

# Helpful Start account support sheet

## Step one: arranging your identification checks

Please call 0345 734 5345\*, Mon to Sun, 7am-11pm to arrange an appointment in your local branch so that we can complete your identification checks which allow us to open your Helpful Start account.

When booking the appointment, please confirm the identification and address documents you need to bring and please notify our telephone agent that you just need to be identified and verified on our systems to continue an application and you do not need to see a Mortgage Adviser.

At your appointment, we'll confirm your identity and address and complete a section of the form, which will be given back to you.

Please take this form back to your intermediary who is arranging the mortgage and they will send this through to us so that we can open your account.

You will then receive details of your account number and you can pay in the required amount.

\*Calls to 03 – Calls to 03 numbers are charged at the same rate as dialling an 01 or 02 number. If your fixed line or mobile service has inclusive minutes to 01/02 numbers, then calls to 03 are counted as part of this inclusive call volume.