NHS Smartcard Application
Identity Verification Guidance
(eGIf Level 3 Compliance)

All individuals wishing to apply for a NHS Smartcard must meet the HM Government eGIF Level 3 compliance requirements. Without verified identification all smartcard applications will be rejected.

Acceptable personal identification documents

Some documents are more reliable than others and only certain documents, in certain combinations, are acceptable for verification of identity.

An applicant will need to provide any of these three combinations:

• Two forms of photographic personal identification and one document confirming their address; or

• One form of photographic personal identification and two documents confirming their address; or

• When no photographic identification is available. Two forms of personal non-photo ID and two active in the community documents. Plus a signed passport photo and statement from a ‘person of standing’ in their community.

All documents from each of the lists below must be valid, current and original. Photocopies and documents downloaded from the internet (e.g. bank statements) must not be accepted. Official copies of original documentation may be accepted where signed by a solicitor.

Where identity documents are provided in a foreign language, an independently verified translation must be obtained. Identity documents of a foreign equivalent must not be accepted if listed as ‘UK’ on the list of acceptable forms of identification.

List of acceptable photographic personal identification:

• UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport
• Passports of non-EU nationals, containing UK stamps, a visa or a UK residence permit showing the immigration status of the holder in the UK*
• UK full or provisional photo-card driving licence (must include paper counterpart); or an EU/other nationalities full photo-card driving licence (providing that the person checking is confident that non-UK photo-card driving licences are bona fide)
• ID cards carrying the PASS accreditation logo (UK) for example a UK Citizen ID card. This card can be applied for by residents of the UK and is verifiable with similar security marks to passports and driving licences.
• An EU national ID card and/or other valid documentation relating to immigration status and permission to work – a current Biometric Resident Permit (formerly the Identity Card for Foreign Nationals) is acceptable*.

A UK HM Forces photo ID card is acceptable but we will bear in mind that such cards must be surrendered upon leaving the forces, so only those individuals currently in the forces will hold such a card.

Any other document that is not listed above (for example, organisational ID card) must not be accepted.
What to do if no acceptable photographic personal identification documents are available

If an individual seems genuinely unable to provide any acceptable photographic personal identification, then they need to provide the following:

• Two forms of non-photographic personal identification
• Two documents confirming their address
• A passport-sized photograph of themselves.

All documents must be from a different source and photographs must be endorsed on the back with the signature of a ‘person of standing’ in their community, who has known them for at least three years. A ‘person of standing’ may be a magistrate, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager or civil servant.

The photograph should be accompanied by a signed statement from that person, indicating the period of time that the individual has been known to them. We will always check that the signature on the statement matches with the one on the back of the photograph and that it contains a legible name, address and telephone number.

List of acceptable confirmation of address documents:

• Utility bill (gas, water, electricity or land-line telephone), or a certificate from a utility supplier confirming the arrangement to pay for the services on pre-payment terms at a fixed address. More than one utility bill may be accepted if these are from two different suppliers and utility bills in joint names are also permissible*
• Local authority tax bill (i.e. council tax)**
• UK full or provisional photo-card driving licence (must include paper counterpart); or a full old-style paper driving licence (if not already presented as a personal ID document). Old style provisional driving licences are not acceptable
• Most recent HM Revenue & Customs tax notification (i.e. tax assessment, statement of account, notice of coding)** a P45 or P60 is not acceptable
• Financial statement (for example, bank, building society, credit card or credit union statement) containing current address*
• Mortgage statement from a recognised lender**
• Local council rent card or tenancy agreement*
• Benefit statement, book or card; or original notification letter from Department of Work and Pensions (DWP) confirming the rights to benefit (for example, child allowance, pension)**
• Confirmation from an electoral register search that a person of that name lives at the claimed address*.

List of acceptable non-photographic proof of personal identification documents:

• Full birth certificate (UK & Channel Islands) issued at the time of birth, including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces
• Full birth certificate (UK & Channel Islands) issued after the time of birth by the General Register Office / relevant authority, for example, Registrars
• UK full old-style paper driving licence. Old-style provisional driving licences are not acceptable
• Residence permit issued by the Home Office to EU Nationals on inspection of own-country passport
• Adoption certificate (UK)
• Marriage/civil partnership certificate (UK)
• Divorce/annulment or civil partnership dissolution papers (UK)
• Deed poll certificate
• Police registration document
• Certificate of employment in HM Forces
• Benefit statement, book or card, or original notification letter from the Department of Work and Pensions (DWP) confirming legal right to benefit (for example, child allowance, pension)**
• Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 document) **
• UK firearms licence
• Grant letter or student loan agreement from a Local Education Authority.

*Documents must be dated within the last three months. (Unless there is a good reason for it not to be, for example, clear evidence that the person was not living in the UK for three months or more). These documents must contain the name and address of the applicant.

**Documents must be dated within the last 12 months.

School/Further Education Leaver Documents

When appointing someone who has recently left school or further education, in addition to photographic personal identification, they need to provide at least one of the listed documents below as sufficient proof of their identity:

– Full birth certificate (UK & Channel Islands) issued at the time of birth, including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces

– Full birth certificate (UK & Channel Islands) issued after the time of birth by the General Register Office / relevant authority, for example, Registrars

– National Insurance (NI) number card or proof of issue of an NI number (this will also be a HR requirement for employment)

– A letter from their Head Teacher or College Principal can be requested, verifying their name and any other relevant information, for example, address or date of birth.

What if the applicant has changed their name recently and cannot provide identity documents in this new name?

We can only accept identity documents in the applicant’s previous name where they are able to provide legitimate documentary evidence of the recent name change because of:

• Marriage/civil partnership
• Divorce/civil partnership dissolution
• Deed poll.