

# Certifying copies of original documents

There may be times when we'll ask you to provide additional documents to support your application or request.

We'll normally ask for an original document, but in certain circumstances we'll accept a copy certified by a professional person or service. When this is the case, we'll always let you know beforehand.

The tables below provide information on who can certify a copy of an original document, and what information needs to be included to confirm it's a true and accurate copy of the original.

## Who can certify a copy of a document?

### An FCA authorised person or firm.

- Must include their FCA approved person reference number.

### A qualified solicitor / licenced conveyancer / an approved person within a legal practice.

- Must be listed on a professional body website.

### A bank or building society manager / employee.

- Must include the branch stamp.

### An actuary or accountant.

- Must be a member of a recognised professional body.

### A general practitioner / dentist or similar.

- Must be listed on a professional body website.

### The Post Office Document Certification Service.

- Must be on an official form and include the Post Office branch stamp.

## Your certification checklist – what needs to be included on every page of the copy?

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ The certifier's full name and signature</li> <li>✓ The certifier's business address and phone number</li> <li>✓ The date the original document was seen</li> </ul> | <ul style="list-style-type: none"> <li>✓ The statement 'I certify this is a true copy of the original'</li> <li>✓ Where the document includes a photograph, include the statement 'I certify this photograph is a true likeness of [insert name]'</li> </ul> |
|---|--|

**Please note:** We may need to contact the certifier to verify them.

As we may not be able to verify a retired professional, we recommend you use a person in current employment.

If you're unable to supply a copy of a document that has been certified by one of the above, **please call us on 0800 032 9999** to discuss what other options may be available.

### Where to send your documents

Please send your certified documents to the following address:

Charter Savings Bank  
PO Box 855  
Wallsend  
NE28 5BL

If you're sending important documents to us, you might also want to send them by Special Delivery for your own peace of mind.

**We can provide literature in large print, Braille and audio. Please ask us for this leaflet in an alternative format if you need it. If you require any additional support with managing your account, you can contact us either by phone, in writing or by visiting [chartersavingsbank.co.uk/help/additional\\_support](https://chartersavingsbank.co.uk/help/additional_support) for more information.**