

# KYC GUIDE

## Proof of Identity

We accept the following documents for Proof of Identity:

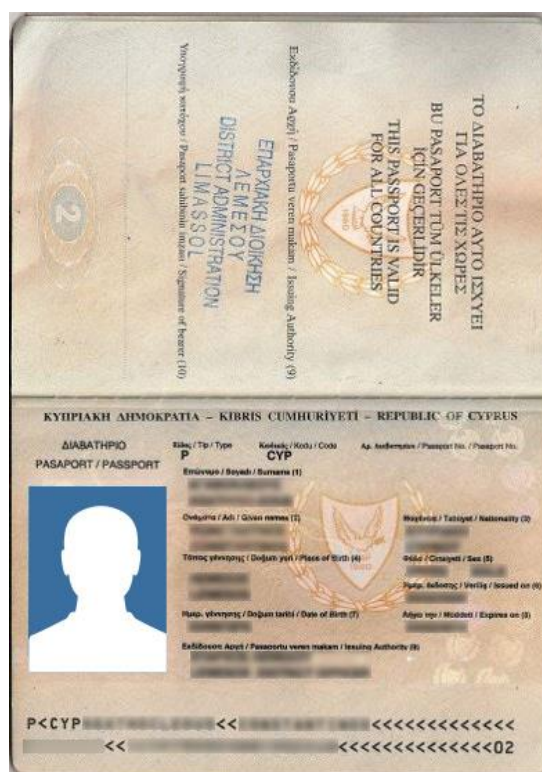
1. Valid National ID card, or
2. Valid National Passport, or
3. Driving License (provisional driving license is not accepted)

All of the above types of identification must be provided in clear colored copy ensuring that all the below information can be seen:

- ✓ Full name
- ✓ Photo
- ✓ Date of Birth
- ✓ Place of Birth/Nationality
- ✓ Unique Document Reference Number
- ✓ Issuing Authority
- ✓ Expiry Date
- ✓ All 4 corners of the document must be shown
- ✓ Both sides of the identification card must be provided

In case residence permit is required, please note that a clear colored copy of both sides of the document must be provided, which satisfies the above requirements.

### Examples of a good copy of Proof of Identity:



## PROOF OF RESIDENCE

Any of the below documents can be accepted as proof of residence:

### 1. Utility Bill

This includes: Electricity Bill, Water Bill, Gas Bill, Landline Telephone Bill, Internet Bill, Local Authority Tax Bill or any other utility bill meeting the below requirements:

- ✓ Clean colored copy
- ✓ All 4 corners of the document must be shown
- ✓ Issued within the last 6 months
- ✓ Full name
- ✓ Residential address
- ✓ Logo of the relevant authority or clear stamp indicating the issuing authority

### 2. Bank Statement

- ✓ Issued within the last 6 months
- ✓ Full name
- ✓ Residential address
- ✓ Logo of the Bank or clear stamp of the Bank
- ✓ All 4 corners of the document must be shown
- ✓ Clean colored copy

### 3. Reference Letter

- ✓ Issued within the last 6 months
- ✓ Full name
- ✓ Residential address
- ✓ Printed on the letterhead of the relevant organization/authority and signature by an authorized officer
- ✓ All 4 corners of the document must be showing
- ✓ Clean colored copy

### 4. Affidavit

- ✓ Issued within the last 6 months
- ✓ Full name
- ✓ Residential address
- ✓ Notarized by a public notary or a government authority
- ✓ All 4 corners of the document must be showing
- ✓ Clean colored copy

**We do not accept the following as proof of address:**

- Employment agreements, lease/rental agreements or any other kind of agreement
- Letters from employers

**Examples of a good copy of Proof of Residence:**

**1 of 2**

**Affinity Water**  
 your local supply, on tap

SAS 3

John Smith  
 Address line 1  
 Address line 2  
 Address Line 3

Logo of the authority must be clearly visible or a clear stamp must indicate the issuing authority.

Address on the Utility Bill should ALWAYS match the address under the "Account Information" in the CRM.

**Customer number**  
 [Redacted]

Quick, easy, always online  
[www.affinitywater.co.uk](http://www.affinitywater.co.uk)

0345 357 2402  
 Monday - Friday 8am - 5pm

For water supply to  
 28 Moulton Rise, Luton, Beds, LU2 0AF

**Bill for April** **£421.68**  
 see sheet 2 for full details and payment plan

**How to pay this bill**  
 Please pay the full amount of £421.68 by 1 April 20. Or you can pay £210.84 by 1 April 20, followed by a second payment of £210.84 by 1 October 20.  
 Please set up a direct debit to make your payment, simply go online [www.affinitywater.co.uk/directdebit](http://www.affinitywater.co.uk/directdebit)  
 There's lots of information about your payment options online or refer to the back of sheet 2.

The Utility Bill must have been issued within the last 6 months.

All four (4) corners of the Utility Bill must be clearly apparent.

Quick, easy, always online:  
[www.affinitywater.co.uk](http://www.affinitywater.co.uk)  
 Simply go online to find out more

The paper used for this bill is manufactured from woodpulp from sustainable forests.

We are committed to protecting information about you. If the account holder would like us to speak to someone else on their behalf, we first need the account holder's permission.

**OTHER IMPORTANT DOCUMENTS:**

**For deposits made through credit/debit card:**

**1. Credit/Debit card (Front & Back)**

- ✓ Full name of cardholder
- ✓ Date of expiry of the card
- ✓ Showing the last 4 digits (these should be matching the card number used to fund the account of the Client)
- ✓ Signature on the designated space provided on the card
- ✓ All 4 corners of the document must be shown
- ✓ Clean colored copy

*\*Please ensure that the first 12 digits of the card are covered/not shown*

## 2. Proof of cardholder document

- ✓ Full name
- ✓ Date
- ✓ Banks' name and logo
- ✓ Showing the last 4 digits of the card
- ✓ All 4 corners of the document must be shown
- ✓ Clean colored copy

## For deposits made through wire transfer:

### 1. Confirmation of deposit through wire transfer

- ✓ Full Name
- ✓ Date
- ✓ Company's details for the actual transaction
- ✓ The amount deposited

### 2. Bank Statement

- ✓ Full Name
- ✓ Date
- ✓ Name of the bank
- ✓ IBAN
- ✓ BIC

## For deposits made through E-Wallets:

### 1. Confirmation of deposit through E-Wallet (Skrill, Neteller, etc.)

- ✓ Name
- ✓ Date
- ✓ Amount
- ✓ Destination of deposit

Examples of a good copy of Proof of a Credit Card:

