

Q&A – Gone Away Tracing

June 2018

1 Why have I received a letter from you?

We have engaged with a specialist tracing agency to enable us to try and make contact with clients we have lost touch with, order to reunite them with their holdings, where applicable.

2 I have never had a JPMorgan Account, why have you written to me?

Please note that historically the account may have been held with:

- Save & Prosper Ltd,
- Chase Flemings, or
- JPMorgan Fleming

If you still don't recognise any of these names and don't believe you are the person we are looking for then please ignore our letter and accept our apologies for contacting you.

3 I have always lived at the same address, why did you stop writing to me?

In the past we have received returned mail from the Post Office for the address that we hold on file for you. As a result of this a restriction was registered on your account as a security measure.

4 Why do you need me to send you identity verification documents?

As an additional security measure we need you to re-verify your address and identity, and do the documentation outlined in our "guidelines" page to be able to do this.

5 Why do the documents I send you need to be certified?

You can send us certified copies of the documents listed in the Documentation Guidelines Form accompanying your letter which also details the acceptable list of certifiers. When sending certified copies, we require certifiers to be active in their respective professional fields and not retired. This is to enable us to identify the appropriate certifiers against the applicable registers and ensure that we are updating your account appropriately.

We would like to stress that requesting this further information from you is to ensure we protect your account and information. It is not our intention to cause you any inconvenience and we are sorry for any inconvenience this may cause you, but hope that you can appreciate that protecting our clients is important to us.

6 I think this is my account what are the next steps?

To enable us to update our records please complete the Money Laundering Document Slip and return this, along with your relevant identity verification documents, in the pre-paid envelope provided.

Please note if we have also sent you a Change of Address Form, then this will need to be completed and returned in order for us to update your address records.

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DOCUMENTATION GUIDELINES UK

Copies of the documents need to be originally signed and certified for a UK resident by a UK solicitor or barrister (registered at the bar), banker, Post Office Representative, authorised financial professional, registered chartered accountant, Councillor or local government official, Justice of the Peace, Police Officer, Member of Parliament or an Embassy, High Commission or Consulate. Certification by retired professionals will not be accepted.

The wording on the certification should include “This is a true copy of the original [document] I have seen” and, where applicable, “The photograph is a true likeness of the holder”. Each certified document should be stamped by the certifying body and should state the name, address and telephone number of the certifier as well as their profession, signature and date. The date on the certification must be within the past 12 months.

Please supply one document from each section below. The same document cannot be used to cover both sections, and they must each come from a different source.

SECTION ONE: Evidence of personal identity

- Current signed passport
- Current signed UK / EEA photo-card driving licence (Full or Provisional), or blue disabled driver’s pass
- Current full UK driving licence (old version), provisional licences are not acceptable
- Recent evidence of entitlement to a state or local authority funded benefit, including housing benefit and council tax benefit or state pension (dated within the last year)
- HMRC tax notification (dated within the last year). Please note that P45 and P60 documents are not acceptable
- Shotgun licence or Firearms Certificate
- Residence permit issued by the Home Office to EU nationals
- EEA member state identity card
- Northern Ireland voter’s card

SECTION TWO: Evidence of address

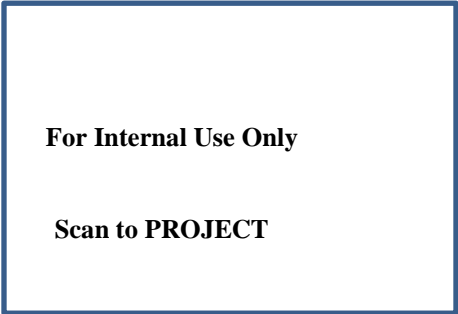
- Local authority tax bill (valid for current year)
- Current signed UK / EEA photo-card driving licence (Full or Provisional), or blue disabled driver’s pass
- Current full UK driving licence (old version), provisional licences are not acceptable
- Solicitor’s letter confirming house purchase or land registry confirmation
- Local council rent card or tenancy agreement
- Recent evidence of entitlement to a state or local authority funded benefit, including housing benefit and council tax benefit or state pension (dated within the last year)
- Original utility bill no older than 3 months (not including mobile phone bill) or a certificate from a supplier of utilities confirming the arrangement to pay for the services on pre-payment terms
- HMRC correspondence addressed to the applicant at the stated address (dated within the last year)
- EEA member state identity card
- Northern Ireland voter’s card
- Recent system-generated or signed documentation (not printed from the internet) from a regulated financial sector firm indicating that an account / investment relationship exists and which includes the account holder’s address

Please note that at least one of the documents provided from section one or two must include a date of birth.

Please blank out or obscure any information that isn’t relevant. For example, if you send a utility bill, we don’t need to know how much your bill was. We only need to be able to see what the document is, your name, address and account or reference number.

All documents will be returned as soon as possible.

Change of Address Form



Account Number:

Client Name/s:

Old Address

Please update your records to show my/our new address as detailed below:

New Address

Signed.....

Signed.....

A pre-paid envelope is enclosed for your convenience. If this is mislaid, the return address is:

<<ManCo Name>>
PO Box xxxx
Chelmsford
CM99 2XB

Please be advised that for security purposes, once our records have been amended confirmation letters will be sent both to your old and new addresses.

Documentation Slip

Please return this page with your documentation. Please complete this form in block capitals.

Account number / Client ID:

Client's name:

Client's address:

If certified, please arrange for the certifier to provide the following details:	
Print name:	
Sign name:	
Job title:	
Dated:	
Business telephone number:	
Business Name:	
Business Address:	

Checklist

- **Is the document an original or certified copy?**
- **Does the certification include the certifier's full name, address, telephone number, profession, signature and date? This must be included on every page.**
- **Has each page been stamped with one of the following: "This is a true copy of the original [document] I have seen" and, where applicable, "The photograph is a true likeness of the holder"**
- **Is the certification dated within the last 12 months?**
- **Does at least one of the documents include your date of birth?**

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Client's name:

Client's address:

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Job title:	
Dated:	
Business telephone number:	
Business Name:	
Business Address:	

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