

Checking Your Identity

Before we can open your account we need to check your identity and your address. We do this to protect both you and us from fraud and to comply with UK financial regulations.

In the first instance, we carry out an electronic search to attempt to verify the information you have given us. However, there may be occasions when we are unable to do this.

If this is the case we will contact you by phone to inform you and write to you and ask you to provide documentary proof of your identity and address. This can happen for many reasons and does not mean that anything is wrong.

We will write to you and fully explain the documents that will be required to enable us to open your Sensible Savings Bond as quickly as possible. Should you have any queries about this please do not hesitate to contact us on 01606 815440 and our Savings Team will be more than happy to assist.