

Electronic ID Guide for Clients

We are required by law to check and evidence the identity of our clients. This is a legal and professional duty and failure to do so can lead to prosecution. Even if you are an established and valued client of the firm (or have provided similar information to a third party, e.g. a lender), it is a process that we must go through with you. **Unfortunately, if you do not provide evidence of identity, we will have to decline to act or cease acting for you.**

How do we verify your ID? Our practice is to use Electronic ID Verification. This method is fast, efficient and secure. We use three third party providers, namely “SmartSearch” (recognised by HM Treasury approved Joint Money Laundering Steering Group), “Thirdfort” and “Infotrack” (both FCA regulated). These providers use end to end encryption to ensure your data and information is as secure as possible. Your type of matter will determine which provider is utilised.

What does it cost?

For Residential Property matters, we use a comprehensive Onboarding service which includes Onboarding, AML and ID Checks. This starts from £20 plus VAT per person. Infotrack provides this service. For other work types, we use SmartSearch or Thirdfort (depending on the work type) and costs start from £8.33 plus VAT per person (SmartSearch) and £9.95 plus VAT per person (Thirdfort).

By accessing or downloading and completing the process you consent to pay the verification fee(s) and give permission for us to undertake the search. Please note that in some transactions, we will also need to confirm your source of funds/source of wealth in compliance with the law. You will be advised if these additional checks are required and any further costs involved.

SmartSearch – 3 Simple Steps...

1. **Thursfields** undertake an initial AML search;
2. **You** receive a text or email and follow the instructions to upload your ID and any additional information;
3. **SmartSearch** undertakes a verification process and sends a report to us. Provided verification is satisfactory, we can proceed with your matter.

Thirdfort - 3 Simple Steps....

1. **Thirdfort** sends you a text inviting you to download their app to your smartphone;
2. **You** download the app and follow the instructions to upload your ID and any additional information;
3. **Thirdfort** undertakes the verification process and sends a report to us. Provided verification is satisfactory, we can proceed with your matter.

Infotrack - 3 Simple Steps...

1. **You** log onto Infotrack on a PC, laptop, tablet or phone;
2. **You** follow the instructions to upload your ID and any additional information;
3. **Infotrack** undertakes the verification process and sends a report to us. Provided verification is satisfactory, we can proceed with your matter.

Enhanced Due Diligence

In some matters we are required to carry out enhanced checks, which may require a further level of electronic search and a request to you to provide further documents and information.

What happens to my data afterwards?

Your report is stored in our case management system. You have the right to make an application to Thirdfort, SmartSearch or Infotrack to delete your personal data once the process has been completed. We are required by anti-money laundering laws to retain your ID data for a minimum of 5 years and in practice will usually retain it for the same time for which we retain your file for completeness and to satisfy our compliance obligations, laws and regulations.

What if I have difficulties with the Electronic ID Process?

SmartSearch Customer Service is available at: 0113 238 7660

Thirdfort Customer Support is available at: 020 3966 5580.

Infotrack Customer Service is available at: 020 7186 9621.

If you do not have access to the internet or you do not have the required ID (such as a passport) or, if you need us to make reasonable adjustments to this process then please discuss alternative arrangements with your lawyer.

Our Duty to Report - Anti-Money Laundering laws require that if we become aware that a party to a matter might have "criminal property", for example the proceeds of tax evasion or benefits fraud, then we would have to make a report to the Serious Organised Crime Agency (SOCA). In this situation, such report may have to be made without notification to you, and the requirement for us to make this report would override the normal rule of client confidentiality.
