

# Basic DBS Online Disclosure Guide (eBulkPlus)

Applicant Guidance Notes



## Contents

Applicant Guidance Notes .....	2
Logging onto the System .....	3
Statement of Fair Processing .....	5
Section 1 – About You .....	6
Section 2 – Address History .....	7
Section 3 – Additional Info .....	8
Section 4 – Employment Details .....	10
Section 5 – Confirmation and Consent .....	11
Complete Application.....	12
DBS List of Acceptable Identification .....	13

## Applicant Guidance Notes

An online basic DBS check can be completed by accessing the internet from any device that has this facility. This includes a smart phone, tablet, laptop or PC. It is supported on the latest versions of all modern browsers; however, we do not recommend access via Internet Explorer as this browser is unsupported both by our technology and soon by Microsoft also. If you do not own your own computer, you can go to any internet café or local library. Please be aware that you must complete your application form in full as part completed applications form cannot be saved.

## Starting your application

You can start your application one of two ways depending on how you have been invited by the employer requesting this check to be carried out on you.

### Option 1 – via a direct link within an email invitation

If you have received an email invitation containing a direct link to completing your application, simply click the link contained in your email and skip to page 5 of this guide.

### Option 2 – accessing our system through your browser

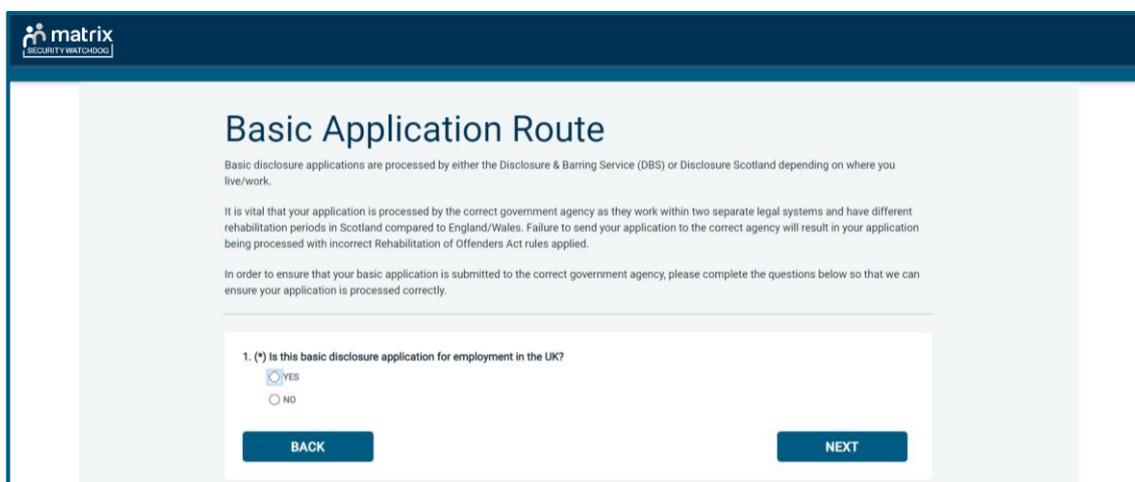
Please enter the following address in the web browser:

<https://matrixscreening.com/cheqs>

If you are **not** taken directly to the 'Start New Application' page, please click on 'Start Application' in the box entitled 'Basic Disclosure Application' to enter the system and start your application.

You will now be taken to the basic routing screen in order to determine whether your basic application needs to be processed by the DBS or Disclosure Scotland based on where you live/work.

For applicants based in England or Wales who require a basic DBS check, the answers to these questions will point to 'England/Wales'.



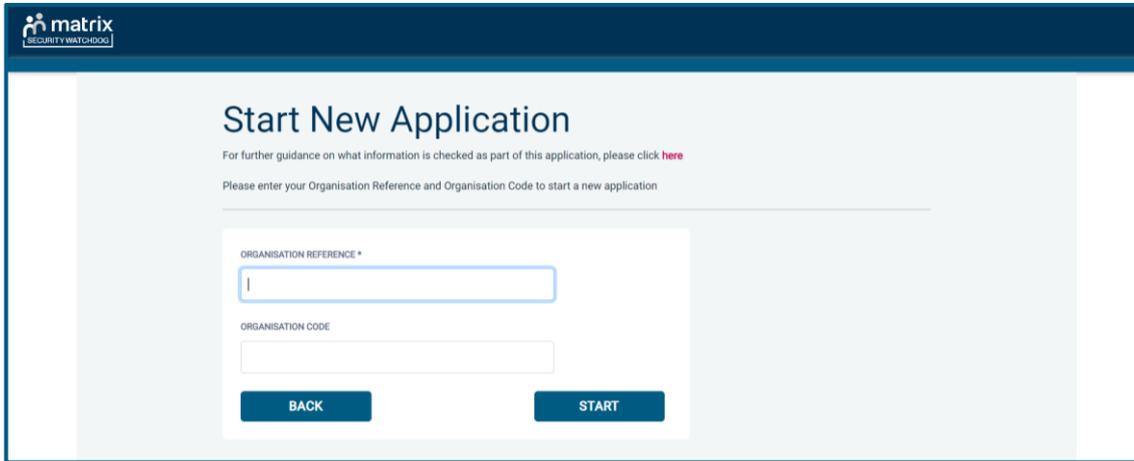
The screenshot shows a web form titled 'Basic Application Route' with the 'matrix SECURITY WATCHDOG' logo in the top left. The form contains the following text: 'Basic disclosure applications are processed by either the Disclosure & Barring Service (DBS) or Disclosure Scotland depending on where you live/work. It is vital that your application is processed by the correct government agency as they work within two separate legal systems and have different rehabilitation periods in Scotland compared to England/Wales. Failure to send your application to the correct agency will result in your application being processed with incorrect Rehabilitation of Offenders Act rules applied. In order to ensure that your basic application is submitted to the correct government agency, please complete the questions below so that we can ensure your application is processed correctly.'

Below the text is a question: '1. (\*) Is this basic disclosure application for employment in the UK?' with two radio button options: 'YES' (selected) and 'NO'. At the bottom of the form are two buttons: 'BACK' and 'NEXT'.

Once the questions have been answered, please click 'Next'.

Please note at this stage of the process your login details are case sensitive.

1. Enter the Organisation Reference that has been supplied to you by the company that you will be/are working for.
2. Enter the Organisation Code that has been supplied to you by the company that you will be/are working for.

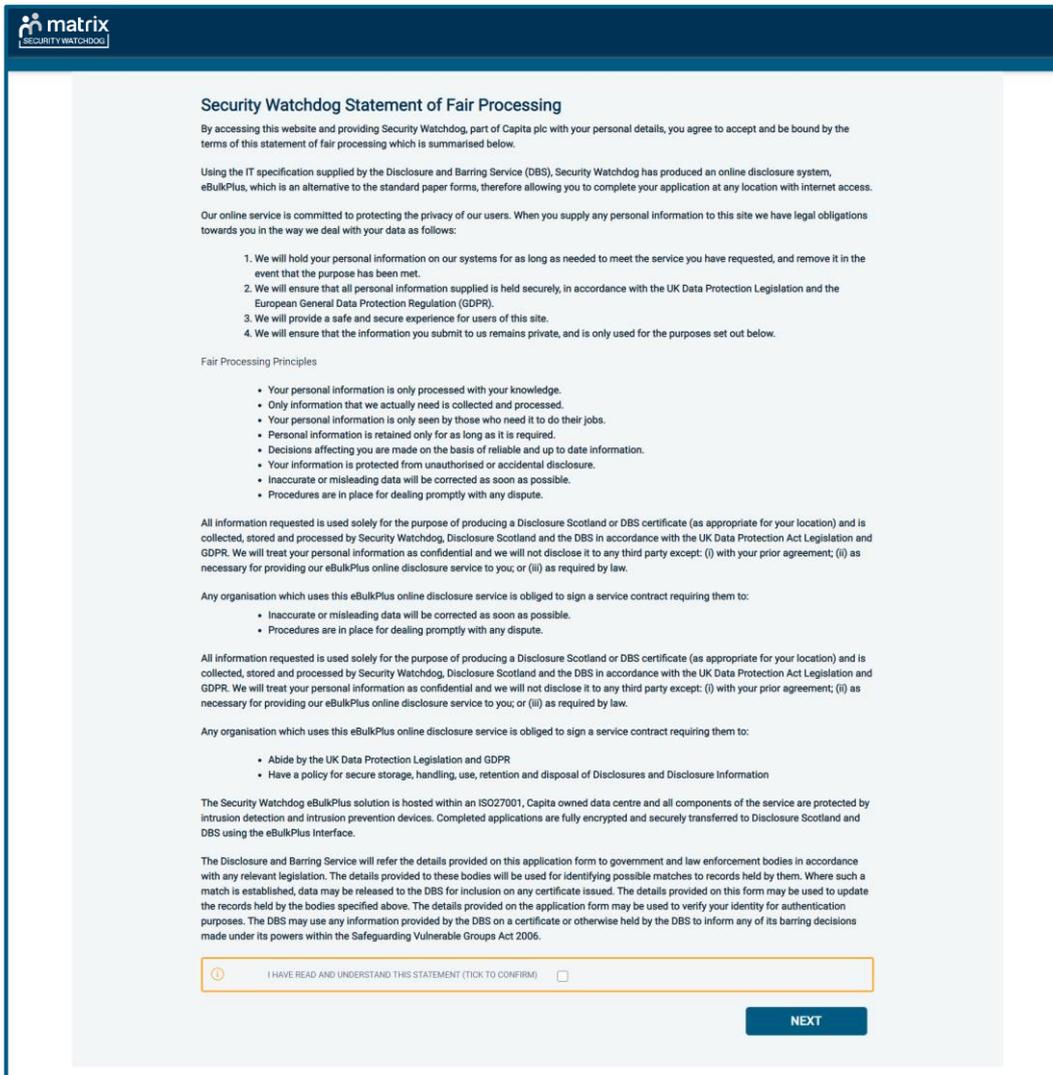


The screenshot shows a web form titled "Start New Application" with the Matrix Security Watchdog logo in the top left. Below the title, there is a link for further guidance. The form asks for "ORGANISATION REFERENCE\*" and "ORGANISATION CODE". There are two input fields, one for each, and two buttons labeled "BACK" and "START" at the bottom.

Once you have completed this section click 'Enter'.

# Statement of Fair Processing

You will now be taken to the 'Security Watchdog Statement of Fair Processing' outlining the terms and conditions. Please read the statement and tick the box to confirm this has been read and agreed to.



**Security Watchdog Statement of Fair Processing**

By accessing this website and providing Security Watchdog, part of Capita plc with your personal details, you agree to accept and be bound by the terms of this statement of fair processing which is summarised below.

Using the IT specification supplied by the Disclosure and Barring Service (DBS), Security Watchdog has produced an online disclosure system, eBulkPlus, which is an alternative to the standard paper forms, therefore allowing you to complete your application at any location with internet access.

Our online service is committed to protecting the privacy of our users. When you supply any personal information to this site we have legal obligations towards you in the way we deal with your data as follows:

1. We will hold your personal information on our systems for as long as needed to meet the service you have requested, and remove it in the event that the purpose has been met.
2. We will ensure that all personal information supplied is held securely, in accordance with the UK Data Protection Legislation and the European General Data Protection Regulation (GDPR).
3. We will provide a safe and secure experience for users of this site.
4. We will ensure that the information you submit to us remains private, and is only used for the purposes set out below.

**Fair Processing Principles**

- Your personal information is only processed with your knowledge.
- Only information that we actually need is collected and processed.
- Your personal information is only seen by those who need it to do their jobs.
- Personal information is retained only for as long as it is required.
- Decisions affecting you are made on the basis of reliable and up to date information.
- Your information is protected from unauthorised or accidental disclosure.
- Inaccurate or misleading data will be corrected as soon as possible.
- Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose of producing a Disclosure Scotland or DBS certificate (as appropriate for your location) and is collected, stored and processed by Security Watchdog, Disclosure Scotland and the DBS in accordance with the UK Data Protection Act Legislation and GDPR. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our eBulkPlus online disclosure service to you; or (iii) as required by law.

Any organisation which uses this eBulkPlus online disclosure service is obliged to sign a service contract requiring them to:

- Inaccurate or misleading data will be corrected as soon as possible.
- Procedures are in place for dealing promptly with any dispute.

All information requested is used solely for the purpose of producing a Disclosure Scotland or DBS certificate (as appropriate for your location) and is collected, stored and processed by Security Watchdog, Disclosure Scotland and the DBS in accordance with the UK Data Protection Act Legislation and GDPR. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our eBulkPlus online disclosure service to you; or (iii) as required by law.

Any organisation which uses this eBulkPlus online disclosure service is obliged to sign a service contract requiring them to:

- Abide by the UK Data Protection Legislation and GDPR
- Have a policy for secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information

The Security Watchdog eBulkPlus solution is hosted within an ISO27001, Capita owned data centre and all components of the service are protected by intrusion detection and intrusion prevention devices. Completed applications are fully encrypted and securely transferred to Disclosure Scotland and DBS using the eBulkPlus Interface.

The Disclosure and Barring Service will refer the details provided on this application form to government and law enforcement bodies in accordance with any relevant legislation. The details provided to these bodies will be used for identifying possible matches to records held by them. Where such a match is established, data may be released to the DBS for inclusion on any certificate issued. The details provided on this form may be used to update the records held by the bodies specified above. The details provided on the application form may be used to verify your identity for authentication purposes. The DBS may use any information provided by the DBS on a certificate or otherwise held by the DBS to inform any of its barring decisions made under its powers within the Safeguarding Vulnerable Groups Act 2006.

I HAVE READ AND UNDERSTAND THIS STATEMENT (TICK TO CONFIRM)

**NEXT**

Once you have ticked the consent box please click 'Next'

- The application form is a simple 5 step process. Please complete all fields.
- Mandatory fields are denoted by (\*)

**Mistakes on the application form will cause delays in processing.**

# Section 1 – About You

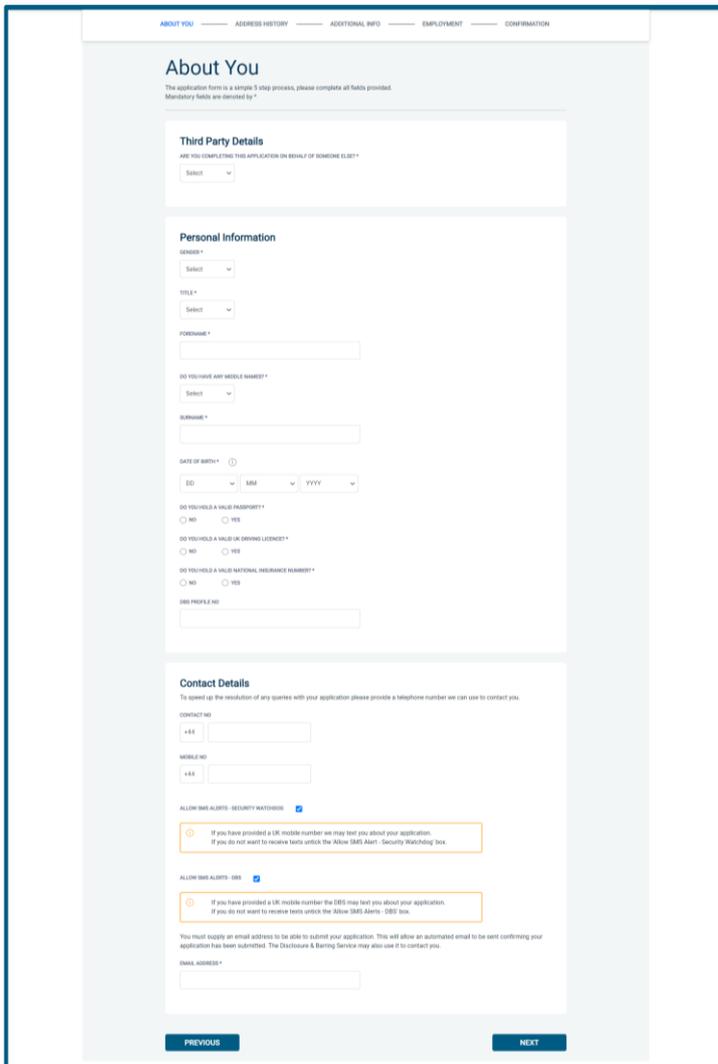
## Third Party Details

If you are completing the application on behalf of someone else, please ensure you answer ‘Yes’ to the first question within the ‘Third Party Details’ section. Please then provide your personal details within the ‘Third Party Details’ section but the details of the person you are completing it on behalf of, for the rest of the application.

## Personal Details

Please enter your personal details.

**If you have any middle name(s) ensure that you enter these details**, particularly those that appear on your identity documents, e.g. passport, driving licence, birth certificate, etc. Any missing information from this or any other section can severely delay the processing of your criminal record check.



The screenshot shows the 'About You' section of an application form. At the top, there is a progress bar with steps: ABOUT YOU, ADDRESS HISTORY, ADDITIONAL INFO, EMPLOYMENT, and CONFIRMATION. The 'About You' section includes a sub-section for 'Third Party Details' with a question 'ARE YOU COMPLETING THIS APPLICATION ON BEHALF OF SOMEONE ELSE?' and a 'Select' dropdown. Below this is the 'Personal Information' section, which includes fields for 'GENDER', 'TITLE', 'FORENAME', 'DO YOU HAVE ANY MIDDLE NAME?', 'SURNAME', 'DATE OF BIRTH' (with DD, MM, YYYY dropdowns), and three questions about having a valid passport, UK driving licence, and national insurance number, each with 'NO' and 'YES' radio buttons. There is also an 'ONS PEOPLE ID' field. The 'Contact Details' section asks for a telephone number to contact you, with fields for 'CONTACT NO' and 'MOBILE NO'. It also includes two 'ALLOW SMS ALERTS' sections: one for 'SECURITY WATCHDOG' and one for 'ONS', both with checkboxes and explanatory text boxes. At the bottom, there is a 'PREVIOUS' button and a 'NEXT' button.

Once you have completed this section click ‘Next’

## Section 2 – Address History

Please enter your current address either using the address lookup tool or manually. If you have not lived at this property for more than five years, you will be taken to another screen. Here you will be required to add any additional addresses to ensure your address history goes back the required five years. **Please note if you do not provide a minimum of five years address history, you will not be able to proceed to the next stage of the application process.**

### Address Dates

There cannot be any gaps in your address history, however overlaps are allowed. Please ensure that the month and year of each address follows that of the previous address where relevant. Students who switch between their permanent residence and education establishments can enter their permanent residence as their main address and enter education addresses that overlap the main address. Once an address has been entered, you can edit any information by clicking on the 'Edit' button.

### Postcode

Please ensure that all UK addresses have a full postcode; if you cannot remember your postcode please use the address lookup tool to populate the address by searching using the first line of your address.

### No Fixed Abode UK

If you were of no fixed abode within the UK, please enter the nearest hostel address to the location you were based.

### Foreign Addresses/Travelling Overseas

If you have travelled overseas and cannot supply the address for a foreign country, then please enter 'no fixed abode' for Address Line 1. Please then enter the Town/City and Country of where you were residing within this period.

ABOUT YOU — ADDRESS HISTORY — ADDITIONAL INFO — EMPLOYMENT — CONFIRMATION

## Address History

Please enter your current address  
Mandatory fields are denoted by \*

ⓘ There cannot be any gaps in your address history, however overlaps are permitted. If you are a student and switch between your permanent home residence and term-time educational residence, first enter your permanent home residence dates to cover your entire educational period. Educational establishment residences can then be entered with the dates that you were purely residing at these addresses during term times. If you have two current addresses, please ensure the address where you wish to receive your DBS certificate is stated as your current address. Your second current address can then be entered as a previous address but with overlapping dates.

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### Current Address

COUNTRY \*

ADDRESS FINDER ⓘ

ADDRESS LINE 1 \* ⓘ

ADDRESS LINE 2

TOWN \*

COUNTY

DATE FROM \*  
DD  MM  YYYY

Once you have completed this section click **'Next'**.

## Section 3 – Additional Info

### Place of Birth

Please enter details of your place of birth.

### Nationality / Current Nationality

Please enter your Nationality at birth and your current Nationality, even if this hasn't changed since birth.

### Changed Surname

If you have changed your surname, please provide your birth surname and the year you changed it. Please ensure that where names change, they run in date order and with no gaps.

### Receive Paper Certificate

The DBS will automatically issue you an electronic certificate upon completion of your basic disclosure check. If you also require a paper copy of your certificate, please state 'Yes' to this question. Please then supply the address that you would like your paper certificate to be sent to.

### Certificate Access

You can grant the Registered Organisation processing your application, or a 3<sup>rd</sup> party (e.g. your employer), access to your electronic certificate upon completion of check automatically within the application. Please note, if you are granting a 3<sup>rd</sup> party access to your certificate, the email address you supply that can access your certificate must have a registered DBS portal account.

### Other Names

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each previous name (forename, middle name(s) and surname) using the 'Add Name' button below. If you have used any aliases, e.g. William known as Bill, please also supply these details.

**Failure to supply any additional information may cause your application to be delayed.**



ABOUT YOU — ADDRESS HISTORY — **ADDITIONAL INFO** — EMPLOYMENT — CONFIRMATION

## Additional Information

Please complete the following additional information  
Mandatory fields are denoted by \*

### Place of Birth

TOWN \*

COUNTRY \*

NATIONALITY AT BIRTH \*

CURRENT NATIONALITY \*

### Receive Paper Certificate

WOULD YOU LIKE TO RECEIVE A PAPER CERTIFICATE AS WELL AS AN ELECTRONIC CERTIFICATE \*

### Certificate Access

DO YOU WISH TO PROVIDE CONSENT TO THE LEAD CONTACT OF YOUR RESPONSIBLE ORGANISATION TO VIEW YOUR ONLINE DBS CERTIFICATE WHEN IT HAS BEEN ISSUED? \*

DO YOU WISH TO PROVIDE CONSENT FOR A 3RD PARTY TO VIEW YOUR ONLINE DBS CERTIFICATE WHEN IT HAS BEEN ISSUED? \*

### Other Names

HAVE YOU BEEN KNOWN BY ANY OTHER NAME? \* ⓘ

Please provide details of any other names used at any time during your lifetime and the dates during which the names were used. Please enter each forename and surname separately using the 'Add Name' button below.

FORENAME	SURNAME	FROM	TO
No records have been created			

Once you have completed this section click 'Next'.

## Section 4 – Employment Details

### Purpose of Check

You are required to enter from the drop-down list provided, what the purpose of this basic check is (Employment, Personal Interest or Other.) If the purpose of the check is employment, further questions will be required. If 'Other' is stated, you will be required to enter what the purpose is.

### Position Applied For

Please insert the correct job role as supplied to you by your current/new employer. No abbreviations are permissible, e.g. Admin Asst should read Administrative Assistant. If you are a volunteer do not enter just volunteer, please enter in which capacity your job role is, e.g. Coach.

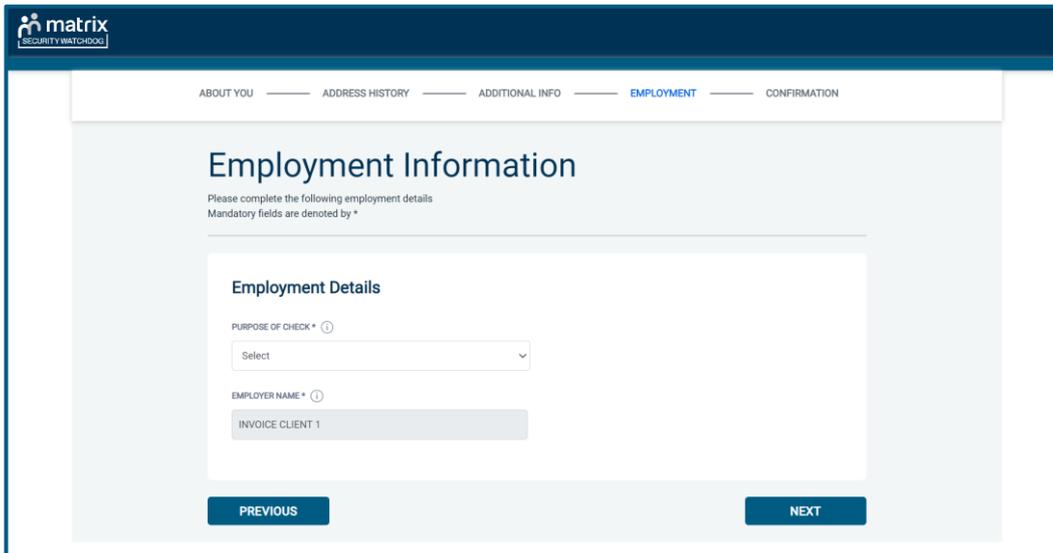
**Failure to enter the correct job role may cause your application to be delayed.**

### Name of Employment Sector

Please select from the drop-down list provided, the most appropriate employment sector that your application relates to.

### Employer Name

This has been defaulted to the organisation you are applying through and should not be amended.



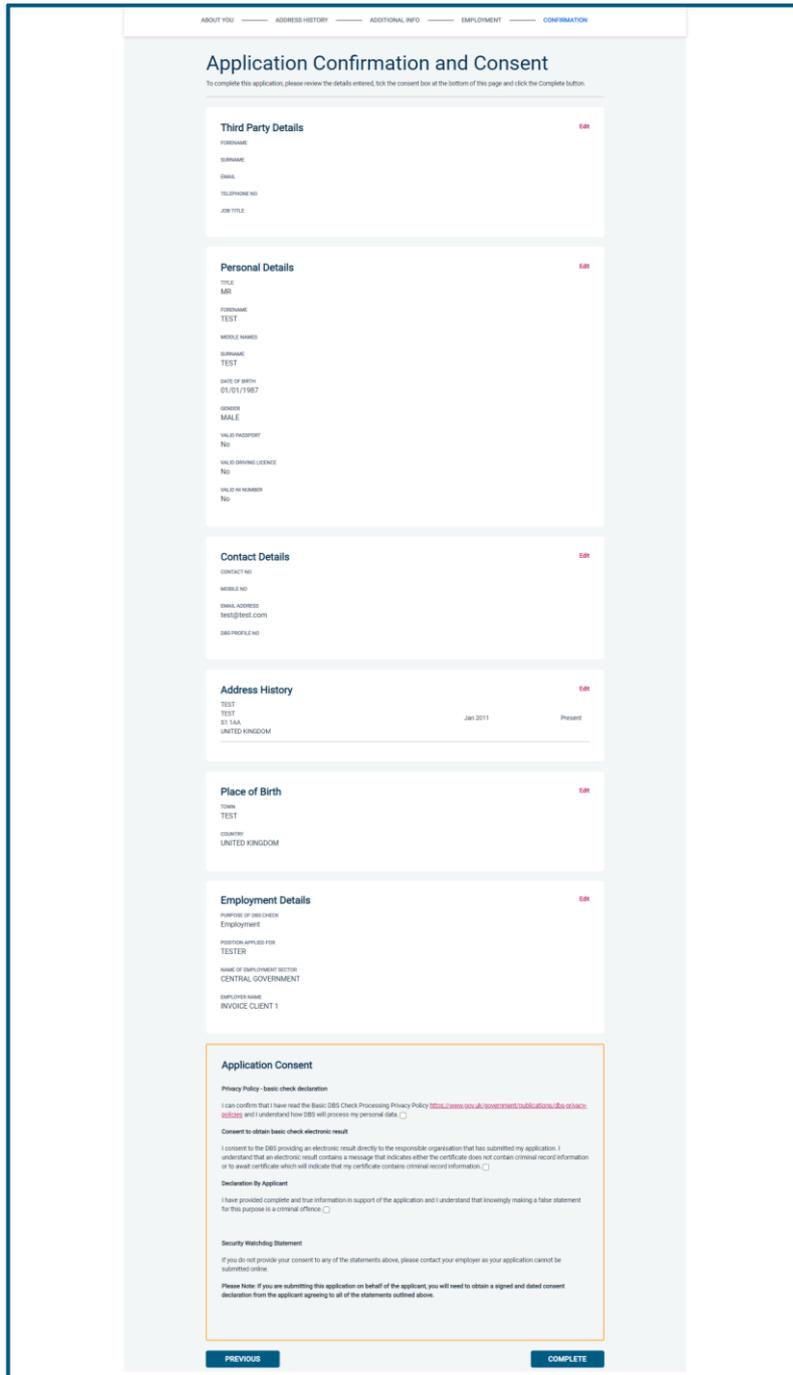
The screenshot shows a web application interface for 'matrix SECURITY WATCHDOG'. The navigation bar includes 'ABOUT YOU', 'ADDRESS HISTORY', 'ADDITIONAL INFO', 'EMPLOYMENT', and 'CONFIRMATION'. The main heading is 'Employment Information'. Below it, there is a sub-heading 'Employment Details' and a note: 'Please complete the following employment details. Mandatory fields are denoted by \*'. The form contains three fields: 'PURPOSE OF CHECK \*' (a dropdown menu with 'Select' as the current value), 'EMPLOYER NAME \*' (a text input field), and 'INVOICE CLIENT 1' (a text input field). At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

Once you have completed this section click 'Next'.

# Section 5 – Confirmation and Consent

Now please read through your application to ensure that there are no omissions/errors before you submit your application. If you wish to edit a section of your application click on 'edit' next to the section of the form that requires changes.

At the end of the application please make sure that you complete the Applicant Consent section.



ABOUT YOU — ADDRESS HISTORY — ADDITIONAL INFO — EMPLOYMENT — CONFIRMATION

## Application Confirmation and Consent

To complete this application, please review the details entered, tick the consent box at the bottom of this page and click the Complete button.

### Third Party Details

edit

FORENAME  
SURNAME  
EMAIL  
TELEPHONE NO  
JOB TITLE

### Personal Details

edit

TITLE  
MR  
FORENAME  
TEST  
MIDDLE NAMES  
SURNAME  
TEST  
DATE OF BIRTH  
01/01/1987  
GENDER  
MALE  
VALID PASSPORT  
No  
VALID DRIVING LICENCE  
No  
VALID ID NUMBER  
No

### Contact Details

edit

CONTACT NO  
MOBILE NO  
EMAIL ADDRESS  
test@test.com  
ORG PROFILE NO

### Address History

edit

TEST  
TEST  
ST 1AA  
UNITED KINGDOM  
Jan 2011  
Present

### Place of Birth

edit

TOWN  
TEST  
COUNTRY  
UNITED KINGDOM

### Employment Details

edit

PURPOSE OF DBS CHECK  
Employment  
PROVISION APPLIED FOR  
TESTED  
NAME OF EMPLOYMENT SECTOR  
CENTRAL GOVERNMENT  
EMPLOYER NAME  
INVOICE CLIENT 1

### Application Consent

**Privacy Policy - basic check declaration**  
I can confirm that I have read the Basic DBS Check Processing Privacy Policy (<https://www.gov.uk/government/publications/dbs-privacy-policy>) and I understand how DBS will process my personal data.

**Consent to obtain basic check electronic result**  
I consent to the DBS providing an electronic result directly to the responsible organisation that has submitted my application. I understand that an electronic result contains a message that indicates whether the certificate does not contain criminal record information or to email certificate which will indicate that my certificate contains criminal record information.

**Declaration By Applicant**  
I have provided complete and true information in support of the application and I understand that knowingly making a false statement for this purpose is a criminal offence.

**Security Watchdog Statement**  
If you do not provide your consent to any of the statements above, please contact your employer as your application cannot be submitted online.

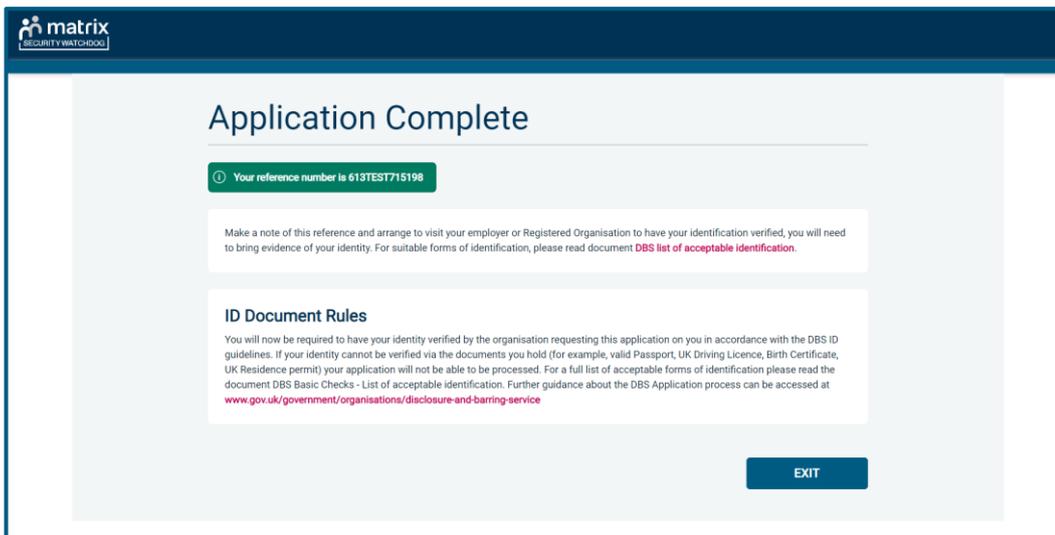
**Please Note:** If you are submitting this application on behalf of the applicant, you will need to obtain a signed and dated consent declaration from the applicant agreeing to all of the statements outlined above.

PREVIOUS COMPLETE

Now click 'Complete'.

## Complete Application

You have now completed your application form and you will be given a submission reference number. **Please make a note of this number for reference purposes.** You will receive a confirmation email containing these details to the email address supplied on the application form.



Your application form will be processed by your employer once they have verified your identity. Please see below for guidance on identity verification.

### Next step - identity verification

In line with the DBS code of practice all applicants requiring a DBS check must have their identity verified.

### How do I have my identity verified?

There are two ways in which your identity can be verified, either digitally and remotely via our certified identity service provider (IDSP) or by providing original identification to your employer. Your employer will inform you how they wish to verify your identity. If you are verifying your identity digitally, you will receive a unique link by email to upload your documents and a selfie to our IDSP platform. If you are verifying your identity manually, please provide original identification to your Company's Nominated Person (usually Recruitment or HR Manager) and provide identification as listed in the acceptable ID table (see table below). Your application form will be processed by your employer once they have verified your identity, and then sent onto the DBS.

### Tracking the progress of your application with the DBS

Once your application has been received at the DBS and is assigned a DBS Application Reference number you will receive a second email detailing this information. This email will include details and links to the DBS website to enable you to track the progress of your application from the moment the disclosure process commences.

### CONTACT DETAILS

Please contact your HR Team/Recruiting Manager if you have any queries regarding the DBS application process. If you experience any technical issues with the online system, please contact the eBulkPlus team on 01420558752. Lines open 9.00am-5.30pm Monday to Friday. Alternatively, you can contact us by e-mail at [db.enquiries@teammatrix.com](mailto:db.enquiries@teammatrix.com)

# DBS Basic Checks - List of Acceptable Identification

## Route 1 – For all applicants except paid non-UK nationals (2 documents to be seen)

1 document from Group 1.  
1 further document from Group 1, 2a or 2b

Combination of documents must confirm name, DOB & current address.

If unable to satisfy Route 1, proceed to Route 2.

## Route 1a – For paid non-UK nationals only (2 documents to be seen)

1 document from Group 1a.  
1 further document from Group 1, 2a or 2b

Combination of documents must confirm name, DOB & current address.

If unable to satisfy Route 1a, basic check cannot be submitted.

## Route 2 – For all applicants except paid non-UK nationals (3 documents to be seen)

1 document from Group 2a.  
2 further documents from Group 2a or 2b.

Combination of documents must confirm name, DOB & current address.

If unable to satisfy Route 2, basic check cannot be submitted.

### Group 1

#### Primary Identity Documents

- Current valid Passport
- Biometric Residence Permit (UK)
- Current Driving Licence – photo card (UK / Isle of Man / Channel Islands) (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands) (Issued within 12 months of birth)  
Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions & HM Forces. (Photocopies are not acceptable)
- Adoption Certificate (UK / Channel Islands)

### Group 1a

#### Primary Identity Documents for non-UK nationals

- A current passport or passport card showing that the holder is a national of the Republic of Ireland.
- A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.
- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK.
- Online evidence of immigration status. Either via the View and Prove service or using the BRP or BRC online service. Issued by the Home Office to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question. Must be valid. Note: this includes the EUSS digital status confirmation.
- A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
- A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
- A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom for a time limited period and to do the type of work in question.
- A frontier worker permit issued under regulation 8 of the Citizens' Rights (Frontier Workers) (EU Exit) Regulations 2020.
- A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
- A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
- An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.

- A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

## Group 2a

### Trusted Government Documents

- Current Driving Licence – photo card only (All Countries except Group 1) (Full or Provisional)
- Current Driving Licence – paper version (UK / Isle of Man / Channel Islands) (Full or Provisional)
- Birth Certificate (UK / Isle of Man / Channel Islands) (Issued after the time of birth)
- Marriage / Civil Partnership Certificate (UK / Channel Islands)
- HM Forces ID Card (UK)
- Fire Arms Licence (UK / Isle of Man / Channel Islands)
- Immigration document, work permit or VISA (Issued outside of UK) (Valid only for roles whereby applicant is living and working outside of UK.)

## Group 2b

### Financial & Social History Documents

- Mortgage Statement (UK) \*\*
- Bank/Building Society Statement (UK / Channel Islands) \*  
Monzo statements or statements printed from the internet are not acceptable
- Bank/Building Society Account Opening Confirmation Letter (UK) \*
- Credit Card Statement (UK) \*
- Financial Statement e.g. pension, endowment, ISA (UK) \*\*
- P45/P60 Statement (UK / Channel Islands) \*\*
- Council Tax Statement (UK / Channel Islands) \*\*
- Utility Bill (UK) - Not Mobile Phone \*
- Benefit Statement (UK) e.g. Child Allowance, Pension \*
- Document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK / Channel Islands) \*  
e.g. DWP, Employment Service, HMRC, Job Centre, Social Security
- EEA National ID Card – must be valid
- Cards carrying the PASS accreditation logo (UK / Isle of Man / Channel Islands) – must be valid
- Irish Passport Card – must be valid (Cannot be used with an Irish Passport)
- Letter from Head Teacher or College Principal (16-19 year olds in full time education in the UK)
- Non-UK Bank/Building Society Statement \*  
Branch must be located in the country in which the applicant lives and works
- Letter of Sponsorship from future employer  
Non-UK only – valid only for applicants residing outside UK at time of application

#### Please note if a document in the List of Valid Identity Documents is:

- Denoted with \* - issued in the last 3 months
- Denoted with \*\* - issued in the last 12 months