

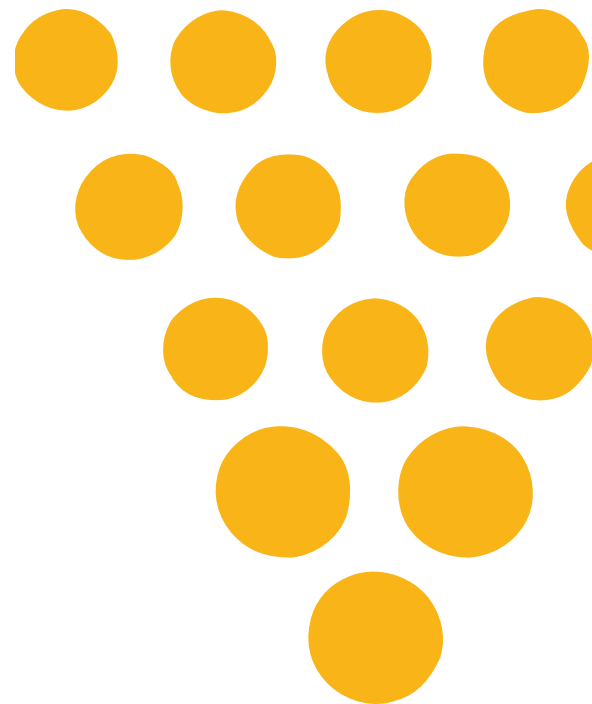


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Getting To Know Your Customer

Version 2

Highways & Infrastructure



Getting to know your customer

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Introduction

Before any payments are made to Cornwall Council in respect of Section 38's, Section 278's and Advance Payments Code Notices, 'getting to know your customer' checks will be undertaken by the Infrastructure Adoptions Department

We need to get satisfactory evidence of the identity of our customers and sometimes individuals they are linked to. In part this is something we are required to do in order to comply with legislation relating to the prevention of money laundering and terrorist financing

This document must be read in conjunction with the 'ID verification - checklist' <https://www.cornwall.gov.uk/media/36967398/identity-verification-form.pdf>.

When submitting ID verification documentation to Cornwall Council please enclose a completed 'ID verification – checklist'

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‘Getting to Know Your Customer’ information

Before making payment to Cornwall Council, whether by BACs, CHAPs, cheque or invoice please provide the information as detailed below.

The information must be accompanied by written communication using paper which carries the official letterhead for the company/business and should include the business address, email and telephone number. In the case of limited companies (corporate bodies) it should be signed by a company director (or someone authorised to act on behalf of the company).

If you are an individual or sole business owner and not a limited company the written communication should be signed by you (or someone you have authorised to act on your behalf).

Information can be scanned as a pdf and attached to an email but cannot be accepted within the body of an email.

In most cases once this information has been provided and verified the financial transaction may be completed, but in some instances it may be necessary for us to ask you for additional documentation before any transaction can be concluded.

If changes in your circumstances occur we may need to request that information is resubmitted to the Council.

Failure to provide the required documentation when requested will mean that the financial transaction cannot be completed and this could considerably delay the completion of any Highway Agreements / Licences.

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Verifying Your Identity

Corporate bodies/limited companies

We require one item from Group A and two items from Group B to verify the identity and address of any individual who is:

- An Individual acting on behalf of the company, and

If the company is not listed on a regulated market, we require one item from Group A and two items from Group B to verify the identity and address of any individual who is:

- A beneficial owner of the company

Sole business owner and other companies (non-limited companies)

We require one item from Group A and two items from Group B to verify the identity and address of any individual who is:

- The sole business owner
- An individual who is a beneficial owner
- An individual acting on behalf of the company

Group A	Group B
Signed valid full passport of any nationality	P45 statement of income for tax purposes on leaving a job issued in the last 12 months.
Driving licence photocard issued by the DVLA in Great Britain or Northern Ireland	P60 annual statement of income for tax purposes issued in the last 12 months.
UK original birth certificate issued within 12 months of birth	Bank or building society statement issued to your current address, less than three months old.
Valid EU photo ID card	Mortgage statement issued in the last 12 months.
Valid UK firearms licence with photo	Utility bill (gas, electric, telephone, water, satellite, cable) issued to your current address within the last three months.

	Pension, endowment or ISA statement issued in last 12 months.
	British work permit or visa issued in last 12 months.
	Letter from H.M. Revenue & Customs, Department of Work and Pensions or local authority, issued within the last three months.
	A credit card statement sent to your current address within the last three months.
	A Council Tax bill / statement issued in the last 3 months.
	Child benefit book issued in last 12 months.

You must either

bring the original documents into the Council's Highways Depot at Castle Canyke Road, Bodmin, please telephone 01872 322530 to make an appointment

or

send us copies that have been certified by an employee of the Post Office, a Bank Official, Solicitor, Notary or Chartered Accountant who must endorse each item as follows: "I certify that this is a true copy of the original documents which I have seen" and additionally in the case of an item from Group A "I certify that this is a true likeness to [insert full name]". They must then sign and print their name, their organisation/company and position.

Please send certified copies to highways-estates@cornwall.gov.uk or

Cornwall Council
 Infrastructure Adoptions
 West Building
 Central Group Centre
 Castle Canyke Road
 Bodmin
 Cornwall
 PL31 1DZ

Limited Companies – required information

- Confirmation of the company the payment will be secured by and whether this will be made directly from the company or via a Solicitor. If payment is being made through your Solicitor any subsequent refunds due will be made through the Solicitor
- Confirmation of your position within the company making the payment
- Confirmation of the company's registration number
- Confirmation of the address of the company's registered office and if different its principal business address
- If the company is not listed on a regulated market, confirmation is required of the law to which the company is subject, and its constitution (whether set out in its articles of association or other governing documents)
- If the company is not listed on a regulated market, confirmation is required of the full names of the board of directors (if there is no board, the members of the equivalent management body) and the senior persons responsible for the company
- If the company is not listed on a regulated market and is beneficially owned by another person we will need to know who the beneficial owner is. In the case of a corporate body this will be any individual who exercises control over management of the corporate body or ultimately owns or controls more than 25% of the shares or voting rights. In other cases it will be the individual who ultimately owns or controls the business.
- Confirmation of how the payment will be made i.e. cheque, BACs, CHAPs transfer, along with details of the business account from which the funds will be transferred
- If an individual is acting on behalf the company we will need official confirmation that the individual is authorised to act on their behalf and confirmation of the individual's identity
- Confirmation of the identity of any individual who is a beneficial owner of the company

Sole Business Owner and Other Companies (non-limited companies) – required information

- Confirmation of the identity of the sole business owner
- If an individual is acting on behalf of the sole business owner we will need official confirmation that the individual is authorised to act on their behalf and confirmation of the individual's identity
- Confirmation of the identity of any individual who is a beneficial owner of the business i.e. the individual who ultimately owns or controls the business
- Whether payment will be made directly from the company or via a Solicitor, if payment is being made through your Solicitor any subsequent refunds due will be made through the Solicitor
- Confirmation of how the payment will be made i.e. cheque, BACs, CHAPs transfer, along with details of the business account from which the funds will be transferred

How long we keep your information

We will only keep your information for as long as it is required in accordance with retention periods set in law relevant to the processing we are undertaking. This will be a minimum of 5 years from when any business relationship with you comes to an end. Once your information is no longer required, it will be destroyed securely and confidentially.

Contact information

Telephone – **01872 322530**

Email – highways-estates@cornwall.gov.uk

Address – **West Building
Central Group Centre
Castle Canyke Road
Bodmin
Cornwall
PL31 1DZ**

Prepared by:

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Transport & Infrastructure Service
4 June 2020

If you would like this information
in another format please contact:

**Cornwall Council, County Hall
Treyew Road, Truro TR1 3AY**

Email: comments@cornwall.gov.uk

Telephone: **0300 1234 100**

www.cornwall.gov.uk

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