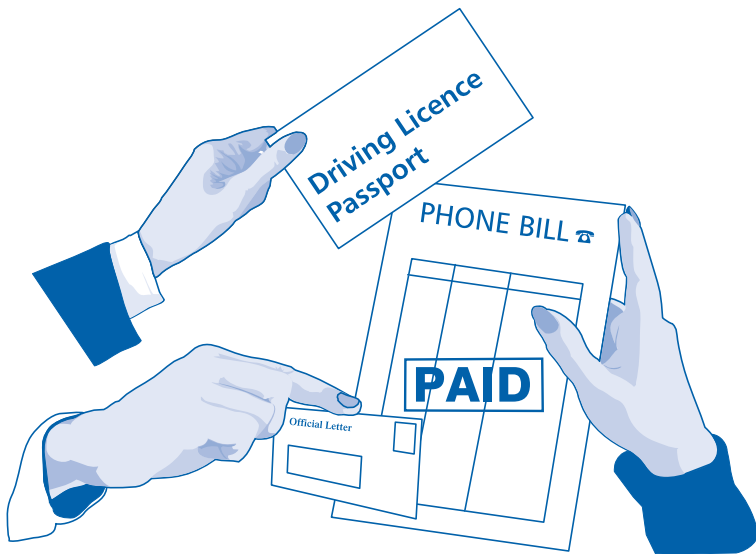


PROVING YOUR IDENTITY (that you are who you say you are) AND NATIONAL INSURANCE NUMBER



This leaflet gives guidance on the documents that applicants and their partners can show us to help prove their identities and national insurance numbers. Section 19 of the Fraud Act requires this to be done.

Why do we need you to prove your identity for housing benefit and council tax purposes?

By law, we must confirm that you are who you say you are when you claim housing benefit and council tax benefit. This is an anti-fraud measure brought in by the Government.

We must check to make sure that we are paying housing benefit and council tax benefit to the right person, and we have to be certain that you are entitled to receive these benefits. Sometimes we may need to contact you either by phone, in person or by letter to ask you for more information. **It is important that you provide the information QUICKLY or confirm you do not have it.** This will help us to deal with your application without delay or advise you what to do next.

We are only able to pay housing benefit and council tax benefit if you and your partner (if you have one) have a valid National Insurance Number. Please contact the Benefits Section urgently if you do not know your National Insurance Number. They will advise you what to do.

Certain documents can be used to help prove your identity and confirm your National Insurance Number. You will need to supply at least two documents to prove your identity.

Here are some examples:

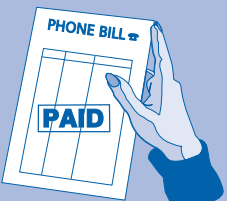
- Adoption certificate
- Bank books / statements
- Benefit payment book
- Birth certificates / Full or Short (not a photocopy)
- Building Society passbook
- Certificate of employment in HM forces / Merchant Navy

Types of documents that can be used to help establish your identity





You should supply at least two of the documents listed on these pages



- Credit cards
- Cheque book
- Cheque guarantee card
- Divorce/Annulment papers
- Driving Licence
- Home Office Standard Acknowledgement Letter (SAL 1 or 2). This form will only be held by people seeking asylum in the UK.
- Identity card issued by an EC/EEA member state
- Letter from solicitor / social worker / probation officer / HM Revenue & Customs
- Life assurance / Insurance policy
- Local authority rent card / tenancy agreement
- Marriage certificate
- Medical card
- National Insurance Number card
- Passport (current and valid)
- Police registration certificate
- Travel pass (with photograph)
- UK Residence Permit
- Utility bill (Gas / Electric and such like) for the last quarter **paid** in your or your partner's name
- Wage slips from your current employer

**If you do
not have
any
documents**

Other documents that have your name, address, date of birth and photograph on them may also be helpful.

You should always supply original documents. We have special equipment and procedures to check the documents are genuine. It doesn't matter if your documents were not issued in the UK.

If you cannot produce the documents, you should still complete and return the housing benefit and council tax benefit claim form together with a note that proof will follow. Benefit normally starts from the Monday following receipt of your claim. Any delay in returning the claim form could result in you losing benefit.

Please remember, your benefit entitlement cannot be worked out until the Benefits Section has received all proof and documentation.

How to contact us for help or advice:

Write to us at:
South Holland District Council
Customer Services
PO Box 8, Priory Road
Spalding, Lincs.
PE11 2XQ

Call in and see Customer Services at the Council Office in Priory Road, Spalding - any weekday from 8.30am to 5.15pm, except on Fridays when we close at 4.45pm.

Ring us on 01775 761161 and tell the operator that you have a benefit enquiry so they can put you through to the right person.

Fax us on 01775 711253

E-mail us using info@sholland.gov.uk

Visit us at www.sholland.gov.uk