- credit reference type data through Third Party Identity Providers (including Credit Reference Agencies)
- utility companies
- landlords - current or previous
- use of internet, directory enquiries, GB accelerator etc. to confirm any contact numbers given

Corroboration could take the form of the following:

- confirming the name and address of a previous employer
- confirming attendance at a specific college over a period of time
- confirming a recent hospital admission or discharge
- confirmation of using a specific gas, electricity or mobile phone supplier

Neither of the lists above are exhaustive but this should give an indication of the types of checks and areas of contact that can and should be considered when attempting to validate and verify someone's identity and/or background.

## Appendix 5 - Groups and Types of Verification Security Questions

### High value security questions:

- spouse or partner full name
- spouse or partner National Insurance number
- spouse or partner date of birth
- date of marriage or civil partnership
- number of dependant's in the claim
- selected dependant's full name (middle names)
- selected dependant's date of birth
- current bank account number (last 4 digits)
- current bank sort code (in full)
- name of bank
- mortgage details (name of lender)
- weekly or monthly rate of payment (amount)
- date of last payment received
- signing day
- pay day
- previous names (including maiden name)
- Previous address(es) held by DWP– most recent first
- works 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:

- Social Fund (amount of loan, rate of deduction, what is the loan for)
- overpayment (amount overpaid, weekly deduction, amount owing, reason for overpayment)
- water or fuel (amount of deduction, who is it payable to etc.)
- debt reference number
- Vehicle Exemption Certificate (VEC) number
- date of issue of VEC
- disabled person's name (carer's)
- disabled person's date of birth (carer's)
- carer's relationship to the disabled person
- reference to recent event (for example, doctors' report, super-session, appeal)
- Child Support Agency case reference number

### current employer (name and address):

- works reference number
- wages - tolerance
- weekly or monthly rate of payment (amount)
- date of last payment received

### previous employer (name and address):

- works reference number
- wages - tolerance

- weekly or monthly rate of payment (amount)
- date of last payment received
- previous hospital admissions (date and location)
- Any claimant-only known facts contained within notepad - for example, previous contact (when and for what etc.)
- name of appointee (CAMLite question)
- address of appointee
- appointee National Insurance number
- marital status (CAMLite question)

**Medium value security questions:**

- name and surgery address of GP

**Low value security questions:**

nationality:

- method of payment and periodicity
- date of birth - if not used as part of the handshake to locate the claimant record (CAMLite question)
- telephone number - landline or mobile (CAMLite questions)
- address (CAMLite question)
- postcode (CAMLite question)

**Note:** the actual questions used are dependent on the IT systems used and the data available to support specific business processes

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