

ID Helpsheet Care Home Residents



What ID is required where an individual lives in a care home?

All financial institutions have a responsibility to prevent money laundering and as a result, we are obliged to carry out due diligence on all individuals we deal with.

If you are instructing Countrywide Tax & Trust Corporation Ltd (CTTC Ltd) in relation to the following products and services, we are required to carry out certain checks to complete these on your behalf:

- Establishing a Trust during your lifetime
- Where you are appointed to act as a Trustee of a Trust
- Where funds are being loaned or appointed to you from a Trust
- Declarations of Trust
- Trusts of Land & Conveyancing
- Trust Bank Account
- Where you are settling funds or assets into a Trust

To verify the identity of individuals living in a care home, we ask for the following information and documentation:

- Letter from the Care Home (on letterhead), confirming that the individual currently resides at the home and the date they moved in
- The individual's previous residential address (before moving to the care home)
- Proof of address and identity for the individual (please see 'Additional ID' below)
- If someone is acting on the individual's behalf (for example as an Attorney / Deputy) we require:
 - A certified or office copy of the Lasting Power of Attorney (LPA) or Court Order
 - Identification and proof of address for the Attorney/ Deputy submitted via our online ID verification provider:
 - Passport or Driving License
 - Proof of address (e.g Council tax, TV license, utility bill etc - a mobile phone bill is not acceptable), dated within the last 3 months.
 - Bank statement, to include full name, address, sort code and account number, dated within the last 3 months.

Additional ID

We appreciate it can be more difficult to provide documentation for care home residents, but any of the following are helpful:

- Expired passport or driving license (even if the ID is expired, it still helps confirm identity)
- Proof of address dated within the last 3 months (e.g. bank statement, utility bill, medical letter)