

What you need to open an account – Specific circumstances

To open your account quickly and securely we need to gather some important information. Depending on your personal circumstances you will be asked to provide different types of information to verify your name and address. If you are unable to provide some of the documents we normally need for verification, you can still apply a Metro Bank account and this will be subject to additional checks. Depending on documents provided, this may impact the account you offered.

1. ASYLUM SEEKERS

- BRP card, or,
- IND Applicant Registration Card (ARC) issued by the Home Office
 - Confirmation of Asylum support allowance or other income from Home Office, DWP etc. issued within the last 12 months
 - 1 proof of address from 'What you need to open an account'

2. REFUGEE

If BRP is not held, one of the following

- Immigration Status Document with Residence Permit, or,
 - IND travel document
- and both of the following proofs of address
- Government/Local Authority issued document (Council Tax bill, confirmation of benefits etc.)
 - One additional proof of address (please see What you need to open an account document)

3. CARE HOME RESIDENT

- If you cannot provide photographic identification, we can accept a letter from the Manager or Matron of your care home issued within the last three months

4. CHILD CARE LEAVERS

- If you cannot provide photographic identification, we can accept a letter from the Manager or Matron of your care home issued within the last three months

5. SHELTERED / TEMPORARY ACCOMMODATION RESIDENT

If you cannot provide photographic identification, we can accept the following issued within the last three months:

- Letter from the Manager/Matron/Warden of the sheltered accommodation/homeless association
- Short Term Tenancy Agreement or Licence Agreement (*this will be assessed on a case-by-case basis*)
- Benefits confirmation letter issued by a UK Government agency (*this will be assessed on a case-by-case basis*)

6. HOSTEL ACCOMMODATION

If you cannot provide photographic identification, we can accept a letter from the Manager or Matron of the hostel issued within the last three months

- Letter from the Hotel Management issued within the last three months
- Short Term Tenancy Agreement or Licence Agreement (this will be assessed on a case-by-case basis)
- Benefits confirmation letter issued by a UK Government agency (this will be assessed on a case-by-case basis)

7. BRITISH ARMED FORCES

- Valid photo ID and visa (if applicable).
- We may need additional documentation for residency: 1 or 2 proof(s) of address from 'What you need to open an account'
 - Or 1 from 'What you need to open an account' and either
 - Barracks Bills
 - Mess Bills Payslips
 - Signed letters from the unit confirming residential address

We can only accept original documents, not photocopies, not internet print outs