

DBS ID Checking – ROUTE 2 External ID validation service - FAQs

1. What is an External ID Validation check (for DBS purposes)?

An external ID Validation check validates the names, addresses and date of birth details (the identity) of a DBS Applicant. This check complies with the standards outlined in [Level 2 of the HMG's minimum requirements for the verification of the identity of individuals](#).

A Level 2 Identity Check is defined by the Government as (page 11 of Level 2 of the HMG's minimum requirements for the verification of the identity of individuals):

“Level Two – there is **substantial assurance** that the registrant’s real world identity is verified. An example of a transaction that might merit level 2 registration is the submission of a VAT return. There must be substantial assurance of real-world identity since the return is legally binding.”

Section 3.3 of [Level 2 of the HMG's minimum requirements for the verification of the identity of individuals](#) provides an example of documentary evidence used in External ID Validation Checks

2. How do I find an external ID validation provider?

Mayflower Disclosure Services Ltd provides this service. Please [contact us](#) for further information or visit our website <http://dbsdirect.co.uk/>

3. How much will this service cost?

External ID Verification checks will be charged separately to a DBS Application. See the [External ID Validation](#) section of our website.

4. Who will pay for an external ID validation check?

The employer (organisation registered with Mayflower) will be required to pay for an external ID verification check, if it is required. The cost of an external ID verification check will be in addition to the DBS processing cost.

5. When/How will payment for an external ID validation check be required?

Payment will be due when a request is submitted to Mayflower (unless a credit agreement has been arranged). Payment can be made by Bank transfer or Payment online. We plan to incorporate a payment facility within our online DBS Application system in the near future.

6. Who can obtain an external ID validation check through Mayflower Disclosure Services Ltd?

Our external ID validation check service will be available to:

- Existing customers
- DBS Umbrella / Registered Bodies
- Any employer that is eligible to obtain this check.

7. How do I request an External ID Validation Check?

- To obtain External ID Validation checks through us, you need to have an account with us.
- **If you are not an account holder** already, you can create an account to use our services via our website. It is **FREE** & under **NO OBLIGATION**.
- We will then set-up an account for you and email you full information and instructions on how to request External ID Validation Checks.

- **If you already have an account with us**, and need information on how to submit an External ID Validation check request, please contact us via our website, providing your Organisation name and you Name/Contact details, and we will send you instructions.
- Requests for External ID Validation Checks are submitted to us online.
- Full instructions will be sent to you when you create an account with us, or when you are nominated as an approved requester

8. What will I receive as a result of carrying out an external ID verification

You will be issued with a report that will either:

- Confirm the identity of the applicant (a “Pass”)
- Not confirm the identity of the applicant (a “Fail”)

9. How long does it take to process an External ID Validation Check?

An External ID Check will normally be completed within 24 hours of receiving your request (excluding weekends & public holidays)

10. What if an external ID validation fails to establish the identity of the applicant?

If you have endeavoured to use Route Two, but have been unable to validate the applicant’s identity successfully, you may consider proceeding to Route Three.

Please be advised that Route Three should only be used in circumstances once you have fully explored with the applicant why their identity has not been successfully validated via Routes One or Two. You should hold a discussion with the applicant about the likely reasons why their identity has not been validated before considering using Route Three. You should keep a record of this discussion for internal purposes as it is the Employer’s responsibility to establish the true identity of the applicant through the examination of a range of documents as set out in this guidance.

11. Do I need to obtain consent from the applicant to carry out an external ID validation check?

Yes, you will have to obtain consent from the applicant when carrying out an external ID Validation check. Confirmation of consent may be requested by your chosen supplier.

12. How long should we keep the ‘Pass/Fail’ response from the ID validation check?

This should be stored in line with each organisations own data protection policies.

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