

Know Your Customer (KYC) Process

Direct Payments Know Your Customer (KYC) Process

1. Introduction and purpose of the process

A Direct Payment is a Financial Agreement involving public funds and as such Lincolnshire County Council, will ensure that all Direct Payment recipients have their identity verified.

One of the key responsibilities when putting a Direct Payment in place is to Know Your Customer (KYC); knowing that the person is who they say they are.

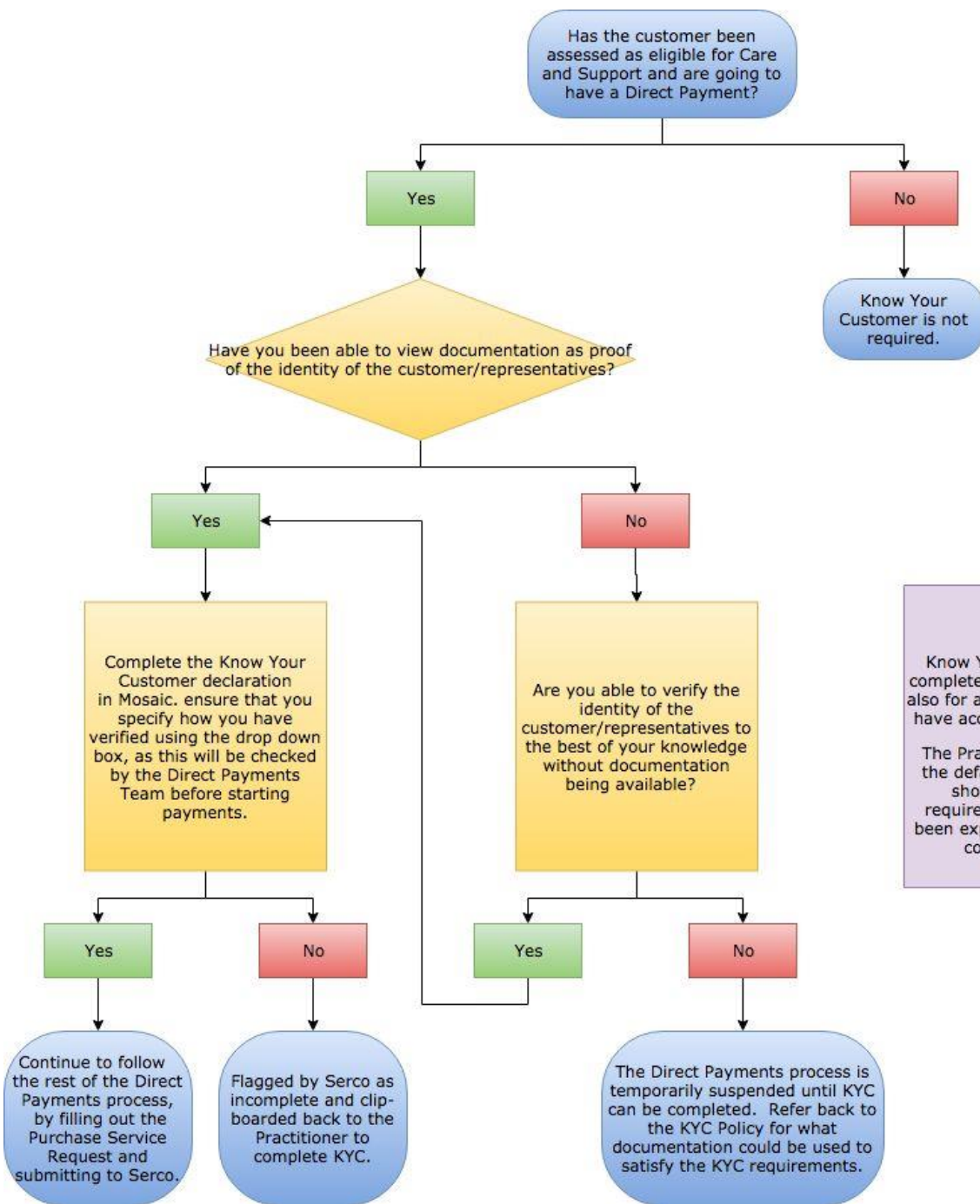
Contractually all pay require us to perform KYC processes before issuing a Prepaid Card to a card user.

This document outlines the process that we must follow to ensure that we have met our obligation in relation to KYC.

2. Know Your Customer (KYC) process

Where it appears likely that a Direct Payment may be put in place it must be explained to the customer that we will verify their identity. It is important to explain how they will receive their Direct Payment i.e. on a Prepaid Card. It should be completed by the practitioner at the point of assessment or review.

3. Process Map



Please Note:

Know Your Customer always needs to be completed for the person being assessed but also for any other persons / third parties who have access to the Direct Payment account.

The Practitioner verification should not be the default method of completing KYC. It should only be used to satisfy KYC requirements once all other options have been explored and where the Practitioner is confident verifying the identity.

4. Know Your Customer (KYC) process

How can I verify a customer's identity?

The identity of the individual being assessed must be confirmed at point of assessment/review. The Practitioner or Keyworker must, in the first instance, request to view documentation as proof of identity. Where there is no 'acceptable' documentation available the Practitioner or Keyworker must be able to verify the identity of the customer to the best of their knowledge and complete the declaration in MOSAIC.

1. Proof of identity – acceptable documents:

- Current (not expired) Full Passport or Travel Document
- Current (not expired) Full Driving License with photo ID card showing current address
- Immigration Visa
- Benefit entitlement letter at current address from DWP

2. Proof of address – acceptable documents:

- Council Tax bill
- Active Housing Benefit and/or Council Tax Reduction Claim
- Utility bills dated within the last 3 months – no mobile phone bills
- Tenancy agreement from the Council or Housing Association (private landlord is not sufficient)
- Benefit entitlement letter (as long as not used to prove identity)

3. Proof of National Insurance Number – acceptable documents:

This does not need to be a separate document should the proof of ID or address documentation already confirm it.

- National Insurance Card
- Payslip / P60 / P45 from a recognised employer

4. Complete the KYC Declaration step in MOSAIC

6. Monitoring arrangements

The Quality Practice Audit team will undertake monitoring of the process. The purpose is to ensure that we are compliant with the KYC process.

7. When will we need to do KYC?

In the following situations full verification (KYC) will need to be completed

- Where a person is being assessed for the first time and chooses to take a Direct Payment
- Where a person is already receiving a Direct Payment, is changing to a Prepaid Card and has not previously had KYC completed.

KYC will only need to be done once so it is not necessary to complete verification again at subsequent reviews in the future.

Where Direct Payments are chosen, the KYC Policy applies to the person being assessed, also any other persons/third party representatives that are granted access to the account.