

Guidance Notes for completing the Key Information Form

If you have any queries when completing the form, please refer to the information below which gives additional guidance about each section.

Section 1

Surname

This is your family name / married name.

Former / Alias names

This is any former names you have been known by, e.g. maiden name.

Section 2

Mother's Maiden name

This is your mother's surname / family name before being married. This may be used as a security question to verify your identity.

Section 3

All details required for this section are usually found on your passport or personal identification document.

Section 4

Please add the number from your current passport or identity card.

Section 5

Country and Tax Identification number

Please confirm:

- i) the country where you are a tax resident
- ii) your Tax Identification Number (TIN) for each country.

If a TIN is unavailable please tick the box and provide an explanation in the space provided.

The TIN is a combination of letters and/or numbers assigned to the individual by their country of residence (or its tax authorities).

In some countries this may be a number that is specifically referred to as a TIN while other countries may use other numbers e.g: National Insurance Number and Social Security Number.

If you are resident in more than one country for tax purposes, please provide the required information for each country.

Please note, we are not able to provide tax advice or help in defining your tax residency. If you are unsure of your tax residency, please contact your tax adviser or local tax authority.

Section 6

Principal Residential Address

This is the physical address where you are usually resident. PO Box Numbers and care of addresses are not acceptable for security reasons. Section 12 includes more information about what to do in these circumstances.

Correspondence Address

This is the address where you would like any correspondence such as statements to be sent. Only complete this if it is different from your residential address. This can be a PO Box address.

Section 7

Contact Details

When indicating your preference for how we should contact you, please tick only one box.

Please note that we cannot receive transactional instructions via email.

Section 8

Employment status

Please tick the most appropriate status. Please give further details in the space provided if you have ticked "Other".

If you have ticked 'Self Employed' please provide your nature of work, your work address – even if that is your residential address, and a trading name if you use one.

Continued

If you are retired or unemployed, please describe your last occupation and give details of your last employer in the space provided. If you do not work, are a homemaker, in full-time education, academic study or all your income comes from trusts etc, please indicate this as your occupation and complete the section appropriately.

If in further education please provide the name of the institution, your course and expected end date.

Job / Position held

Please state your occupation and the type of business that you work in, e.g. Bank Manager.

Total Gross Income

Please state your total annual income – this is your total income including any lump sums/salary if they are received.

Total amount of regular incoming funds

Please provide the likely total amount (GBP equivalent) of regular incoming funds to your account per month; this should include salary credits as well as from any other regular sources.

Section 9

Public or High Profile positions held

Please provide details of any prominent public functions you, a family member or a close associate hold, or have held with a state or international body/organisation.

Section 10

Supply of certified Identification documents

Please photocopy as described below, arrange for the photocopy to be certified by one of the people listed in Section 11, and returned to us with your completed form. Please do not post original documents.

For Passports – Ensure you photocopy the pages of the passport carrying the photograph, signature, issue and expiry date onto the template provided and arrange for each page of the photocopied documents to be certified.

For National ID cards and photo Driving Licence cards – please photocopy both sides onto the template provided, and arrange for both sides to be certified. Please note National ID cards from Greece, Romania and paper based ones issued in Italy are no longer acceptable.

If you don't hold any of the documents listed please get in touch with us as soon as possible, so we can discuss your personal circumstances.

If your documents are not written in English you will also need to supply a translation document – please see information on the next page which explains how to do this.

Your ID document should be photocopied onto the provided template and then the certifier should complete all of the sections on that copy not onto the original blank template.

The completed form should include:

- the signature of the certifier and the date of the certification
- the name of the certifier
- the position the certifier holds
- the company name of the certifiers employer
- the official stamp/seal of the company
- the company telephone number

If the certifier does not wish to use the template they can add all of the detail above to a photocopy of your ID document but must also add the following text – 'Having seen the individual and the identity document at the same time I certify that this is a true copy and the photograph is a reasonable likeness'. If the certifier wishes they can add the highlighted statement in their own language.

Section 11

Who can certify your documents

This section confirms who can certify both proof of identification and proof of address documents.

Section 12

Supply of certified residential address verification documents

Please take the original address verification document with you. The list of people who can carry out the certification is shown in Section 11.

Please ensure the certifier includes the following information when carrying out the certification:

- the words 'Certified true copy of the original'
- the certifier's full name and their job title
- the Company name and telephone number of the certifier's employer
- the certifier's signature and date of certification

If using an Identity card or photographic driving license then please certify as per Section 11.

Full details about the documents which can be accepted are shown on page 5 of the enclosed form in Section 12. If your documents are not written in English you will also need to supply a translation document – please see information on the next page which explains how to do this.

Please note that the same document cannot be accepted for both proof of identity and proof of residential address.

Two separate documents are required.

If you prefer, you can supply the original document for your proof of residential address only. If you supply an original document, you do not need to arrange for it to be certified.

Please do not provide original driving licenses or Identity cards – these must be certified copies.

Post Office Boxes

If you use the services of a PO Box for your correspondence, we will require full details and proof of your actual residential address to be supplied to meet the requirements. We can accept a utility bill or rental agreement which is addressed to the PO Box but it must refer to the provision of water/ gas/ electricity/ rental agreement to/for the physical address or for the lease of the property. To discuss the information needed for this please contact us on +800 800 88885* or alternatively call 01624 684 444*.

Temporary accommodation

If you are living in temporary accommodation, or accommodation provided by your employer, please contact us on +800 800 88885* or alternatively call 01624 684 444* to discuss your personal circumstances.

Section 13

Declaration & signature

Please ensure you read the declaration fully before signing.

If you have any questions please get in touch and we will be happy to help. When you are satisfied that you are in agreement, please sign and date the form and return it to us with the required documentation (certified where necessary).

Translation requirements for documents not written in English

If you need to provide a translation of a document that is not written in English, please take the following action:

- Ask your translation company to confirm in writing on the translated document that it is a 'true and accurate translation of the original document'.
- Include the date of the translation and the full name and contact details of the translator or representative of the translation company.
- Include a copy of the original document.

[You can get this item in Braille or large print by contacting us to advise us of your requirements.](#)

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