

Basic Disclosures Online (BDO)

Assistance to applicants on how to complete BDO

If you opt to apply for your Basic Disclosure using **BDO**, you are requested to read the following notes to assist you. You may also wish to print this document for reference purposes. When you have read the notes and are ready to begin, click the "Start Application" button on the Basic Disclosures Online web page.

BDO uses the strongest encryption commercially available today. Any information you submit to Disclosure Scotland is only viewable by our processing team.

Before starting the actual **BDO** process, please have the undernoted details to hand. This is important as your application will be discontinued and any details entered will be lost if you do not use the **BDO** for more than 15 minutes while you attempt to find this information.

Information to have at hand prior to commencing **BDO**:-

- Your current name;
- Any previous names you have been known by;
- Your date of birth;
- Details of at least one form of identification from the following:-
 - National Insurance Number;
 - Passport Number; or
 - Driving Licence Number
- The number of any previous Disclosure certificate issued by Disclosure Scotland;
- Details of at least five years address history including county (if applicable) and postcode. If you are electing for your Basic Disclosure to be sent to your employer's address or other address which is not your own, you should enter these details as "Current Address" BUT enter the "Resident From Date" as 31/10/2003 (this date is an internal reference point for Disclosure Scotland). You can then go on to enter five years home address history (including your present address) as "Previous Addresses."
- Your credit or debit card details (currently we only accept MasterCard and Visa credit cards and Switch, Maestro, Solo and Visa Debit cards – we do not accept American Express).

BDO Applications Paid by Credit/Debit Card – Important Note

From Tuesday, 10 October 2006, the BDO card validation and authentication process has changed.

Please follow the screen instructions which will guide you through the application. Only those applications whose card details have been authorised will progress through to processing.

The card format must match those on a registered Bank Identification Number (BIN) list. If your card details are not matched, we cannot raise the charge and your card will be declined.

NB	*	Delta cards should be entered as Visa Debit
	*	Solo cards should be entered as Switch
	*	Some international cards may not be accepted
	*	Visa Electron cards are NOT accepted

Please contact your bank or card issuer if your card is declined or unauthorised.

If you cannot provide some of the above or any other information requested on **BDO** then please contact us to discuss this further.

As you progress through **BDO**, you will be presented with a number of pages for entering information (within data fields). Information that must be supplied is indicated with an asterisk (*). If you are unsure what information is required, click on the **?** at the relevant field and this will provide help and guidance. Certain fields have maximum character restrictions. If you have a problem with any of these fields then please contact us. Please note, if your card details fail validation, you will NOT be able to complete the form.

Once you have completed all the information on a page, click the **"Next Page"** button to continue. When you click the **"Next Page"** button, the system will perform checks to ensure that you have entered all the information that is required and that it is formatted in a way acceptable for recording in the **BDO** system. You will be given the opportunity to correct errors before progressing to the next page.

You can move backwards and forwards between pages you have completed using the **"Previous Page"** and **"Next Page"** buttons.

If your Basic Disclosure certificate is **NOT** being returned to your current home address or is being paid for by a credit or debit card **which is not in your name**, then your application must be supported by copies of two documents which will enable us to verify your identity. One of these documents will be a utility bill (e.g. gas, electricity, telephone)(or other document which confirms your current home address) and the second will be one of the following:-

- Passport;
 - Driving Licence; or
 - Birth Certificate
- You can post, FAX or email copies of these documents to Disclosure Scotland as detailed below. **Please do NOT post original documents as copies will be sufficient.**
 - When forwarding your supporting documents please ensure that you quote, on your correspondence (letter, FAX or email), the 16-digit reference number that the system will give you after submitting your **BDO** application. Your application will **NOT** be processed until this documentation is received and checked by Disclosure Scotland.



Please note we only accept MasterCard and Visa credit cards and Switch, Maestro, Solo and Visa debit cards – we do not accept American Express.

There is no additional charge for making a payment with a credit/debit card.

Please note – Disclosure applications paid by credit/debit cards will be shown as "BT Disclosure Scotland" on card statements.

BDO Fee

£25.00

How to contact Disclosure Scotland

 **Phone** 0870 609 6006 (Helpline available from 8:00am to 6:00pm, Monday to Friday)

 **FAX** 0870 609 6996

 **Email** info@disclosurescotland.co.uk

 **Address** Disclosure Scotland, P.O. Box 250, GLASGOW, G51 1YU