

How to virtually verify your client's identity

You can verify a client's government-issued photo identification in person or virtually. If verifying virtually, you must have a process in place to authenticate the identity document and confirm it is valid and current. Below are the steps you are **required** to take.

Step 1

Identify risks and red flags



Use the Law Society's [Red Flags Worksheet](#) to identify risks of fraud, money laundering, or other illegal activity.



If you identify risks or red flags that you cannot resolve, determine whether it is appropriate to proceed with the transaction. If appropriate, go to Step 2.

Step 2

Set up a secure virtual meeting



Set up a [virtual meeting](#) and determine whether to [record the meeting](#). If you decide to record the meeting, ensure you inform the client of your intention to do so.

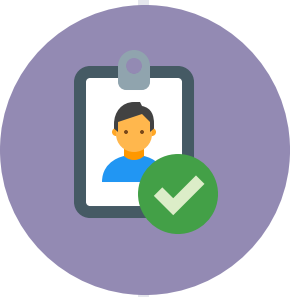


Take steps to ensure the video conferencing technology or other form of virtual communication you use is [secure and private](#).



Step 3

Use a process or method to authenticate the identity document



For example, you could:



Ask the client to scan or take an image of their [identity document](#) and send it to you by secured means. A high-resolution image is preferred because it is clearer and easier to read.



Ask the client to show you the original identity document during the virtual meeting, **and**



Use authentication [technology](#) to verify that the identity document you received is true and genuine.

Step 4

Confirm the identity document is valid & current

For example, you could:



Participate in a live video meeting with the client and compare the name and features of the client's live video image to the name and photo on the identity document you authenticated.

or



Ask the client to take a selfie (or have their picture taken) and use [facial recognition technology](#) to compare the features of the selfie to the photo on the identity document you authenticated.



Don't forget to document the process you followed to determine that the identity document is authentic and the efforts you made to confirm it is valid and current.

