

If you are unsure what documents to provide our dedicated Customer Service team is available to help you.

Telephone: 0191 505 0033*

We're open Monday – Friday 9am – 6pm (excluding bank holidays)

Freepost: Vanquis Bank Savings,
Freepost RSGY-CKJA-BKCS,
PO Box 1279,
Newcastle upon Tyne,
NE99 5BR

E-mail: customerservice@vanquissavings.co.uk**

Important Information



Identification Documents

A list of acceptable proofs of identity and address

Before you open an account with us we must check your identity and address. We do this by checking a number of electronic data bases. When we are unable to obtain a match we will need you to provide documentary evidence.

Please check the email or letter we have sent to see which type of identification we need you to send to us.

Vanquis Bank Savings is issued by Vanquis Bank Limited registered in England & Wales with company number 02558509, with its registered office at No.1 Godwin Street, Bradford, West Yorkshire, United Kingdom, BD1 2SU. Vanquis Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered in the Financial Services Register under number 221156.

* We monitor and record telephone calls for training and security purposes.

** We will respond to your emails within 2 business days

Details are correct as time of print (January 2020). ID001

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Joint Applications

You will need to provide documentation for both applicants.

Sending your documentation

Unless we've indicated you should send us originals, to avoid the risk of loss of any original documents in the postal system, we would recommend that you send us photocopies of documents as opposed to originals. Photocopies of documents should be certified*** copies where stated.

Please send all documents to: Vanquis Bank Savings,
Freepost RSGY-CKJA-BKCS,
PO Box 1279,
Newcastle upon Tyne,
NE99 5BR.

Proof of identity

Please provide one of the following documents, ensuring that the forename(s), surname(s) and date(s) of birth on these documents match those given in your application for you and any other applicant:

- ✓ Certified copy of current valid signed passport
- ✓ Certified copy of current firearms certificate or shotgun licence
- ✓ Original of Department for Work & Pensions letter
Must be less than 3 months old
- ✓ Original of HM Revenue & Customs correspondence
Must be less than 12 months old
- ✓ Certified copy of current Biometric Residence permit
- ✓ Certified copy of current UK photo-card driving licence (Full or Provisional)
- ✓ Certified copy of current Full UK Paper driving licence
- ✓ Certified copy of Power of Attorney document or Court of Protection Order
Stamped by a Court
- ✓ Original of The Pension Service State Pension Statement
Must be less than 12 months old
- ✓ Certified Copy of Identity card issued by the Electoral Office for Northern Ireland
- ✓ Certified copy of current residency permit issued by the Home Office

*** Certification of Documents

Acceptable persons to certify evidence of identity and/or address are a solicitor (or a firm of solicitors), accountant **** (with a recognised qualification), a bank official, post office official, a financial advisor and police officer. Certifiers are required to provide their name, contact details, signature, date and professional registration number and/or business stamp on the copies of the documents.

**** A list of recognised UK Professional Accountancy Qualifications and Bodies can be found on the Frequently Asked Questions page of our website vanquissavings.co.uk.

Proof of address

Please provide one of the following documents, ensuring that any documents are addressed to you and any other applicant individually showing surnames, initials and full addresses (including the postcode) and match the address(es) given in your application. Where a document is the same as the one provided for proof of identity above, you must provide a different document for proof of address from the following list:

- ✓ Original of recent utility bill/statement
Must be less than 3 months old (excluding mobile phone and bills printed from the internet)
- ✓ Original of Bank/Building Society statement
Must be less than 3 months old (excluding statements printed from the internet)
- ✓ Original of Solicitor's letter or Conveyancing letter on headed paper
Must confirm a house purchase within the last 3 months
- ✓ Original of Council tax bill
Must relate to the current year
- ✓ Original of Pension statement
Must be less than 12 months old
- ✓ Certified copy of current UK photo-card driving licence (Full or Provisional)
- ✓ Certified copy of current Full UK Paper driving licence
- ✓ Certified copy of current Local Authority rent card, rent book or tenancy
- ✓ Certified copy of Power of Attorney document or Court of Protection Order stamped by a Court
- ✓ Original of Water utility statement
Must be less than 12 months old and not an internet bill
- ✓ Original of TV Licence
Must be less than 3 months old
- ✓ Original of benefits notification letter from a Service of the Department for Work & Pensions
Must be less than 3 months old
- ✓ Original of HM Revenue & Customs correspondence
Must be less than 12 months old
- ✓ Original of Household or contents insurance policy
Must be less than 12 months old
- ✓ Original of Mortgage statement
Must be less than 12 months old
- ✓ Original of Student Loan statement
Must be less than 6 months old
- ✓ Original of written reference from a serving Commanding Officer of the Armed Forces
Must be less than 3 months old