

Why do I need to provide ID?

Estate planning documentation can contain very private and sensitive information. In recognition of this, if you request documentation or information we will ask you to provide certain information to confirm your identity in the following circumstances:



- Where you request the return of documentation from secure storage during your lifetime
- Where attorneys request documentation or information on your behalf during your lifetime
- Where executors request documentation or information after death

Where you wish to request the return of your documentation

We will require a signed letter from all parties requesting the return of their documents, and a copy of a passport or driving licence and recent utility bill or bank statement in order to confirm your address and identity.

Where your attorneys request documentation or information on your behalf during your lifetime

We will require a signed letter of request from all parties, and proof that the person who created the documentation has lost capacity. The attorneys requesting documentation will have to provide copies of their passports or driving licences and a recent utility bill or bank statement to confirm their address and identity.

Where your executors and / or trustees request documentation or information after death

We will require a signed letter from all executors and / or trustees requesting the return of the documentation, along with a death certificate for the deceased. All executors and / or trustees will need to confirm in the signed letters provided what address documentation is to be sent to. All executors / trustees must agree for the documentation to be sent to one address before we are able to release any paperwork.

Where an executor of a Will has passed away, we will require a death certificate to confirm this. All executors / trustees will also have to provide a copy of their passport or driving licence and a recent utility bill or bank statement in order to confirm their address and identity.

Please note that Trustees are only entitled to request copies of Trust documentation. They may not be entitled to a copy of the Will unless they are appointed as Executors of this.

How to provide documentation

The easiest and most secure way of providing confirmation of identity for clients, attorneys, executors and/or trustees is submitting them to us via our ID check provider. A secure link can be sent to each individual to allow documentation to be securely uploaded, as long as you each have an email address. If you would like to use this fast, secure and convenient system instead of providing your identity documentation by post, please let us know that you wish to use this service. As email is not secure, we do not recommend that important documentation is sent to us by this method.

Where you are not able to upload documents electronically

You are able to post copies of your driving licence or passport and a recent utility

bill or bank statement to us. Please note that this will mean it could take longer for us to action your request for information or documentation due to the time taken to send documentation via post. Please ensure that any proof of identity or documentation you provide matches the name in the document you are requesting. If this is not the case, we may require further information from you before we can proceed. If you have changed your name since the documentation was established, please also provide proof of this name change (a deed poll or marriage certificate). If you have moved house since the documentation was prepared and would like us to send the documentation to your new address, we must be provided with proof of address confirming that you are resident at the new property. Please note that each case is assessed on its merits, and on occasion once you have sent documentation to us we may require further evidence in order to approve your request.