

Customer verification

Preventing fraud and money laundering is a priority of our regulators, which we share. While we attempt to independently verify the identity of our investors, sometimes we need to ask for further information.

If we ask you for documentation

We typically verify investors when they first begin a relationship with us. (In this document, “investor” includes any non-owner with the power to act on an account, such as an adviser with investment discretion or someone with power of attorney.) Sometimes, we ask for documentation later on, such as if there is a change in your information or in regulatory requirements.

By providing these documents as soon as you can, you can avoid a delay in receiving dealing proceeds.

Documenting personal identity

You can submit any one of the following:

1. current signed UK / EEA photo-card driving licence (full or provisional), or blue disabled driver's pass; we regret we cannot accept a non-photo-card older licence
2. current evidence (within the last year) of a housing or council tax benefit or other funded benefit or state pension
3. EEA member state identity card
4. Northern Ireland voter card
5. current signed passport
6. HMRC tax notification (within the last year, and not a P45 or P60 document)
7. shotgun licence or firearms certificate
8. Home Office residence permit to an EU national

We recommend that you to send certified copies of documents, to safeguard your original documents from being lost or intercepted in the post. A certified copy must have a certification on every page and language confirming that it is a true copy of the original. The certifier should sign, indicate the entity they represent and provide contact information.

Certification from any of the following will work:

- solicitor/lawyer
- bank official
- notary public
- commissioner of oaths
- judge
- post office
- stockbroker

We'll return any original documents to you promptly after receiving them by Royal Mail, and once your account is updated, we'll send you a confirmation letter.

If we do ask for further documentation, continue reading to see the options for what you can provide.

Documenting your address

Any further documentation we may ask for would be to confirm your legal address. Please note that the document you send for this purpose must be different from the one you sent for personal identify purposes.

For this you can submit any one of the following:

- 1- 5. The same as the first 5 items on the personal identity list (cannot be the same document you sent for identity)
6. solicitor's letter confirming house purchase or land registration
7. local council rent card or tenancy agreement
8. original utility (not mobile phone) bill from the last 3 months, or a certificate from a utility for a prepayment arrangement
9. HMRC correspondence (within the last year) addressed to the applicant at the stated address
10. local authority tax bill (valid for current year)
11. recent system-generated or signed document (not printed from the internet) from a regulated financial firm documenting an account / investment relationship at the investor's address
12. a signed and dated letter from a Care Home Manager confirming residency

Don't have any of these documents?

Please contact us as below. We'll be happy to help you identify any documentation that you currently have, or can obtain, that meets regulatory standards.

POST J.P. Morgan Client Service PO Box 12272 Chelmsford, Essex, CM99 2EL, UK	PHONE <i>Mon - Fri 9 AM - 5:30 PM</i> UK 0800 20 40 20 Outside UK +44 1268 44 44 70	EMAIL accounts@uk-email.jpmorgan.com WEBSITE am.jpmorgan.com
Other formats of our documents are available on request, for example large font and braille versions		

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