

A guide to

Individual Customer Due Dilligence

(Including Identification and Verification)

Last updated: 26/07/2018



Verification of your personal identity

What we need

HSBC is required to identify individuals within the the entity we bank as well as certain individuals within the structure. There are also individuals that will require identification and verification documents for. These individuals tend to fit within one, or more, of the following catagories;

Ownership	Control through position held or other means	Other parties
<p>Ultimate beneficiary owner(s) A natural person(s) who ultimately owns or controls a customer</p>	<p>Key/ Principal controller(s) A natural person(s) who ultimately controls or otherwise exercises control over the management a customer (whether alone or with any other person or persons)</p>	<p>Other connected party(ies) A natural person(s) who is connected to the customer.</p>
<p>Who are the individuals that have a material direct or indirect ownership interest of 10% or more?</p>	<p>Who are the individuals who exercise control, with decision making/ executive powers, or through other means such as personal connections, financing, family, contractual assosiations or default in payments?</p>	<p>Who are the individuals who are connected to the business, who may or may not influence direct control or ownership, but are of interest to HSBC?</p>
<p><i>Examples*</i></p> <p>Shareholder/ Member Guarantee Member Limited Partner Partner Holder</p>	<p><i>Examples*</i></p> <p>Directors who exercise direct control or substantial influence over the company (senior executive activities) Managing partner/ director Company secretary Chairman/ Treasurer Council member Senior Managers (i.e. CEO/ CFO/ COO) Trustee/ Protector Anyone with sole authority to enact instructions on the account Anyone who has sole authority to change the signing rules on the account Family members controlling the Company that are not captured as Beneficial Owners</p>	<p><i>Examples*</i></p> <p>Nominees Settlor/ Trustor/ Grantor Foundor/ Donor Beneficiary Powers of Attorney Senior advisors</p>
<p><i>*Examples include but not limited to the above (Local equivalent roles/ titles applicable). Based on the customer type and set up some roles may or may not be considered a controller.</i></p>		

Verify your identity

The below table details acceptable documents for the purpose of identity verification;

Signed full passport	Full Photographic driving licence	National ID Card
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Key points to remember

- ◆ Document images must be full and clear enough to verify the individual if we met them face to face
- ◆ Must be current/ valid (not expired)

Verification of your residential address

The below tables detail acceptable proofs for address verification purposes.

Identity Documents <i>(Cannot be used to prove address if using for proving identity)</i>	<ul style="list-style-type: none"> ◆ Current full Driving licence ◆ National ID Card
Correspondence or written confirmation from a government department/ agency <i>(e.g. States of Jersey/ Guernsey or Isle of Man Government)</i>	<ul style="list-style-type: none"> ◆ Parish rates/ Tax notifications ◆ Local government issued document ◆ Letter from a local government department or embassy
Utility bills <i>(Mobile telephone bills are not accepted)</i>	<ul style="list-style-type: none"> ◆ Water/ Electricity/ Oil/ Gas ◆ Satellite/ cable TV, Home Broadband/ Land-Line Telephone Bill
Bank or other financial institution statement/ correspondence <i>(Statements/ correspondence from HSBC Bank plc in Jersey, Guernsey and the Isle of Man are not acceptable)</i>	<ul style="list-style-type: none"> ◆ Bank/ Building Society/ Mortgage/ investment/ credit card statement ◆ Letter from a bank or other financial institution directly relating to a product i.e. an overdraft facility letter.
Tenancy/ housing agreement	<ul style="list-style-type: none"> ◆ Must be signed by all parties, i.e. tenant(s) and landlord(s), contain the full residential address, have a start date and either and end date or term
Letter from a regulated body or individual <i>(Country specific limitations apply, please contact HSBC for further details)</i>	<ul style="list-style-type: none"> ◆ A letter, on headed paper, signed on behalf of a regulated body or by a regulated individual, confirming a personal visit has been undertaken to the customer's residential address and that this is the primary residential address. The document must state the applicant's full name and address along with the date of the visit and how long they have know the client in question

Key points to remember

- ◆ Documents must be dated within the last 4 months (The document must be within this time frame when the original is received by HSBC)
- ◆ Your initial and surname is the minimum if your full name is not shown on an address document.
- ◆ All documentation must bear your full residential address. This must match your application form.
- ◆ PO Box number addresses are not acceptable

Certifying your personal documents

Any documents provided from the above sections must be provided fully certified as per current regulation standards. Failure to provide correctly certified documents may delay the process, and result in requesting new certified documents and/ or further information. Before submitting your documents to us, please follow the below certification guidelines to ensure any documents you provide are certified correctly: All document certification should be located on the document/ copy itself. In the event of the certification being on a separate/ back page (i.e. a notary) the document must confirm the name of the individual and the document type and issue/ reference number in question.

Mandatory requirements to providing certified documents

- ◆ All documents requested must be original certifications, dated and signed by the certifier
- ◆ The certifier's full name, title, position, address and contact details must be included
- ◆ The relevant quote/ statement, or similar, must be included (See Below)
- ◆ Must be completed by someone other than yourself

The relevant wording, or something similar, should be added along with the mandatory requirements when certifying your identity or address;

Individual	Address
<i>"I confirm that the attached document is a true and accurate copy of the original document that I have seen, and resembles a true likeness/ resemblance of the individual"</i>	<i>"I have seen the original document verifying residential address and I confirm that the attached document is a complete and accurate copy of the original document that I have seen"</i>

Who can certify my personal documents?

Certifications for identification and address documents can be accepted from an individual who is a member of a professional verifiable body such as;

Solicitor/ Lawyer/ Barrister	Jersey, Guernsey & Isle of Man Advocate
Chartered Legal Executive or Accountant	Notary Public or Commissioner of Oaths
Director/ Manager/ Officer of a Regulated Financial Services Business (Including TPIs and CSPs)	HSBC Employee (If the individual has been met face to face)

Certification examples

Identification verification documents <i>(Example)</i>	Address verification documents <i>(Example)</i>
<p><i>"I confirm that the attached document is a true and accurate copy of the original document that I have seen, and resembles a true likeness/ resemblance of the individual."</i></p> <p><i>Test Example 06/11/2017</i></p> <p>Test Example- Accountant (# 123456)</p> <p>HSBC Bank Plc HSBC House, Esplanade, St Helier, Jersey, JE1 1HS Tel: 01534 123456 Email: test.example@hsbc.com</p>	<p><i>"I have seen the original document verifying residential address and I confirm that the attached document is a complete and accurate copy of the original document that I have seen"</i></p> <p><i>Test Example 06/11/2017</i></p> <p>Test Example - Accountant (# 123456)</p> <p>HSBC Bank Plc HSBC House, Esplanade, St Helier, Jersey, JE1 1HS Tel: 01534 123456 Email: test.example@hsbc.com</p>

Translating your documents

Translations of any original documents are accepted, however must be clearly certified as true and accurate by an approved certifier. HSBC deems the following acceptable translators;

- ◆ Registered Translator or Translation service providers
- ◆ Registered Accountant, Solicitor or Lawyer fluent in English and the source language

Requirements to providing a certified translation

- ◆ Both the foreign (original) copy and the English (translated) copy must be certified by the approved translator
- ◆ The translation must be completed by a person who is independent from the customer
- ◆ The relevant quote/ statement, or similar, must be included (See Below)

Translated copies must be signed, dated and annotated by the person who has undertaken the translation with adequate information so that he/she may be contacted. The translated *and* foreign copies must be certified to be a true and accurate copy of the original that they have seen by stating on the document the following:-

'I confirm that this translation is true and accurate of the copy of the original document that I have seen'

