TRUST ID

TrustID identity document checks

Why TrustID?

We're experts in identity document validation solutions, designed to make identity checks easy, from your office or remotely.

Hundreds of organisations, large and small, trust our market-leading services to simplify ID checks, protect themselves from fraud, save time and drive efficiencies.

Our ID checking products support Right to Work, Right to Rent, Anti-Money laundering (AML) and Know Your Customer (KYC) legislation as well as protecting public sector bodies such as NHS Trusts and local authorities.

Our friendly document helpdesk team are on hand to offer advice and guidance on identity documents and Right to Work regulations.

Expertise
Our expert document helpdesk offers a unique service to help you analyse scan results and evaluate whether a document is genuine or fraudulent. Our team includes ex-Border Force members with huge experience in identity document validation.

Flexibility
We offer the broadest range of solutions to help you make checks in the way that suits your business, whether you work from fixed locations or have field-based teams.

Affordability
Access our scanning options for a low upfront investment, with no hidden costs in any of our quotes.

Simplicity
Get started with our easy-to-use technology with very little training. We base our ID verification on a set of reliable checks which are simple to understand and minimise the possibility of false alerts i.e. genuine documents being flagged as fraudulent.

Protection
We help our customers find hundreds of fraudulent documents every year, protecting their organisation and helping them to avoid fines and reputational damage.

Customer Service
Our friendly team are on hand to help with training and support when you need it and over 97% of our clients stay with us year after year.

"We really like working with the team at TrustID — if we call up with a question about a document or need some technical support, they are professional, knowledgeable and so easy to deal with."

Maddie Milton,
Staff Welfare and Compliance Officer at Arc, leading event staff specialists

Why use electronic document validation?

Using identity document validation technologies (IDVT) can help you quickly and easily establish the authenticity of documents which you see for identity verification purposes, including passports, biometric residence permits, driving licences, visas and identity cards. An identity validation solution is a good first defence to stop someone gaining access to services or employment with your organisation using fraudulent identification.

1. They're accurate
Document validation systems capture and validate an image of an identity document. Our range of solutions then analyse the image and embedded security features, including, where applicable, the RFID chip. We also check documents against a national police database to confirm if the document presented is a known stolen or fraudulently-obtained document.

Most front-line staff are simply not trained to a high enough level to manually recognise fraudulent documents. Checking technology is very effective when compared to a visual inspection of an identity document.

2. They're quick
If you're onboarding a new employee or customer, speed is of the essence. Identity validation services can save you time, processing a document and confirming results in minutes.

3. Demonstrates compliance
Failure to comply with current legislation can have serious consequences, including fines, reputational damage and a risk of fraud. Using identity verification technology gives you a full audit trail of your validation checks and an easy way to demonstrate that your organisation is consistently following current guidance.

4. Maintains consistency
If you're making manual checks, there's always the possibility of unintentional discrimination. It's also difficult to ensure that every member of your team checks documents in the same, thorough way. Using identity document validation technology helpsyou to check everyone in a consistent and non-discriminatory manner.

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