

HOW TO HANDLE ON-LINE DOCUMENTATION

At the end of the day the principles behind certifying copies and taking Affidavits and Statutory Declarations on-line remain unchanged from what we are used to when a client appears in person.

In the case of Statutory Declarations and Affidavits you will still need to: -

- Satisfy yourself as to the identity of the client.
- Be assured the it is the client's document and that they understand the contents.
- Take the oath or administer the declaration as you do now.
- Witness the client signing the document.

In the case of Certifying Copies, you will still need to: -

- Ascertain if the document is for AML purposes
- Satisfy yourself that you have sighted the original (either a hard copy or on-line)
- If in any doubt take a Statutory Declaration.

However, the means of completing the documentation are a little more complex and certainly far more time consuming. For instance, where you might take 4 or 5 minutes to complete a Statutory Declaration when the client is sitting in front of you it can take considerably longer to complete the process virtually. You will need to take this factor into account when agreeing to assist your client.

You will also need to have access to: -

- A device with a camera, microphone and speaker
- A printer
- An ability to scan documents
- An ability to convert the completed document to PDF format

You also need to be assured that the client is signing the document of his own free will and be more than just reasonably certain that the client is who he says he is. For this reason, it is best practice to sight a copy of the client's photo ID.

Certifying Copies

Step by step process

1 Client will telephone you to make an appointment

2 Ascertain what is the purpose of the copies and whether or not they are required for AML purposes.

3 Advise the client of the process to be used and explain your requirements. Always follow this up with an email to ensure there can be no misunderstanding.

4 Request the client to scan and email all copies requiring certification, which upon receipt you will need to print out.

5 Confirm receipt by email and ask client to set up a video conference at a mutually convenient time. This can be by Zoom, Microsoft Teams or Facetime, whichever form of video communication you are comfortable with.

6 During the video conference ask the client to hold up the original documents one by one so that you see them on screen and are able to compare them with what you have received.

NOTE: If the documents are required for AML purposes you will need to satisfy yourself that the client is who they say they are by having them hold up a copy of his photo ID against his face.

7 Once you have sighted all original documents, sign and stamp each page in the normal manner with a notation that the copies were confirmed via video means.

8 Email the scanned copies which you have certified directly back to your client and ask for an immediate acknowledgement.

9 Record in your log book, noting the unusual circumstances

10 Destroy all records (to protect the client's privacy)

NOTE: If you have difficulty satisfying yourself that the copies are an exact replica of the original or if the original documents are on-line, it is recommended that you take a Statutory Declaration, placing the onus of responsibility back on to the client.

Statutory Declarations and Affidavits

Step by step procedure

- 1 Client will contact you by telephone to set up an appointment
- 2 Advise the client of the process you will follow and that you will want to sight photo ID.
- 3 Follow up with an email setting out your requirements so that there can be no misunderstanding.
- 4 Request the client to scan and email through to you copies of the documentation so you can familiarise yourself with what is required and assure yourself that you have jurisdiction.
- 5 Confirm receipt by email and request client to set up a Zoom, Microsoft Teams or Facetime meeting (or whatever alternate means with which you are comfortable) and arrange a mutually convenient time.
- 6 If the client has no Statutory Declaration form, scan and email them a blank form with directions on how to complete the form. Remind them to sign nothing.
- 7 Once completed the client will contact you by whatever means you have stipulated. Satisfy yourself that he is not signing the document under duress by asking them to scan the video screen around the room.
- 8 Ask the client to place a copy of their Photo ID on the screen and compare the likeness.
- 9 Go through your normal processes for taking a Declaration or Affidavit and after you have taken the oath or declaration watch the client signing the document. Remember each page needs to be initialled.
- 10 Request client to scan and email the signed document to you
- 11 Sign the document, adding your stamp and a notation of the circumstances
- 12 Convert the document to PDF format, scan and return to the client asking them to acknowledge receipt immediately
- 13 Record in your log book, noting the unusual circumstances
- 14 Destroy all records (to protect the client's privacy).