

# Verifying identity in a jobcentre

Once a 'Verify claimant Identity face to face' to-do has been generated, the channel must not be changed and the claimant is required to attend an 'In Jobcentre' appointment.

When conducting an 'In jobcentre' appointment agents must complete the following outstanding verification to-do's:

- Verify Identity: Security Concerns
- bank verification
- Update contact details in CIS (sending CIS500)
- Update identity details in CIS (sending CIS500)
- PRS housing
- Prove you can apply

All documents must be examined in line with Identify Verification guidance.

For more information see Spotlight on: First Assessment period.