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Identification Check Policy and Procedures

Our Aim:

The person (applicant) must provide original documents (not copies) to prove their identity.

The applicant must provide a range of ID documents as part of the basic check application process. The documents needed depend on the route the application takes.

START SMART SDN BHD will:

- check and validate the information provided by the applicant on the application form.
- make sure the applicant provides details of all names by which they have been known.
- make sure the applicant provides details of all addresses where they have lived in the last 5 years.
- check that the applicant's enrolment form is fully completed and the information it contains is accurate - failing to do this can result in delays.

START SMART SDN BHD

START SMART SDN BHD will check the validity of the documents, in the presence of the holder. This will be by physical presence in person. We will not rely on the inspection of the documents via a live video link or by checking a faxed or scanned copy of the document.

Any discrepancies in the information provided by the applicant and/or the identity documents supplied, and fraud is not suspected, we will ask the applicant to clarify before the application is submitted.

ID checking process

- accept valid, current, and original documentation.
- photocopies will not be accepted.
- We will not accept documentation printed from the internet, for example internet bank statements.
- identity information for the applicant's name, date of birth and address must be validated.
- photographic identity (e.g., passport, photographic driving licence, etc.) and compare this against the applicant's likeness.
- all documents must be in the applicant's current name as recorded on the enrolment form.



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- ensure that the applicant declares all previous name changes and provides documentary proof to support the change of name. If the applicant is unable to provide proof to support the change of name, START SMART SDN BHD will hold a probing discussion with the applicant about the reasons why, before validating their identity.
- Crossmatch the applicant's address history with other information given.

ID checking process (List 1): One item from List 1 required to be seen by member of staff.

- Valid Passport
- Identity Card with photo
- Valid Driving Licence with photo

OR;

ID checking process (List 2): Two items from List 2 required to be seen by member of staff.

- Bank card: credit, charge, cheque guarantee, debit (in date)
- Bank or building society book
- Cheque book
- Letter showing home address
- Bank card: credit, charge, cheque guarantee, debit (in date)
- Bank or building society book
- Cheque book
- Documents showing home address
- Services identity card
- Utility bills for example gas, electricity, water, landline, internet, mobile phone, telephone
- Original birth certificate
- Marriage certificate
- Services identity card
- Utility bills for example gas, electricity, water, landline, internet or mobile phone
- Original birth certificate
- Marriage certificate

The policy will be reviewed every 12 months by Mathews George, Internal Quality Assurance Officer, START SMART SDN BHD.

Last updated: January 2024