

DEFINITIONS

Onboarding- the process of gathering information, identification documents and signed paperwork required to open your file.

Anti-Money Laundering- legal requirements that help us verify your identity. These checks protect both you and our firm from fraud and financial crime.

WHY WE ARE DOING THIS

We decided to set up support for our clients with the onboarding process as it can be difficult to understand or become familiar with, this not only makes the process a lot simpler and stress free but can also speed up the onboarding process for you.

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CLIENT ONBOARDING



*Lauren Gillespie is the Full Accredited Member of Solicitors for
the Elderly at Macmillans Solicitors LLP*

OVERVIEW

As part of our client onboarding process, we will support and guide you through completing your onboarding securely and efficiently using InfoTrack.

The process allows you to:

- Verify your identity online
- Provide proof of address and identification documents
- Meet Anti Money Laundering requirements quickly and securely.
- Have someone guide you throughout the whole onboarding process.

APPOINTMENTS

To enable us to support you with your onboarding, we will arrange a 10 minute appointment in order for you to bring your ID documents into the office. This can be before your appointment or any time that suits you.

Identification documents that we require:

Photo identity

Passport and driving licence (if you have both).

Proof of address

We will need **two** forms of proof of address to be able to run our electronic checks. The document must show your **name, address and the date** and be dated **within the last 3 months**. The types of document we can accept are as follows:-

- utility bill (we cannot accept mobile phone bills)
- Council Tax bill for the current year
- bank statement (we cannot accept credit card statements)
- electoral roll check/letter

HOW THIS HELPS YOU

This process ensures encrypted document transfer and a faster onboarding process whilst ensuring you meet legal identity and AML requirements.

Our aim is to make the onboarding process as simple, convenient and stress-free as possible, by giving you time with a member of staff to sit down and help you through the process, allowing us to begin working on your matter quickly and efficiently.