



## Congratulations on being offered a role within Experian!

This document will help you with any question you may have about our mandatory vetting process.

### What do I need to do now?

If you have not already done so, you will need to arrange to get your vetting documents to us. You can do this by either arranging it with your Resourcing Partner to bring your documents in to our office, or you will need to post them to us. You will need to do this as soon as possible as your start date may be delayed if we do not receive these. Please send your original documents by post to:

Claire Middleton  
PeopleExpress Team  
Experian  
Riverleen House  
Electric Avenue  
Nottingham  
NG80 1RH

If you send these via special delivery you will be able to track them.

You will also need to complete the online background checking form as soon as you receive the email from your Resourcing Partner to enable the background checks to begin. This will be sent from [applicationshr@mail.backgroundchecking.com](mailto:applicationshr@mail.backgroundchecking.com). Please ensure you check your junk folder if you have not received this. You should receive this link at the time a verbal offer of employment is made to you.

### Why does Experian carry out Vetting?

Consumers, clients and businesses alike trust Experian to manage and protect their data. In return we have a duty to them to ensure that our staff respect and protect the confidentiality and security of this privileged and sensitive information. A key element in maintaining this trust and confidence is ensuring that we have appropriate processes for screening new staff joining our business.

### What is the Vetting Process?

These checks include:

Type of Check	What it covers
Right to Work Check	This is to confirm your proof of right to work in the UK/EEA
Proof of Identity	This is to prove your true identity
Proof of Residency	This is to verify your address history
Basic Credit Check	This is to check your financial credit history to ensure that there is no risk to Experian and our clients
Directorship Check	This is to ensure that we do not employ an individual with a conflict of interest
Five Year Employment History	These references clarify your previous employment activity
Criminal Record Check (CRC)	This is provided independently to Experian to highlight any convictions that could be deemed as a risk to the business.

Dependent on the specifics of your role, further checks may be required



### What vetting document do I need to provide?

If you have not already provided the following to Experian you will need to send in:

- Proof of right to work in the UK
- Proof of identity
- Proof of UK address
- Employment checks authorisation form and honesty questions.

Please see the required documents list attached to this email for more details.

### What do I need to do if I don't have a full birth certificate?

If you do not have a full birth certificate you will need to order a copy of this, this will cost £9.25. You can order if from:

<https://www.gov.uk/order-copy-birth-death-marriage-certificate>

### What if all my bank statements/utility bills are online?

If all your bank statements/utility bills are online you will be able to order an original document from you bank/utility supplier, this should take around 3-5 working days to arrive.

### What if my bank statements/utility bills are in joint names or my partner's name?

We can accept bank statements/utility bills that are in joint names as long as it shows your full name or initial and surname. If your bank statements/utility bills are in your partner's name you will need to try and obtain a document that has your name and address on. You can contact Claire Middleton in HR on 0115 9055500 option 2 to discuss.

### What if I do not have any other document that you require?

If you do not have the correct documentation you will need to contact Claire Middleton in HR on 0115 9055500 option 2 to discuss suitable alternatives and how you may obtain these.

### How will my documents be returned to me – and when?

If you have sent in your original passport or birth certificate these will be send back to you via special delivery within 2 working days of being received. Your proof of address document will be sent back via first class post as soon as all checks have been completed.

### What should I do if I think I may have a criminal conviction?

If you think there is anything that may be highlighted in the criminal record checks please inform your Resourcing Partner immediately and ensure that you are completely honest on the honesty questions.

### Who can I contact if I have any questions?

You can contact your Resourcing Partner (option 1) or Claire Middleton (option 2) on 0115 9055500

### What is done with my information?

A copy of your documents and background checks will be kept on your HR file. These checks are not shared with anyone. We keep this information for the duration of your employment at Experian and for seven years after you have left.



### What happens if there is any negative information found on my checks?

If there is detrimental information; either financial or criminal, we will contact you for further information, unless you have already provided this.

### How long will my background checks take?

Each individual case is different however if you have provided all the relevant documents this should take between 15-20 working days.

### What if I do not have access to the internet to complete the link?

You will need to attend your local library or obtain internet access to complete this. If this is not possible please contact your Resourcing Partner to arrange to come into the office to complete.

### What if I have trouble using the link?

If you have trouble using the link please call 0115 901 6004, selecting option 3.

### What if I do not have the accurate dates of previous employments?

Try and provide dates as accurately possible for our background checking team to be able to contact your previous employers. [Failure to do this may delay your start date.](#) You will be contacted by our background checking team if there are any discrepancies in dates.

### What if I have periods in the 5 year employment history when I was not working and not claiming any benefits?

If you have any gaps in your employment the best thing to do is to contact HMRC and request you 5 year tax history. To order this you will need to contact 08453000627 and select option 2, 3 then 6. This will take 2 weeks to arrive, when this does arrive please send a copy of this to our background checking team via one of the following methods:

E-mail: [hrinternalvetting@uk.experian.com](mailto:hrinternalvetting@uk.experian.com)

Fax: 02380100008

Claire Middleton  
PeopleExpress Team  
Experian  
Riverleen House  
Electric Avenue  
Nottingham  
NG80 1RH

### How will I know when my vetting checks are complete?

You will receive an email when your vetting checks are complete.