CfD Frequently Asked Questions

1. *Why have I received this communication from LCCC?*

The Low Carbon Contracts Company (LCCC) is committed to ensuring that it applies best practice on anti-financial crime. In line with this, Generators are required to provide evidence of compliance with "Know Your Customer" (KYC) checks, and to provide notices of material changes during the contract period.

Information for the KYC checks will be collected from publicly available sources; however, we will require further information/documentation and confirmation in order to meet LCCC's policy obligations.

The following Frequently Asked Questions (FAQ) document has been designed to familiarise Generators with the KYC process and enable Generators to gather required KYC information in advance to avoid delays.

Please see examples below of the information we may require and the acceptable sources/ confirmations which can be accepted in each instance.

Information Required	Acceptable Source
Nature of Business	• Information provided by a verified in-house or external solicitor, or accountant. • Information provided by an approved individual*.
Ownership Structure Chart	• Confirmed ownership structure chart down to 25% ownership by an approved individual*. • Letter from a verified external solicitor or chartered accountant. ***Note**: in some cases, we may require ownership structure down to 10% ownership.*
Board of Directors (or equivalent)	• Trust Deed / Charter. • Letter from a verified external solicitor or chartered accountant. • Information provided by an approved individual* from the Generator.
Identification and Verification documents (ID&V)	• Ultimate Beneficial Owner (UBO) and Senior Managing Official (SMO) will require Photo IDs to be verified • We accept official government issued photo IDs: Passport, National ID Card, Driving Licence
*** Approved individual:** Facility/ Site Manager, Company Secretary, Senior Consultant, Senior Legal Counsel, Investment Analyst/ Manager, Corporate Development Analyst, Strategic Projects Manager, Project Manager, Business Development Coordinator, Generator Partner & Director, Group Financial Controller, Development Director.	

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2. *How long do I have to respond to the KYC information request?*

Beneficiaries have **20 business days** to provide all KYC information to LCCC, and for all information to be reviewed and approved by LCCC.

To ensure that these timelines are met, please upload all requested confirmation and documentation via the document upload link shared via email within **48 hours** of receiving the KYC requirements request.

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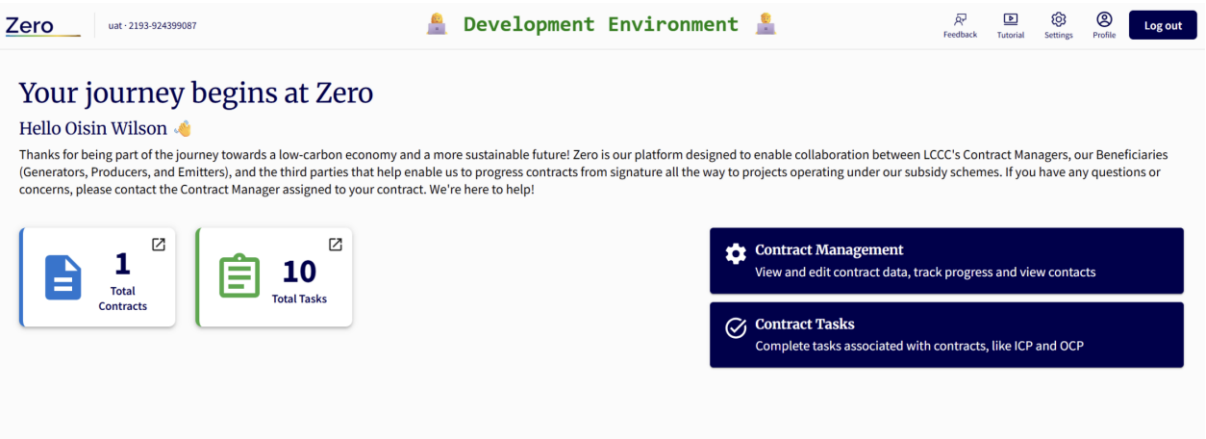
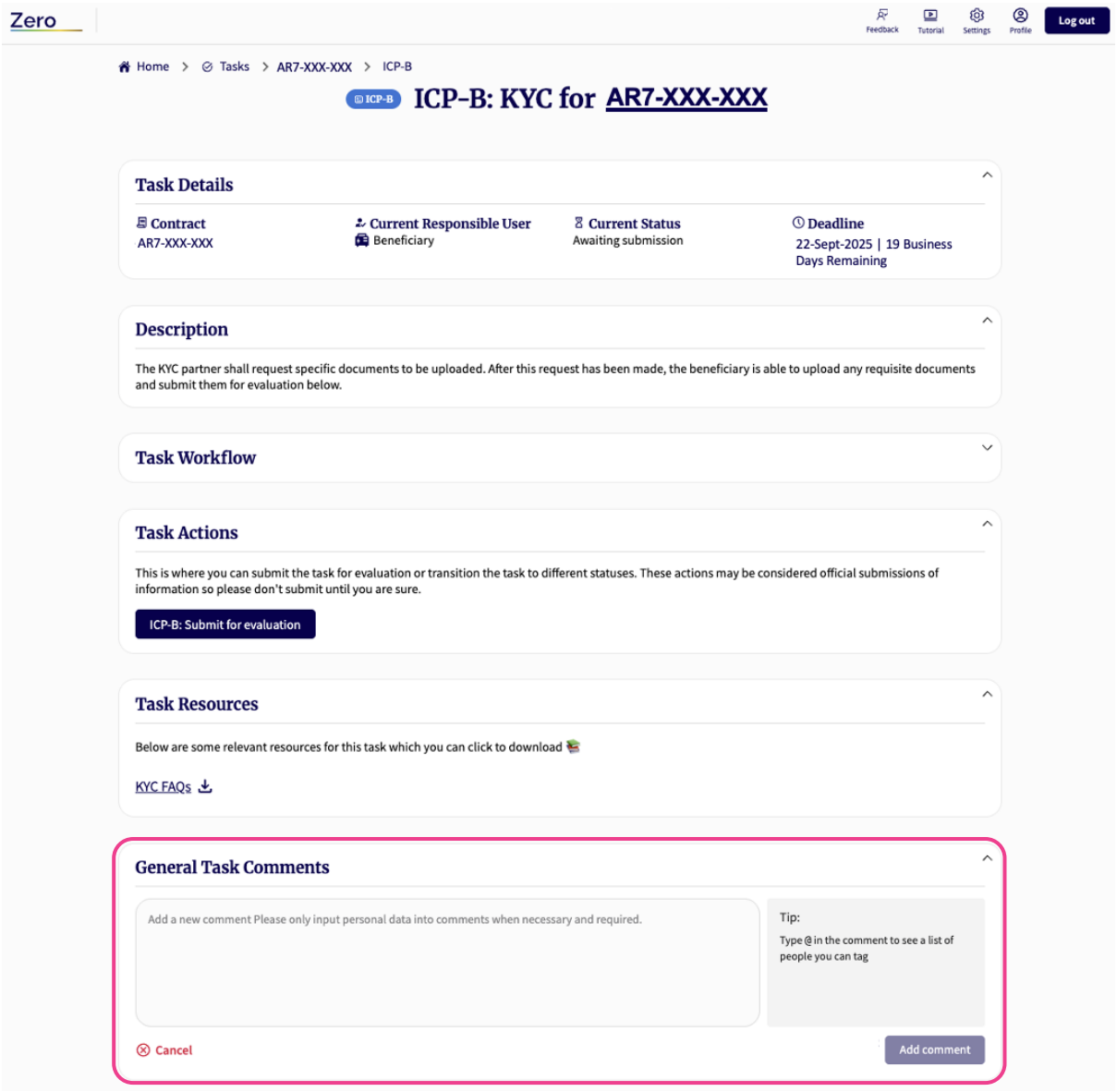
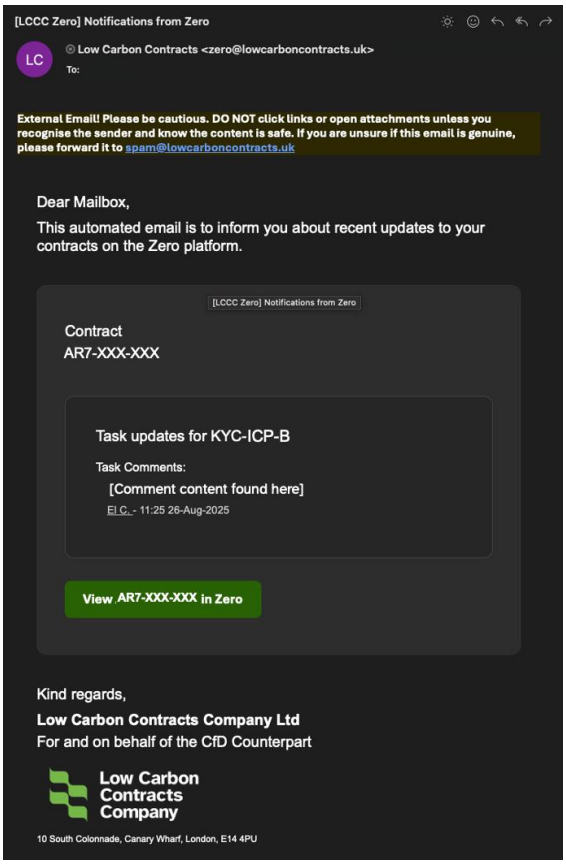
3. *How do I access and send messages in Zero?*

LCCC will provide specific log-in details to each Generator to access Zero. Please see the screenshot of the first screen you will view.



To send messages in Zero, within your KYC task there will be a space to leave comments. You will also receive notifications via email with comments that have been left by the LCCC KYC team. Please see the below screenshots for what these will look like.

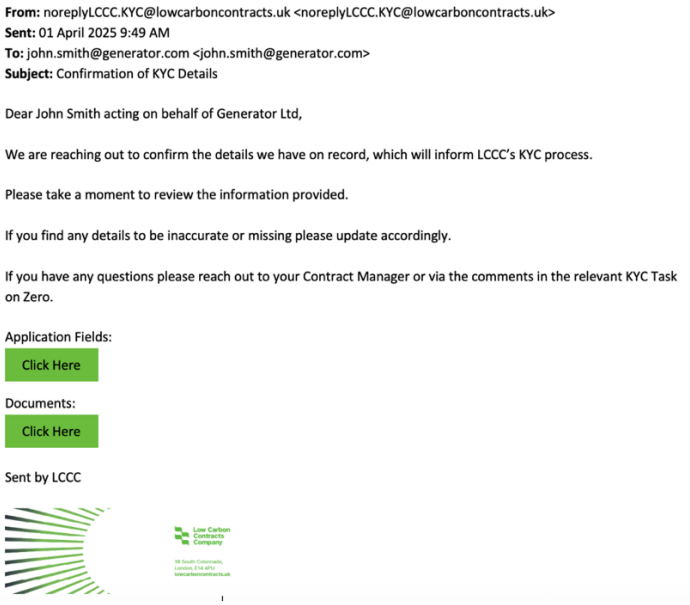

Zero
Feedback
Tutorial
Settings
Profile
Log out
Home > Tasks > AR7-XXX-XXX > ICP-B
ICP-B
ICP-B: KYC for AR7-XXX-XXX
Task Details
Contract
AR7-XXX-XXX
Current Responsible User
Beneficiary
Current Status
Awaiting submission
Deadline
22-Sept-2025 | 19 Business Days Remaining
Description
The KYC partner shall request specific documents to be uploaded. After this request has been made, the beneficiary is able to upload any requisite documents and submit them for evaluation below.
Task Workflow
Task Actions
This is where you can submit the task for evaluation or transition the task to different statuses. These actions may be considered official submissions of information so please don't submit until you are sure.
ICP-B: Submit for evaluation
Task Resources
Below are some relevant resources for this task which you can click to download
KYC FAQs
General Task Comments
Add a new comment Please only input personal data into comments when necessary and required.
Tip:
Type @ in the comment to see a list of people you can tag
Cancel
Add comment



4. How do I upload documents and verify SMO/UBO identity documents?

Uploading Documents

You will receive an email from the email address noreplyLCCC.KYC@lowcarboncontracts.uk such as the one below. ***Note:*** *the exact wording may be vary to the example below.* This will provide you with two links, one for document upload and one containing the information surrounding your company's UBOs, Directors etc. to be verified or edited if required.



From: noreplyLCCC.KYC@lowcarboncontracts.uk <noreplyLCCC.KYC@lowcarboncontracts.uk>
Sent: 01 April 2025 9:49 AM
To: john.smith@generator.com <john.smith@generator.com>
Subject: Confirmation of KYC Details

Dear John Smith acting on behalf of Generator Ltd,

We are reaching out to confirm the details we have on record, which will inform LCCC's KYC process.

Please take a moment to review the information provided.

If you find any details to be inaccurate or missing please update accordingly.

If you have any questions please reach out to your Contract Manager or via the comments in the relevant KYC Task on Zero.

Application Fields:

Click Here

Documents:

Click Here

Sent by LCCC

Verifying Identification Documents

You will be sent a link via email or text which will take you to a webpage where you will be required to take a photograph of your identity document using your phone or laptop web camera. Following this you will take a live video of yourself to verify it matches up to the person on the identity document. The process is similar to the one used when opening a new bank account via an app on your phone.

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5. How can I confirm the ownership structure information?

We require an accurate and true ownership structure chart showing all entities or individuals who directly or indirectly own 25% or more of the Beneficiary. On some occasions, an ownership structure chart extending up to 10% ownership may be requested.

Please confirm this by including the following on the document:

- Your name and role
- Generator name and address
- The date
- Signature
- The attestation noted below:

Example of an **acceptable ownership attestation:**

> *"I confirm that the ownership structure chart is accurate and correct at this time, and that there are no other entities or individuals who, directly or indirectly, own 25% or more of [Generator Name]".*
>
> *Name and role:*
> *Generator name and address:*
> *Date:*
> *Signature:*

If an entity or individual is missing from the ownership structure chart, please provide the missing details or provide an alternative completed ownership structure chart which includes the above confirmation on the document.

The confirmation must be **dated within the last 6 months** from the date of submission.

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6. Who can provide this attestation?

The below individuals, or equivalent, can provide the ownership structure attestation:

- Facility/ Site Manager
- Company Secretary

- Senior Consultant
- Legal Counsel
- Investment Analyst/ Manager
- Corporate Development Analyst
- Strategic Projects Manager
- Project Manager
- Business Development Coordinator
- Generator Partner & Director
- Group Financial Controller
- Development Director

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7. What if there is a trust in my ownership chart?

The required information will normally be available in a Trust Deed/ Charter. The individuals that are the settlor(s), the trustee(s) and beneficiary(ies) will qualify as Ultimate Beneficial Owners (UBO(s)).

Where the settlor is an entity (company), 'drill down' is required to identify the individual(s) who would classify as UBO(s) of the settlor entity. Please note that in scenarios where the settlor is deceased, they are still considered to be a UBO, and you should provide a death certificate or equivalent to verify this.

Where an entity (company) is appointed as the trustee, the individual(s) who owns or controls more than 50% of the trustee (i.e. holds more than 50% of the share ownership or voting rights) must be considered as the UBO.

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8. What are the certification requirements for copies of documents?

Copied documents should be certified with the following wording:

1. '***a true and correct copy of the original document***' and / or

They should also include the following information on the first page of the document:

- Name
- Signature
- Date of certification
- Position of the certifier (refer to *question 8* for list of approved certifiers)
- The name and membership reference of your relevant professional organisation (where applicable)

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9. Who can provide this certification?

The following individuals can certify copies of documents. These individuals should be independent of the Generator and thus differ from those who can confirm the nature of business or ownership structure (above):

- Qualified solicitor registered with the relevant national professional body
- Qualified accountant registered with the relevant national professional body
- Notary public
- Member of the judiciary, a senior civil servant or a serving police or customs officer
- Embassy, consulate or high commission officer of a low risk jurisdiction
- Any other individual who is of equivalent status or authority to those listed above
- LCCC employee, in person.

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10. What if the requested documentation is not written in English?

Where documentation is not written in English, please have the full document translated and certified before uploading it via your document upload link shared via email, unless the KYC team has given alternative guidance.

All documentation submitted for review should be translated by a person who is fluent in the language and meets the definition of an approved certifier (refer to certification guidance in *questions 8 & 9*).

The document must be certified with the following wording:

'I confirm that this is a true and correct translation of the original document'.

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11. What documents can I use to verify Ultimate Beneficial Owners/ Senior Managing Officials?

We are required to verify the Full Legal Name, Nationality, and Date of Birth of all Ultimate Beneficial Owners using one of the below documents:

Natural Person:

- Certified Passport Copy
- Certified National ID Card
- Certified Driving Licence (full or provisional)

Where no natural persons who hold more than 25% (or 10% in certain cases due to specific regulatory requirements) of the shares, voting rights, or exercise significant control over the Generator via means other than ownership, a Senior Managing Official must be identified and have their photographic identity documentation verified.

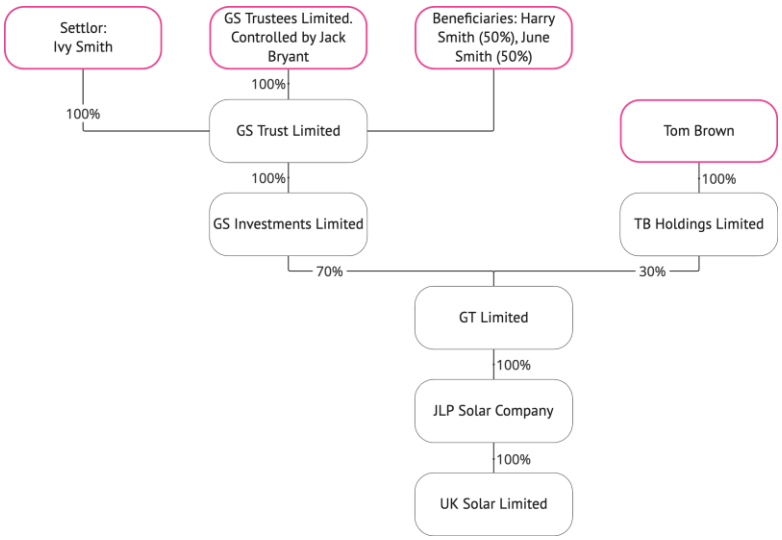
A Senior Managing Official (SMO) is a senior person responsible for operations who can take binding decisions on the Generator's behalf and has been delegated with daily management. Generally, they are individuals at the highest level of organisational management.

Examples of positions of senior managing officials include:

- All Members of the Board of Directors, Management Board or equivalent body (Supervisory Board Members will generally not be considered as being SMO's)
- Members of Senior Management, including Executive Officers/Management Committee (C-Suite of Management e.g. CEO and their delegates)
- In mergers and acquisitions (or similar), the Generator's independent legal professional advisors
- Any Trust or Company Service Providers performing any of the roles above on behalf of the Generator
- Head of / Director of Operations (or equivalent)

Direct / Indirect Ownership Identification:

Follow the below Natural Person verification to provide documentation for any individual who directly/indirectly owns 25% or more of the Generator.



Tom Brown is considered an Ultimate Beneficial Owner through his indirect ownership of 30% of UK Solar Limited. A confirmed ownership chart showing the connection between him and UK Solar Limited (the Generator) which includes JLP Solar Company through to TB Holdings Limited. is required. Tom Brown will also need to verify his identity documentation.

Ownership identified at the opposite side of the ownership structure shows that GS Trust Limited indirectly owns 70% of UK Solar Limited and that we would have to verify IDs for Ivy Smith, Jack Bryant, Harry Smith and June Smith. For more detail on Trust specific requirements, please refer to *Question 7*.

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12. What will LCCC do with the KYC information that I provide?

As we are processing sensitive personal data, we implement highly confidential controls as per the LCCC data handling policy. Data is held securely on the new system's servers, which complies with GDPR and has ISO27001 certification.

Any member of the KYC team that has access to your documentation has undergone relevant screening in accordance with LCCC policy.

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13. What happens if I do not provide the requested KYC information?

If the KYC information is not provided within the requested timeframes your KYC will be flagged as being overdue, which may lead to the right to terminate your contract.

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14. Who should I contact for further information / clarification?

If you have any further questions relating to your KYC, please initially discuss them with the KYC team via Zero. You can also reach out to your Contract Manager (their contact details are available in the Welcome Letter issued at the start of the process).