



# Checking ID

## The F.L.A.R.E. System



Only original ID is acceptable, do not accept photocopies/images/apps on phones or out of date ID.

### Feel

- Have the person remove ID from their wallet or plastic holder.
- **Feel** for information cut out or pasted on.

### Look

- **Look** for PASS hologram, or Hologram on a driving licence
- **Look** at the photograph. Hairstyles, eye makeup, and eye colour can be altered, so focus your attention on nose and chin. These features do not change. When encountering people with beards or facial hair, cover the facial hair part of the photograph and concentrate on the nose and ears.
- **Look** at the date of birth and do the math's ... Pre-printed age charts can be helpful.
- Compare the age on the ID with the persons apparent age. For example, if the ID says the person is 24 but he or she only **looks** 17, do not accept the ID no matter how genuine it looks.
- **Look** for the expiration date, if it has expired do not accept it.
- Do not be fooled by UV markings – many fake IDs have UV markings.

### Ask

- **Ask** questions of the customer, such as middle name, zodiac sign, birth month. If the person responds with a number, it is probable that he or she is lying.
- If the customer is with a companion, **Ask** the companion to quickly tell you their companions name. Any hesitation probably indicates lying.
- **Ask** the customer to sign his or her name to compare signatures.
- **Ask** for another form of ID – bank card etc to corroborate and Photo ID presented

### Refuse Sale

Giving the benefit of the doubt **IS NOT AN OPTION**

**If in doubt ..... refuse the sale**

### Entry in refusal register

Make an **entry** in your refusal register

- Time
- Date

- Name/description
- Product attempted to purchase
- Staff member details making refusal

Please sign this document to acknowledge that you have understood your training and responsibilities and agree understand how to check ID.

Date: .....

Trainer's Name: .....

Trainer's Signature: .....

Trainee's Name: .....

Trainee's Signature: .....