

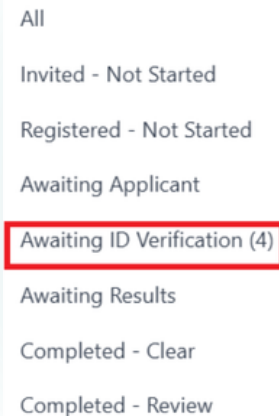
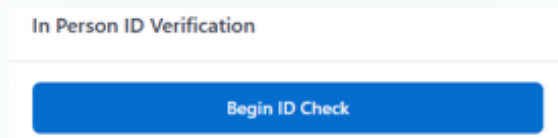


Client Guide: F2F Verification

F2F Verification

To select the applicants requiring Face to Face (F2F) Identity Verification, click on the “Applicants” tab and select the applicants waiting on F2F ID Verification:

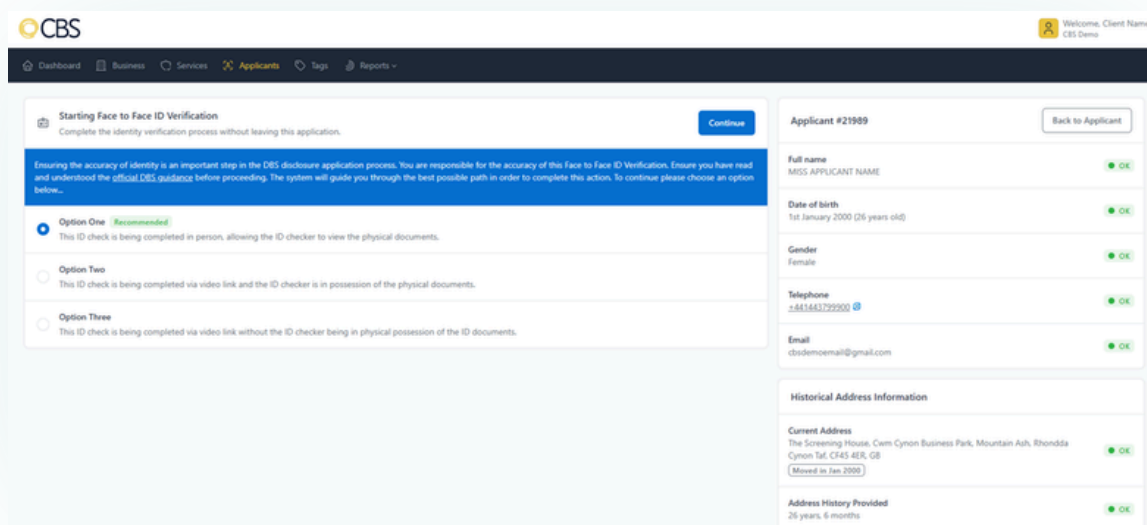
Select the relevant application and scroll down to “In Person ID Verification” and click on “Begin ID Check”.



Review the on-screen instructions carefully and ensure that you understand the verification requirements before selecting an option from the list.

DBS strongly recommends that you verify the individual's identity using Option One, an in-person verification, along with the original identification documents. If you are unable to verify the applicant's identity using option 1, you will be required to record why you were unable to verify the applicant's identity using option 1 or 2 and save the information along with the copies of the documents (or document information if unable to retain copies) for a minimum of 2 years.

You can also view the applicant's personal information from their application to cross-reference during the verification process.



Click “Continue”.



F2F Verification

A list of acceptable documents is provided.

The screenshot shows the CBS F2F Verification interface. On the left, a list of documents to verify is shown with checkboxes. The 'Passport' option is selected and marked as 'Recommended'. Below it, other options include 'e-Visa', 'Biometric Residence Permit (BRP)', 'Application Registration Card (ARC)', 'Driving Licence Photocard', 'Birth Certificate', 'Adoption Certificate', and 'Unable to provide any of the above documents'. On the right, the 'Applicant #21989' details are displayed, including full name, date of birth, gender, telephone, email, historical address information, and address history provided. The 'Back' and 'Continue' buttons are visible at the top of the document selection section.

Select the documents you're verifying
The system will automatically suggest the correct dba route

Choose the documents you're verifying, as you pick documents more options may appear in the list depending on what is selected.

- ☐ **Passport** *Recommended*
Any current and valid passport. A UK passport can be expired by up to 6 months.
- ☐ **e-Visa**
Accessed via the UK Government "View and Prove" service using the applicant's immigration status share code.
- ☐ **Biometric Residence Permit (BRP)**
UK BRP. BRPs showing Indefinite Leave to Remain, Indefinite Leave to Enter or No Time Limit may be used up to 18 months after expiry.
- ☐ **Application Registration Card (ARC)**
Issued by the Home Office. Must be verified using the Home Office Employer Checking Service.
- ☐ **Driving Licence Photocard**
Current and valid photocard driving licence issued by the UK, Isle of Man or Channel Islands.
- ☐ **Birth Certificate**
Original UK, Isle of Man or Channel Islands birth certificate issued within 12 months of birth.
- ☐ **Adoption Certificate**
UK or Channel Islands adoption certificate.
- ☐ **Unable to provide any of the above documents**
If the applicant is unable to produce any of the above documents then you must also use an external ID verification service.

Applicant #21989

Full name
MISS APPLICANT NAME OK

Date of birth
1st January 2000 (26 years old) OK

Gender
Female OK

Telephone
+441443729500 OK

Email
cbdemoemail@gmail.com OK

Historical Address Information

Current Address
The Screening House, Cwm Cynon Business Park, Mountain Ash, Rhondda Cynon Taf, CF45 4ER, GB OK
Moved in Jan 2000

Address History Provided
26 years, 6 months OK

ID Information

Once you have selected the documents, enter the required information for each one. Note, if you have seen a passport and/or driving licence, this information is auto populated from the applicant information, and you would simply need to check that it matches the information on the original identity document.

The screenshot shows the CBS F2F Verification interface. On the left, a list of documents to verify is shown with checkboxes. The 'Passport' and 'Driving Licence Photocard' options are selected. Below the list, the 'Passport Information' section is expanded, showing fields for Passport Number, Country of Issue, Nationality, Issued, and Expires. The 'Driving Licence Information' section is also expanded, showing fields for Driving Licence Number, Country of Issue, Licence Type, Issued, and Expires. On the right, the 'Applicant #21989' details are displayed, including full name, date of birth, gender, telephone, email, historical address information, and address history provided. The 'Back' and 'Continue' buttons are visible at the top of the document selection section.

Select the documents you're verifying
The system will automatically suggest the correct dba route

Choose the documents you're verifying, as you pick documents more options may appear in the list depending on what is selected.

- ☒ **Passport** *Recommended*
Any current and valid passport. A UK passport can be expired by up to 6 months.
- ☒ **Driving Licence Photocard**
Current and valid photocard driving licence issued by the UK, Isle of Man or Channel Islands.
- ☐ **UK Bank or Building Society Statement**
Issued and dated within the last 3 months. More than one statement can be submitted, but must be from different accounts.

Passport Information
Ensure the details entered are accurate and correct

Passport Number *

Country of Issue * Nationality *

GB

Issued * Expires *

dd/mm/yyyy dd/mm/yyyy

Driving Licence Information
Ensure the details entered are accurate and correct

Driving Licence Number *

Country of Issue * Licence Type *

GB Photo Card

Issued * Expires *

dd/mm/yyyy dd/mm/yyyy

Applicant #21989

Full name
MISS APPLICANT NAME OK

Date of birth
1st January 2000 (26 years old) OK

Gender
Female OK

Telephone
+441443729500 OK

Email
cbdemoemail@gmail.com OK

Historical Address Information

Current Address
The Screening House, Cwm Cynon Business Park, Mountain Ash, Rhondda Cynon Taf, CF45 4ER, GB OK
Moved in Jan 2000

Address History Provided
26 years, 6 months OK

ID Information

No Information Provided Needs Attention



F2F Verification

The “Verified By” section will auto populate with your name, the identity verification option you selected at the beginning of the process and the verification route based on the documents you selected. If you’re happy with the information provided, select the box next to “I have seen sufficient documents in line with the DBS ID Checking Guidelines”.

The screenshot shows a form titled "Complete Face to Face ID Verification" with the subtitle "Review the information and confirm the identity verification". A "Save & Complete" button is in the top right. The form contains three dropdown menus: "Verified By" (populated with "Client Name"), "Identity Verification Option" (populated with "Option 1"), and "Route" (populated with "Route 1"). Below these is a checkbox labeled "I have seen sufficient documents in line with the DBS ID Checking Guidelines" which is checked. A "Notes" text area is at the bottom, with a small instruction: "If Identity Verification Option 1 or Identity Verification Option 2 could not be completed, explain why and record any additional information relevant to the identity verification."

Note – if you wish to return the application back to the applicant to correct the application and resubmit it, you can select the box next to “Do not submit this application to DBS. Return it to the applicant for corrections and resubmission”. You will need to inform the applicant what they need to correct and to resubmit their application. Once they’ve resubmitted their application, the application will appear in the “Awaiting ID Verification” pool again.

The screenshot shows the "Application Status Information" panel. It includes a "Last update, Yesterday, 16:06" timestamp. The "APPLICATION REFERENCE" is "#28566". The "APPLICATION STATUS" is "Completed Clear". The "ID VERIFIED" section shows a green button with a camera icon and the text "Yes, Samantha Vaughan", which is pointed to by a red arrow. To the right, the "Face to Face ID Verification" section shows three boxes: "Documents Verified" (Yes), "Verification Route" (1), and "Send to DBS" (Yes). Below these is a "Documents Checked" section with three buttons: "Passport", "Driving Licence", and "Mortgage Statement".

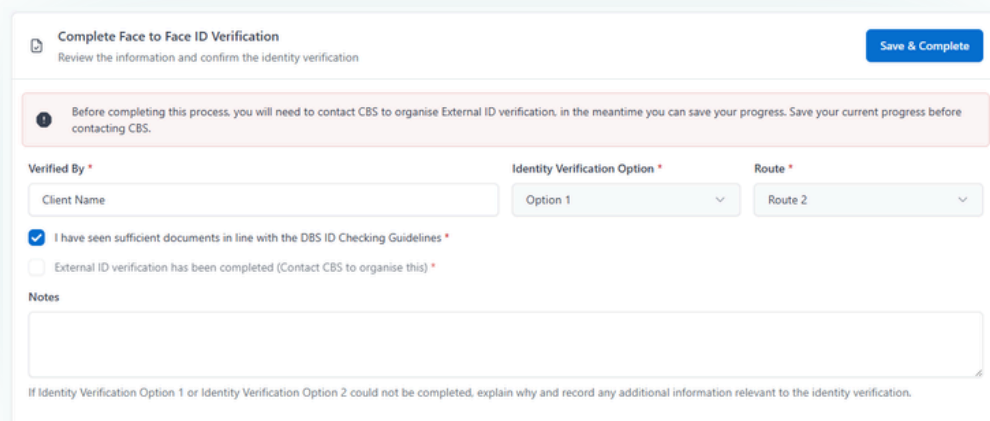
Once the ID Verification has been completed by the client, the ID Verified section on the Applicant Status Information will update to confirm. You can click onto the client’s name which will bring up which documents have been checked.



F2F Verification

Route 2 Verification:

If you have selected documents that support Route 2, you will be required to also complete an external ID verification. CBS will be able to do this for you. Please reach out to the support team to arrange for this to be done and note that you will not be able to proceed with the verification until the external ID verification has been completed.



The screenshot shows a web form titled "Complete Face to Face ID Verification" with a subtitle "Review the information and confirm the identity verification". A blue "Save & Complete" button is in the top right. A red warning box states: "Before completing this process, you will need to contact CBS to organise External ID verification, in the meantime you can save your progress. Save your current progress before contacting CBS." Below this, there are three dropdown menus: "Verified By *" (with "Client Name" selected), "Identity Verification Option *" (with "Option 1" selected), and "Route *" (with "Route 2" selected). There are two radio button options: "I have seen sufficient documents in line with the DBS ID Checking Guidelines *" (which is selected) and "External ID verification has been completed (Contact CBS to organise this) *". A "Notes" text area is below the radio buttons. At the bottom, a small note reads: "If Identity Verification Option 1 or Identity Verification Option 2 could not be completed, explain why and record any additional information relevant to the identity verification."

Once the external ID verification has been completed, CBS will inform you whether the applicant has passed or failed.

If the applicant has passed, the “External ID Verification has been completed” option will be auto selected, and you will be able to Save and Complete the application.

Route 3 Verification:

If the applicant has failed, you will then be able to proceed to Route 3 and you will need to have checked at least 5 documents, one of which must be a birth certificate issued more than 12 months after the time of birth (UK, Isle of Man and Channel Islands).

Once all required document information has been provided and you’ve clicked on the “Save & Complete” button, the Application Status Information will update to confirm that the applicant’s Identity has been verified, and the application will be submitted to the DBS for processing.





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