



ACP Application: Proof of Identity and Proof of Address

Identity Verification

Gen Mobile requires the applicant to provide Proof of Identity via PHOTO ID and Proof of residential address when applying for the ACP with Gen Mobile.

Acceptable forms of PHOTO ID:

- Government issued, Military, State, or Tribal ID
- US Veterans Affairs
- State or Government Weapons or Firearms License
- U.S. Driver's License
- Government assistance program card/documentation WITH Picture
- Certificate of US Citizenship or Naturalization
- Permanent Resident Card or Green Card
- Municipal, County, or City issued identification card
- US Passport/ US Territory Passport
- State-issued Voter ID Card
- Foreign Passport

We DO NOT Take:

- Work ID Card/ Employee ID
- Public Transportation Cards
- Prison IDs
- Homeless Shelter ID
- School ID
- Foreign ID
- Medical Marijuana Card
- Discount Cards
- Gym Membership
- Loyalty/Frequent Customer Card
- Birth Certificate

ID rejection reasons include, but not limited to, the following:

- Applicant picture does not match ID
- Blurry/Illegible/Unclear
- Damaged/Worn/Torn Proof
- Digital Manipulation
- Expired Proof
- Missing or covered Personal Info/PII
- Name misspelled/ mismatched
- No picture on photo ID
- Not a valid proof type
- Partial proof

For best results:

Take all photos in landscape mode– NO Backlight– Have all 4 corners of the document fit within the frame in the app.

Address Verification

If the address provided during enrollment does NOT match the address on the Photo ID or if the Photo ID does not have an address listed or has a PO Box listed then the applicant must provide a proof of an acceptable residential address.

Rules for Proof of Address when address provided during enrollment does NOT match the address on the Photo ID or if the Photo ID does not have an address listed :

- Proof must include applicant's first name, last name, complete address (that is not a PO Box), AND the issuing entity; and
- Proof must be dated within the last 12 months or have a future expiration date

Rules for Proof of Address when a PO Box is listed on the Photo ID:

- Applicant must provide supplemental Proof of Address that has a valid address that is not a PO Box and the name must match the Photo ID

Providing Proof of Address: During the enrollment process, a photo of Proof of Address should be taken AFTER the photo of the applicant's Photo ID.

Acceptable Proof of Address documents:

- An unexpired Driver's license or federal state, or Tribal ID
- Utility bill (excluding phone bill from applicant's Lifeline provider)
- Current income statement from an employer, paycheck stub, or W-2 form
- Most recent state, federal, or Tribal Tax return
- Current mortgage or lease statement
- An official letter from a federal, state, or tribal government/agency