

UNITY ONBOARDING + KYC USER GUIDE

This user guide contains...

- An overview of our products & checks
- Creating a new client and sending an invite
- Managing existing clients
 - Walkthrough of the portal
 - Individuals Profile
 - Results
- Support



When being **certain** is everything

dyedurham.com

| TABLE OF CONTENTS

- **Overview**
- **Our products**
- **Sending a new invitation**
- **Managing existing clients**
 - Walkthrough of the portal
 - An individual's profile
 - Quick Actions Menu
 - User Details
 - Processes
 - Evidence
 - Client Care Letters
 - Notes
- **Results**
 - Understanding my results
 - Liveness
 - ID verification
 - Supporting Documents
 - Address & Mortality
 - PEPs & Sanctions
 - Safe Harbour
 - Source of Funds
 - Resubmit an ID check
 - Export an individual's results to PDF
- **Support**

OVERVIEW

Unity onboarding enables your business to speed up and simplify manual ID verification process with your clients in four simple steps



Generate invite to customer

An email or SMS invite is issued to your customer which include instructions to download our app.



Take a Selfie

Our software uses biometric facial recognition technology to confirm that the selfie matches the image on the ID document.



Liveness Test

Our passive liveness technology automatically determines whether it is a live and present person.



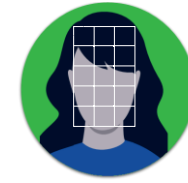
Take a photograph of ID document

Our system checks to confirm it is a genuine document.

OUR PRODUCTS

We provide the following checks:

- **KYC/AML – Vendor:** IDV with NFC, 2 x POA, Address, DOB & Mortality, International Sanctions & PEPs, Adverse Media
- **KYC/AML – Purchaser:** IDV with NFC, Address, DOB & Mortality, International Sanctions & PEPs, Adverse Media
- **Source of Funds:** Smart funds calculator & tracker which allows your client to easily add all their evidence for proof of funds. The client also has the option of connecting to open banking, which provides a bank account analysis of any/all accounts authorised by the client
- **TA Forms:** Fully digitized and custom-friendly Law Society TA forms
- **On-going Monitoring:** Automatically re-run PEP & Sanction checks of individuals for six months
- **Client Care Letters:** eIDAS Level 2 standard E-signable documents with easy-to-use merge field feature for customisable templates.



CLIENT PACK
Angela Specimen
Matter ref: XX-XXX-XX



eSign Client Care Letter



KYC/AML Checks



Source of Funds



Property Information forms



On-going Monitoring



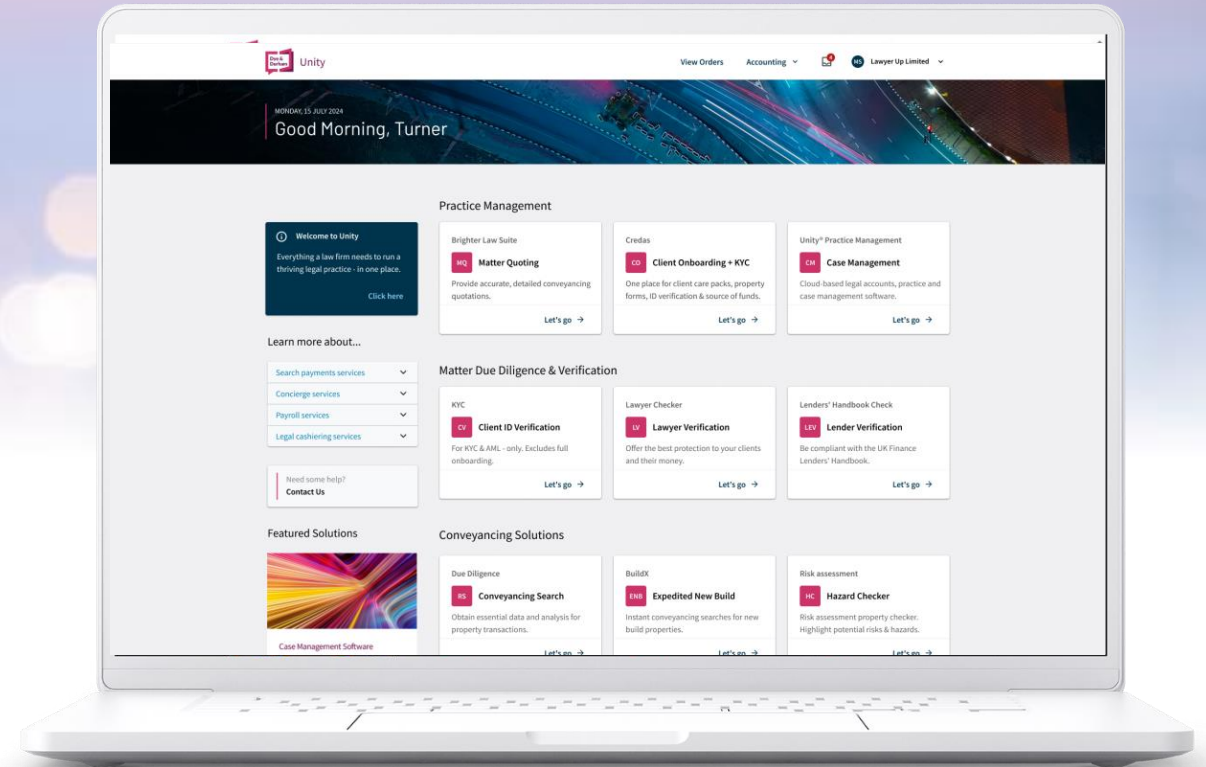
OUR PRODUCTS



Our checks in more detail

- **ID checks** – Your client will be asked to capture a biometric ID document and liveness to be verified. Our passive liveness technology automatically verifies whether the individual is a live and present person.
- **Address & DOB** – Your clients name, address & DOB will be checked against Credit Reference Agency & the electrical roll
- **Mortality** – Your clients name & address will be checked against the UK deceased persons record
- **PEP** – Your clients name & DOB will be checked against International & domestic PEP databases
- **International Sanctions** – Your clients name & DOB will be checked against international & domestic sanction databases and for adverse media
- **Safe Harbour** – Your clients ID will be checked against Safe Harbour standards

CREATING A NEW INDIVIDUAL



MONDAY, 15 JULY 2024

Good Morning, Turner

Welcome to Unity
Everything a law firm needs to run a thriving legal practice - in one place.
[Click here](#)

Learn more about...

- [Search payments services](#)
- [Concierge services](#)
- [Payroll services](#)
- [Legal cashiers services](#)

Need some help?
[Contact Us](#)

Featured Solutions



Case Management Software
Plan, execute, and monitor your caseload with ease.

Practice Management

Brighter Law Suite

MQ Matter Quoting
Provide accurate, detailed conveyancing quotations.
[Let's go →](#)

Credas

CO Client Onboarding + KYC
One place for client care packs, property forms, ID verification & source of funds.
[Let's go →](#)

Unity Practice Management

CM Case Management
Cloud-based legal accounts, practice and case management software.
[Let's go →](#)

Matter Due Diligence & Verification

KYC

CV Client ID Verification
For KYC & AML - only. Excludes full onboarding.
[Let's go →](#)

Lawyer Checker

LV Lawyer Verification
Offer the best protection to your clients and their money.
[Let's go →](#)

Lenders' Handbook Check

LEV Lender Verification
Be compliant with the UK Finance Lenders' Handbook.
[Let's go →](#)

Conveyancing Solutions

Due Diligence

RS Conveyancing Search
Obtain essential data and analysis for property transactions.
[Let's go →](#)

BuildX

ENB Expedited New Build
Instant conveyancing searches for new build properties.
[Let's go →](#)

Risk assessment

HC Hazard Checker
Risk assessment property checker. Highlight potential risks & hazards.
[Let's go →](#)

➤ Click on the 'Client Onboarding + KYC' tab within Unity

MONDAY, 15 JULY 2024

Good Morning, Turner

Welcome to Unity
Everything a law firm needs to run a thriving legal practice - in one place.
[Click here](#)

Learn more about...

- [Search payments services](#)
- [Concierge services](#)
- [Payroll services](#)
- [Legal cashing services](#)

Need some help?
[Contact Us](#)

Featured Solutions



Case Management Software
Plan, execute, and monitor your caseload with ease.

Client Onboarding + KYC

What would you like to do?

- [+ Add a New Client](#)
- [→ Manage Existing Clients](#)

[Close](#)

Brighter Law Suite
MQ Matter Q
Provide accurate quotations.

Matter Due D
KYC
CV Client ID
For KYC & AML - onboarding.

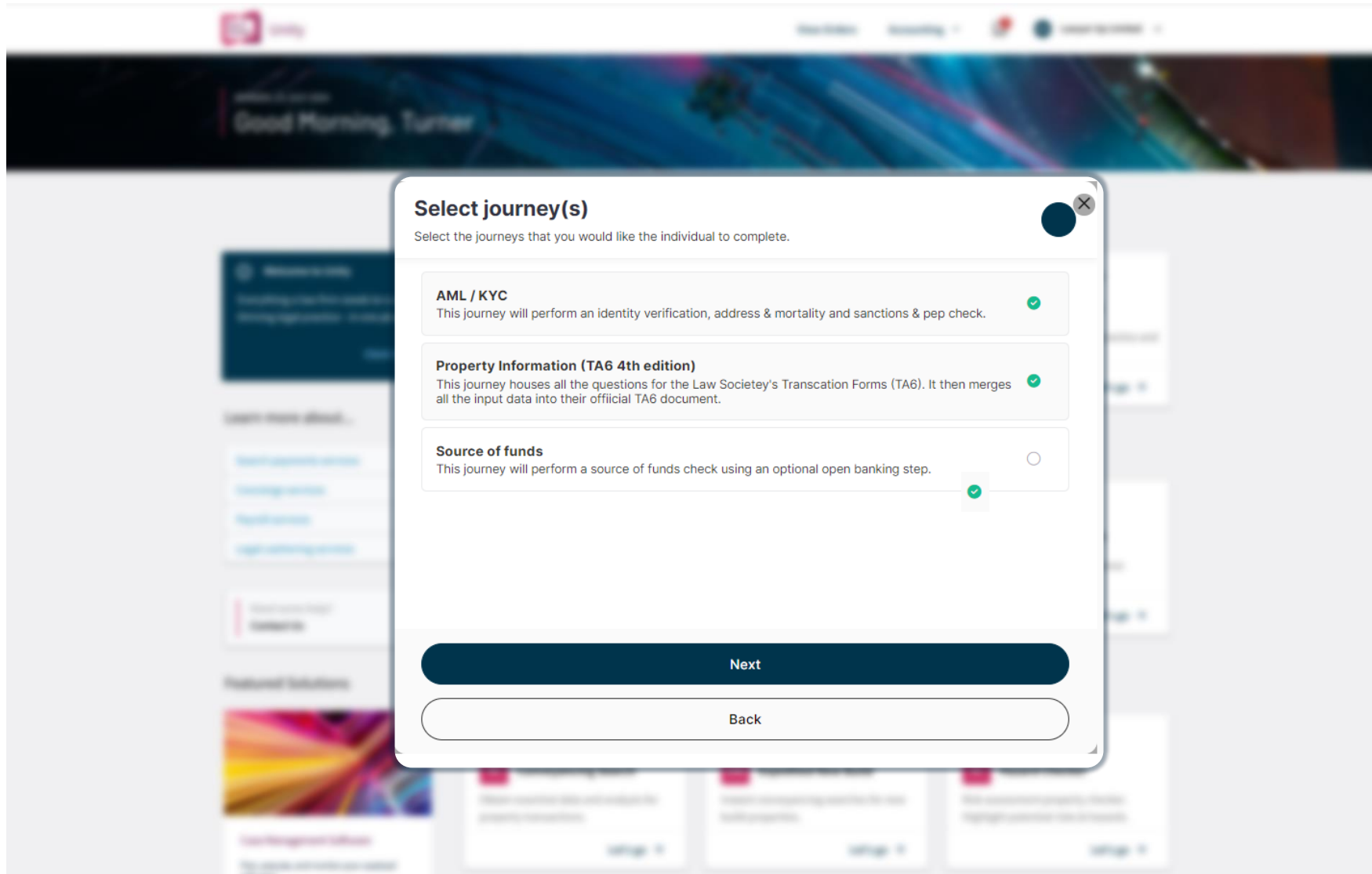
Conveyancing
Due Diligence
RS Convey
Obtain essential data for property transactions.

Practice Management
Case Management
Cloud-based legal accounts, practice and management software.
[Let's go →](#)

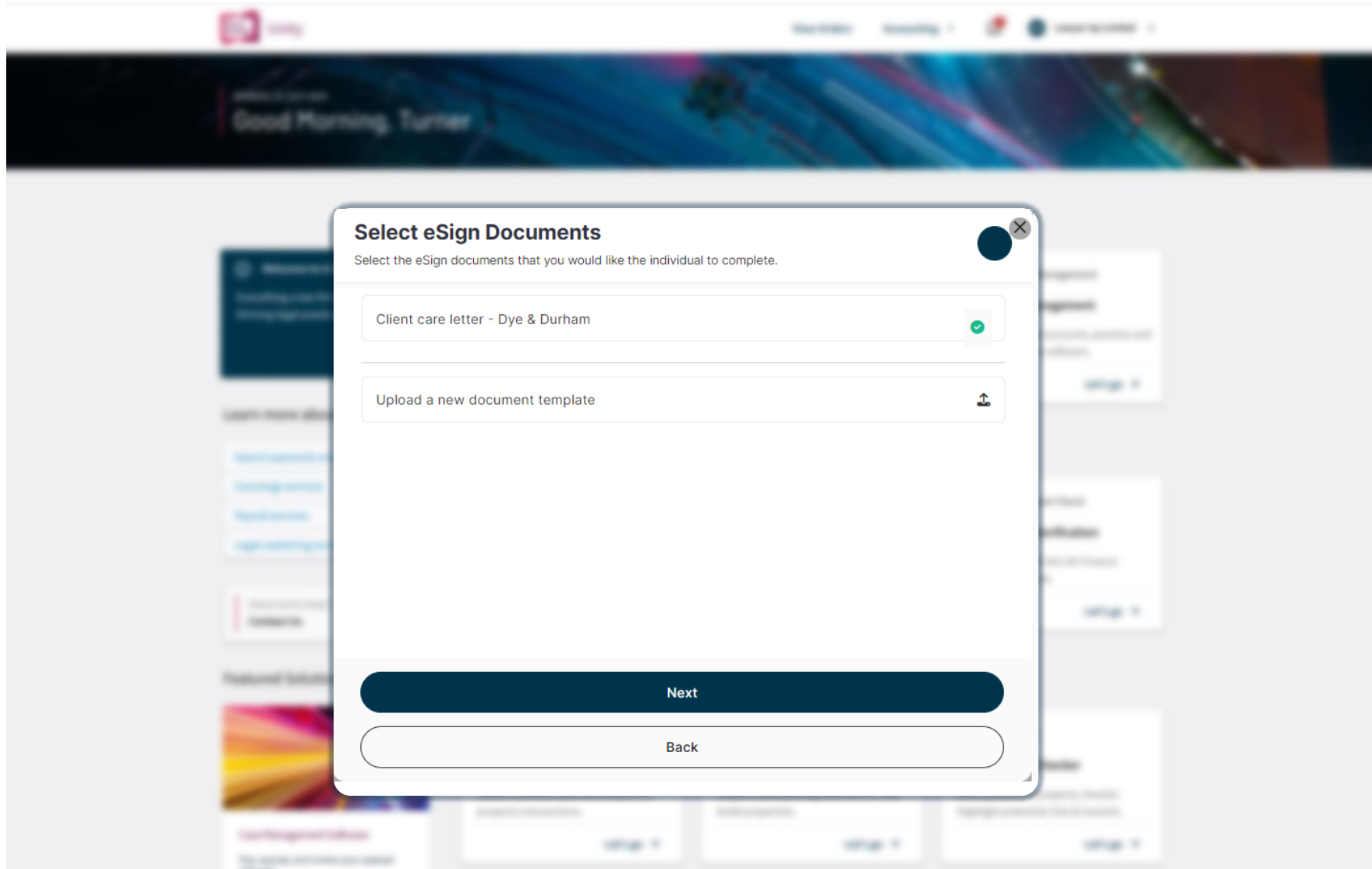
Handbook Check
Lender Verification
Compliant with the UK Finance Handbook.
[Let's go →](#)

Assessment
Hazard Checker
Assessment property checker. Highlight potential risks & hazards.
[Let's go →](#)

➤ Click on 'Add a New Client'



➤ Select which journey (s) you wish to send to your client



- Select which Client Care Letter(s) you wish to send to your client

Create an individual

Create a new individual to add to a journey.

First name


John

Middle name (optional)

Surname

Smith

Date of birth (optional)

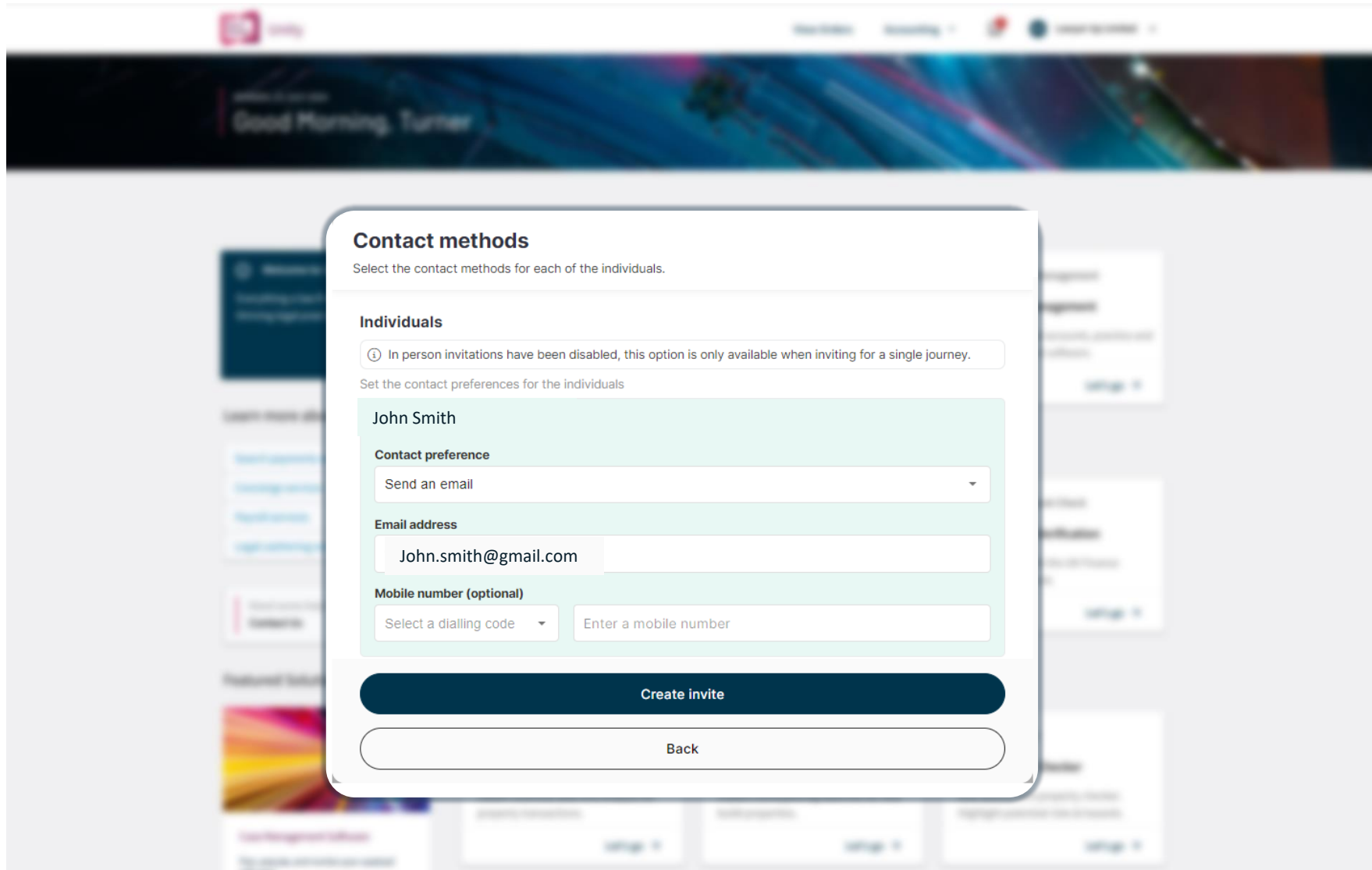
DOB (optional) 

Reference

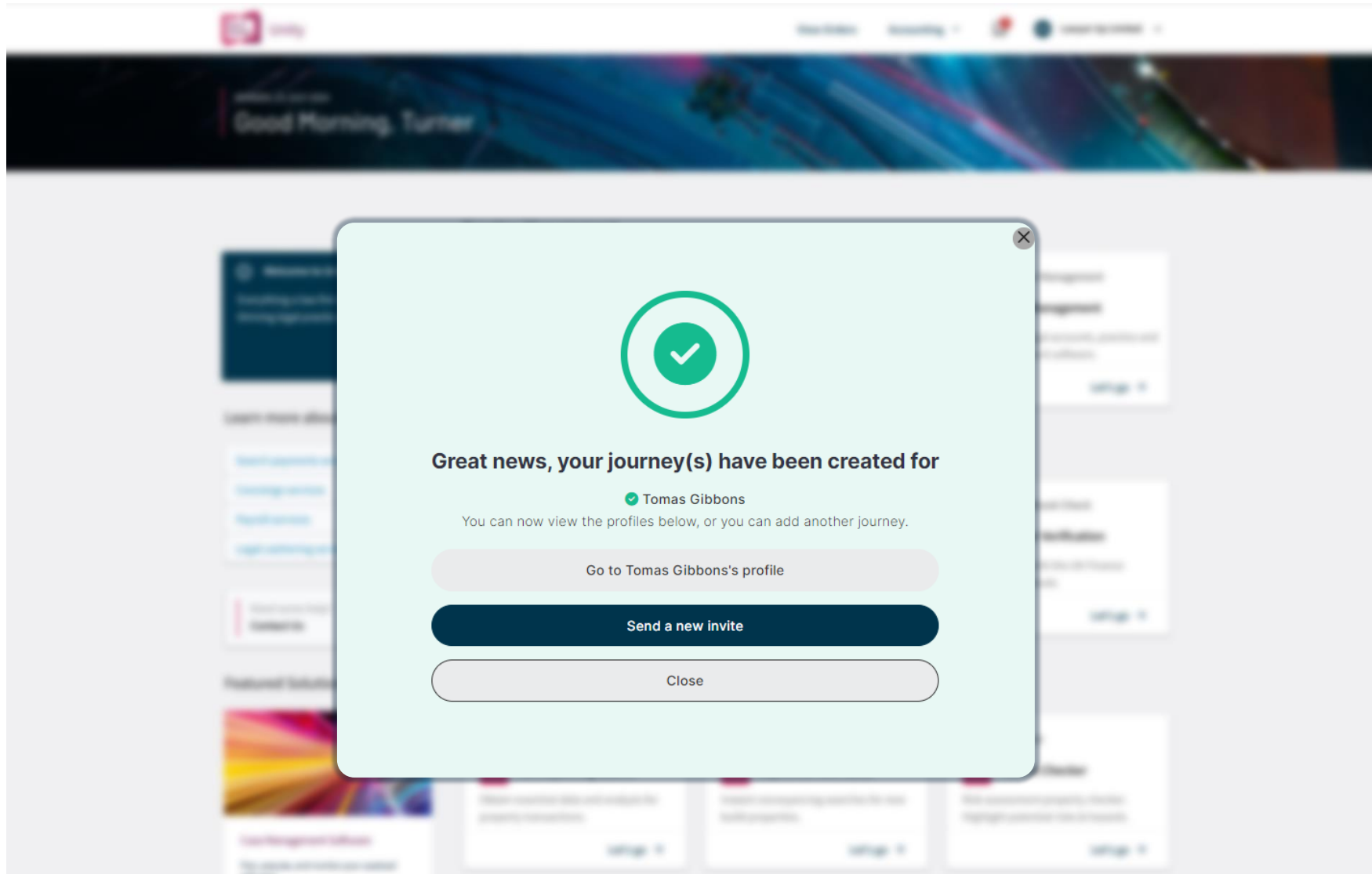
Create individual

Back

➤ Input your clients name as well as any additional information you wish



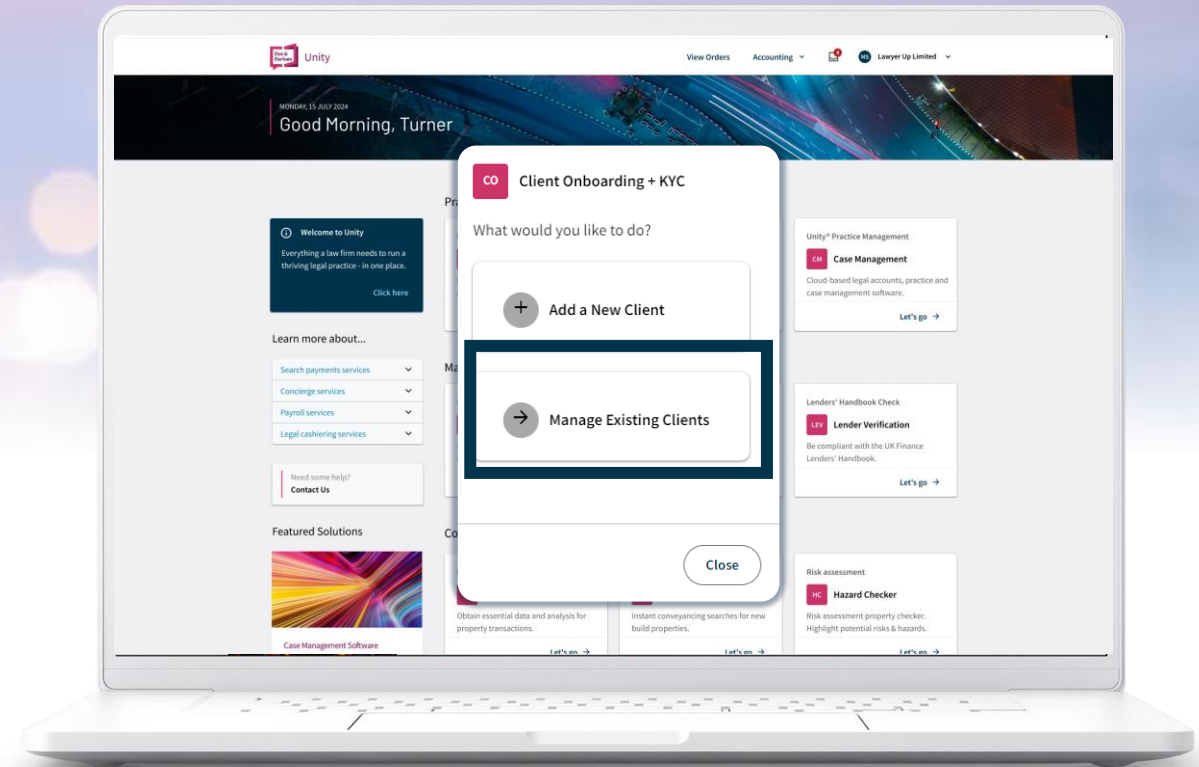
➤ Input your clients' contact details and choose a contact method

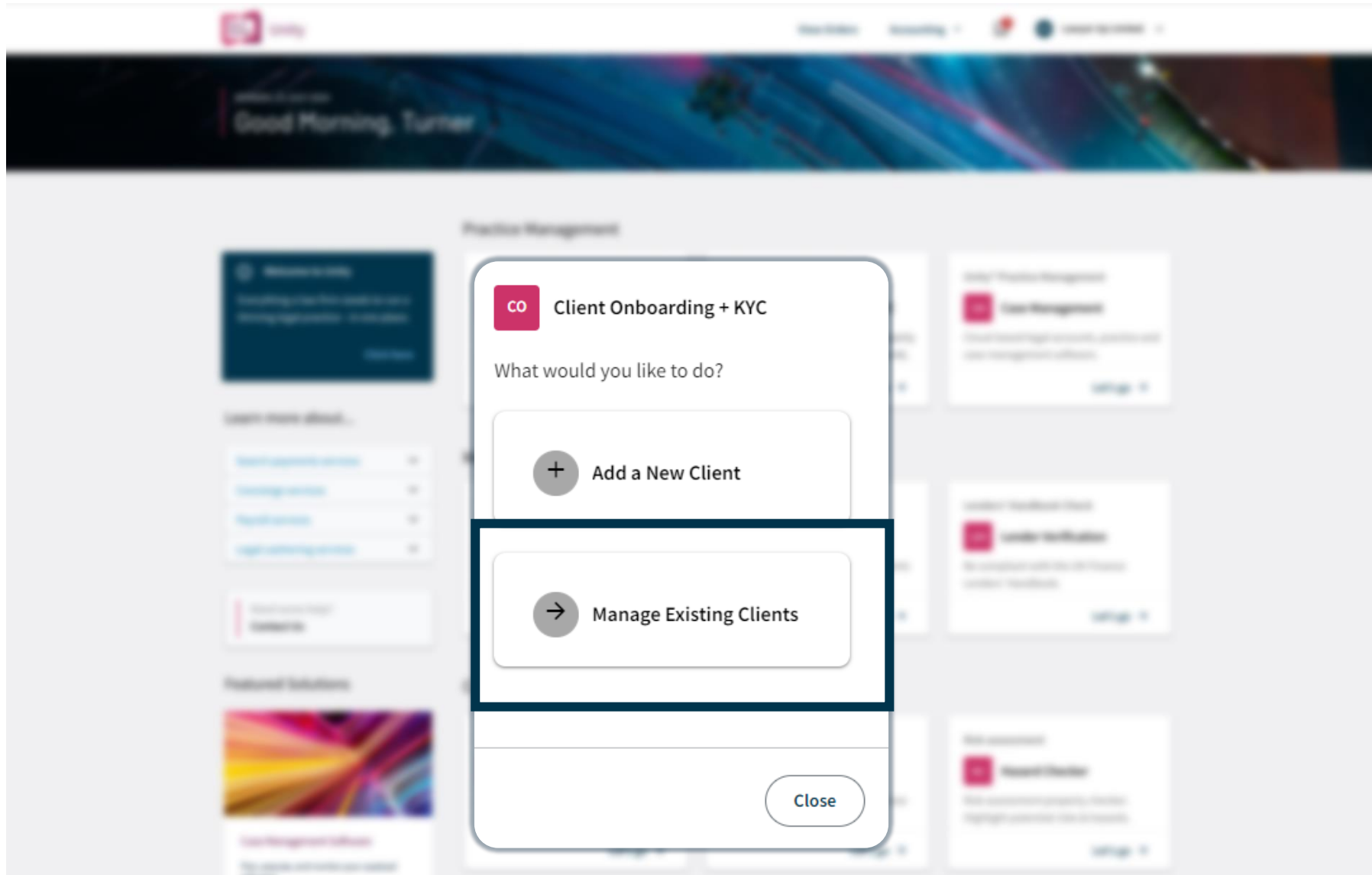


- The invite has now been sent
- You can send a new invitation to a new client, manage existing clients or close the onboarding tab

Managing existing clients

- Walkthrough of the portal
- Individuals Profile





➤ To access your existing clients checks, click 'Manage Existing Clients' from the Client Onboarding + KYC tab

WALKTHROUGH OF THE PORTAL



Portal ▾ Individuals Processes eSign

You can find your clients unique registration code here. You will need to quote this if you need support

You can search by tags here, if you have chosen to add tags to individuals

The settings toggle allows you to customise the table view, export the table to CSV and more

Search by name, phone number or email address

Status ▾

Tags ▾

ID type ▾

All filters ⋮

Add new



<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	% Complete	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	11/07/2024 12:37	Jane Doe	Invited	0%	-	hannah.rowe@Credas.com	NKS-XKY	Test User		Requested		
<input type="checkbox"/>	11/07/2024 12:36	John Smith	Not invited	0%	-	-	827-J9Z	Test User		Requested		
<input type="checkbox"/>	27/06/2024 09:25	Archie Barnett	Invited	0%	-	-	J8R-2TA	Test User		Requested		

You will be able to see your clients name and the date of the individual here

You can see here the status of a clients check e.g. invited means they have been invited but not started the check yet

You can see who has requested the check here

This area of the table is customisable (the settings toggle above) and you can set it to view different area of the checks such as has the ID submitted

➤ You will arrive on the individual's page. This is the main page you will use which lists all the checks and individuals you have sent out.

WALKTHROUGH OF THE PORTAL



You will be able to access any CCL sent out and their status's by clicking here

You can search for individuals and their results here

You can filter individuals and their results via these tabs

You can send out a new check here as well as through the Unity platform

If you have requested notifications to be turned on, these can be viewed here

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	% Complete	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	11/07/2024 12:37	Jane Doe	Invited	0%	-	hannah.rowe@Credas.com	NKS-XKY	Test User		Requested	✗	⋮
<input type="checkbox"/>	11/07/2024 12:36	John Smith	Not invited	0%	-	-	827-J9Z	Test User		Requested	✗	⋮
<input type="checkbox"/>	27/06/2024 09:25	Archie Barnett	Invited	0%	-	-	J8R-2TA	Test User		Requested	✗	⋮

You can click anywhere on the individual to access their profile

You can see how far along an individual is in their check here

The individuals contact details can be found here, if applicable

The actions tab here will give you a range of options such as adding tags, resending a check, approving/rejecting an individual. These will be discussed later in the guide

AN INDIVIDUAL'S PROFILE

Checks

- This is an individual's profile, you will be able to access everything related to that individual here including viewing their CCLs, viewing checks, and remediating results.
- The next page will show you the quick actions menu which can be accessed from the button in the top right-hand corner

AN INDIVIDUAL'S PROFILE

Quick Actions Menu

What would you like to do?
Select the action you would like to complete in ANGELA ZOE's profile...

- Create a journey**
Invite an individual to complete a journey or complete one on their behalf.
- Run a data check**
Run a data check using ANGELA ZOE's full name, date of birth and postal address
- Export Identity Check Report**
Download an Identity Check Report for ANGELA ZOE's profile
- Add evidence**
Upload evidence for ANGELA ZOE in a document or image format
- Add an eSign document**
Ask ANGELA ZOE to sign a document, contract, privacy policy or another type of document

Callout Boxes:

- If you had not sent the individual every check you wished for them to complete, you can send it here
- If you need to re-run the Address & Mortality or the International Screening, you can do so here
- You can view, download and print a PDF of the individuals full report here
- If the client has sent you an image/PDF separately and you wish to add it to the PDF, you can add it here as 'Evidence'. The image/PDF will appear in the 'Evidence' tab of the individual's profile
- You can send another CCL to the individual here
- If you scroll down, you will also see options to resend an invite, if your client did not receive the original email/SMS and to add a note to the individual's profile

AN INDIVIDUAL'S PROFILE

User details

Portal ▾ Individuals Masterlist Processes eSign

Info Bell HR

< Back

ANGELA ZOE UK SPECIMEN Active Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Personal Details

Registered email: angela.uk.specimen@credas.com Phone number: [redacted]
Correspondence address: N/A

Account

Approval status: Pending Registration code: 2XP-99M
Sent on: 13 Feb 2024 Added by: [redacted]
Client reference: N/A

You can edit aspects of the individuals details here, such as their contact details

You can either approve/reject the individual here depending on your internal processes

AN INDIVIDUAL'S PROFILE

Processes



< Back



ANGELA ZOE UK SPECIMEN

Active

Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Process name	Contact type	Status	Devices	Invited by	Completed	Score	Score %	Locked
Tuesday, 13 February 2024								
TA6 (4th edition)	Email	Complete		Archie Barnett	100%	0/0	0%	→
Source of Funds	Email	Complete		Archie Barnett	100%	0/0	0%	→
KYC / AML - Vendor	Email	Complete		Archie Barnett	100%	0/0	0%	→

Items per page: 5 1 - 3 of 3 |< < > >|


- In this tab you will be able to see the different checks (processes) that were sent to the client
- By clicking in each process, you can get a more in-depth look into the information the individual gave

AN INDIVIDUAL'S PROFILE





Evidence



< Back

 **ANGELA ZOE UK SPECIMEN** Active Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Title	File type	Created by	Options
Example Evidence		 Client	 

Items per page: 20 1 - 1 of 1 |< < > >|

- You will see any extra evidence that has been uploaded to the individual's profile here
- Evidence is added through the 'Quick Actions' Menu explained [here](#)
- The PDF/Image will appear on the individuals PDF

AN INDIVIDUAL'S PROFILE

E-Sign Documents

< Back















Angela Specimen

Active

Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Document title	Created by	Type	Settings	Options
Turner & Turner Care Letter	 Client	 eSign	 	 
TA6 (4th edition)	 User	 Task	 	 

Items per page: 20 1 - 2 of 2 << < > >>


➤ You can view/download the individuals Client Care Letters in this tab

TA6 (4th edition)

1 of 20

Automatic Zoom

www.lawsociety.org.uk



Law Society Property Information Form (4th edition)

Address of the property 1 123 Test Street, Verifier Road, CF24 5EA

Full names of the seller 1 Angela Zoe Specimen

Seller's solicitor JW Law
Name of solicitor's firm

Turner & Turner LLP

Signed

Angela Specimen


Signatory type
Vendor

Email address
-

Phone number
-

Required to sign
Yes

Signature



Angela Specimen
02-Feb-2024 13:27:26

IP Address
147.243.230.169

Download PDF

- This is an example of what the Client Care Letters will look like for you
- You will be able to see all the information inputted by your client as well as their signature and IP address

AN INDIVIDUAL'S PROFILE

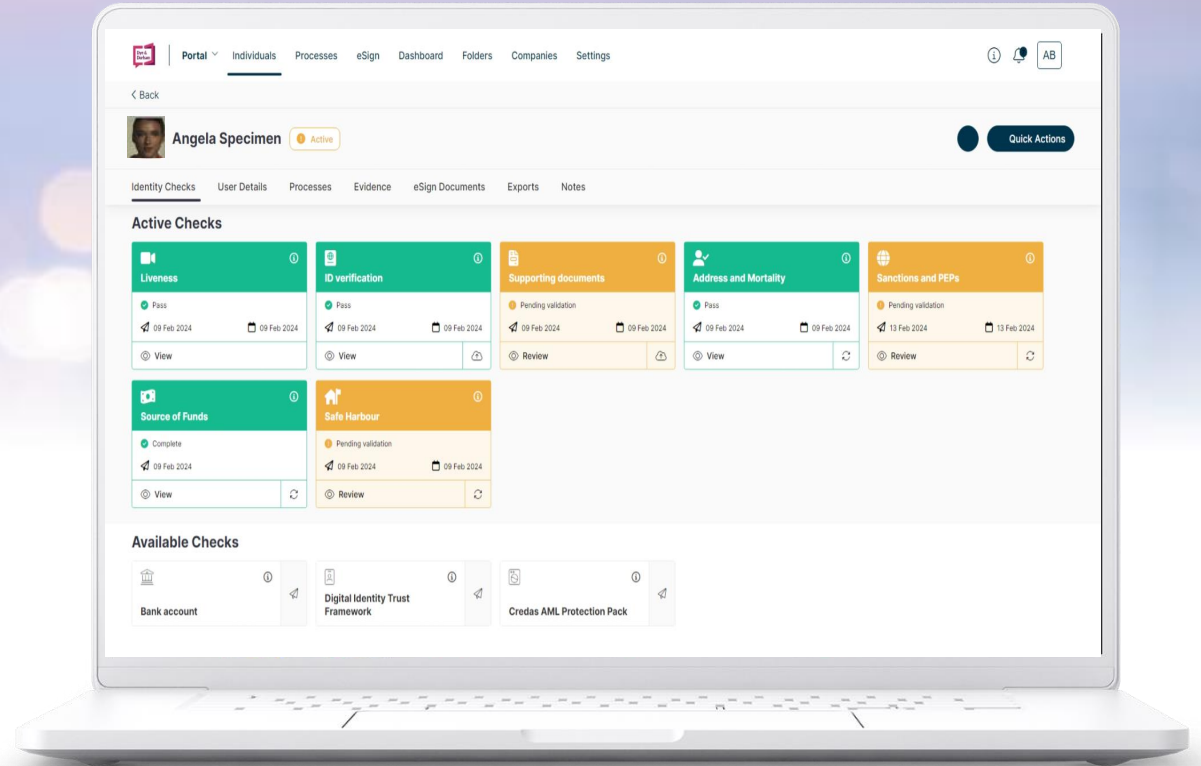
Notes

Identity Checks	User Details	Processes	Evidence	eSign Documents	Exports	Notes
Date created	Note type	Title	Description	Status	Added by	
11/07/2024 15:50	Liveness	Liveness	fail	▲ Fail	Hannah Rowe	

Items per page: 10 1 - 1 of 1 << < > >>

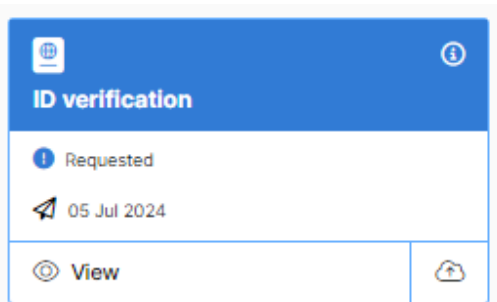
- In the notes tab, you will see any notes that have either been added through the Quick Actions menu explained [here](#) or any notes added during the results review stage

Results

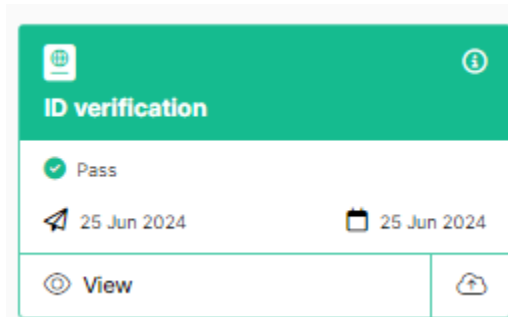


REVIEWING RESULTS

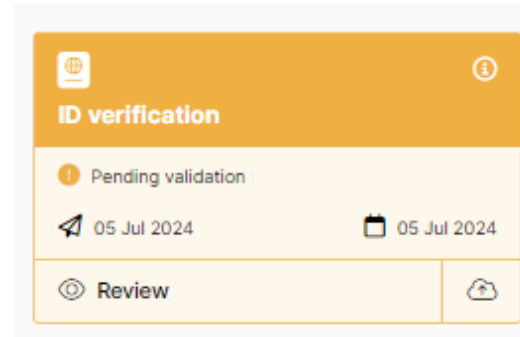
Understanding my results



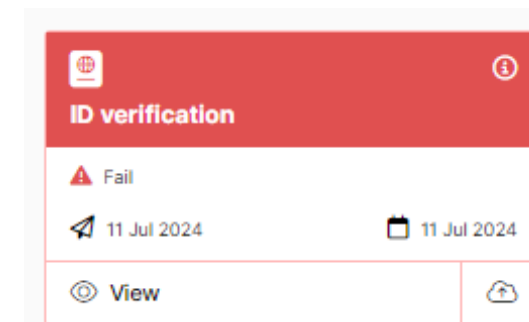
- If a check appears as blue, your client has not yet completed the check



- If a check appears as green, the check has passed.
- You can click 'View' if you wish to see the information/document provided by your client as well as the reason why it passed



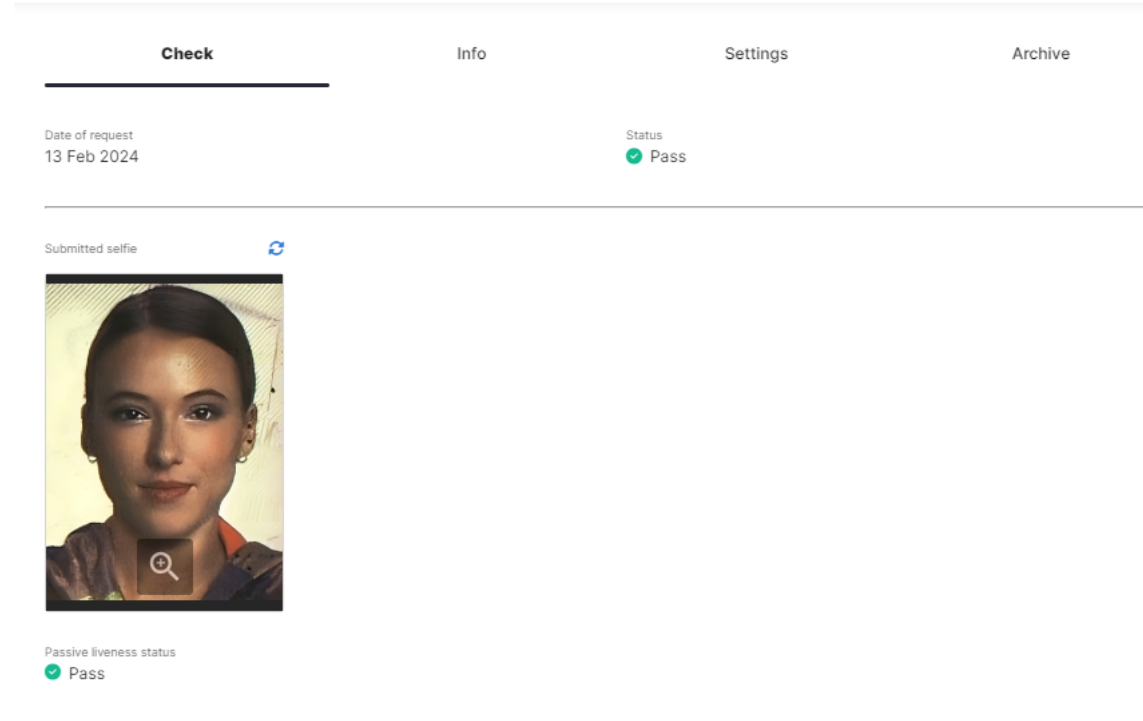
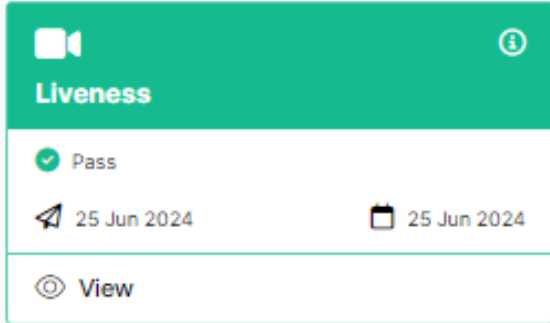
- If a check appears as orange, the check has been referred.
- This means that the check will need manually validating by yourselves
- You can click 'review' to review the check and either pass/fail it



- If a check appears as red, the check has failed
- You can click 'view' if you wish to see the information/document provided by the client as well as the reason for the failure

REVIEWING RESULTS

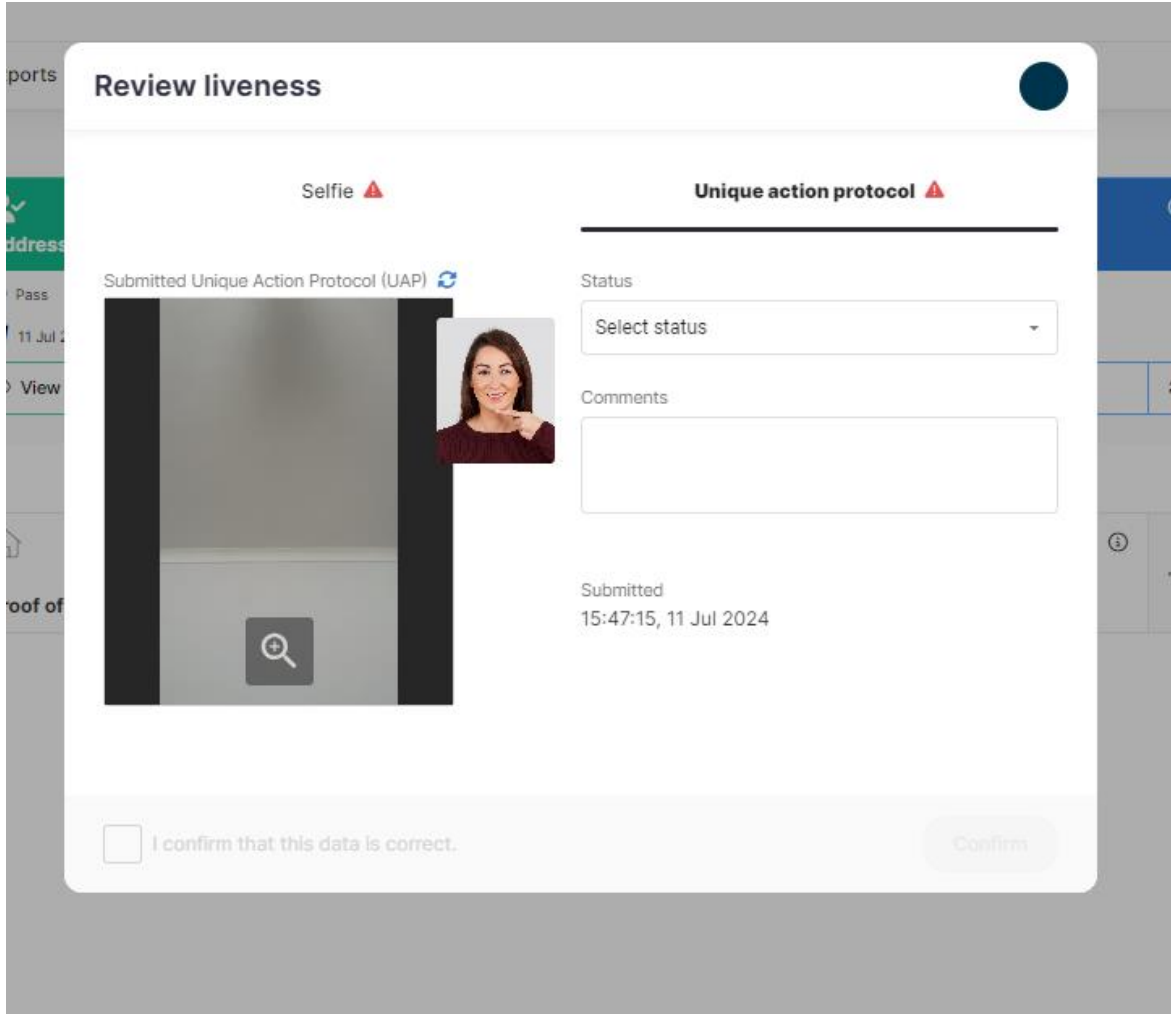
Liveness - Pass



- When an individual has passed their liveness check, the Liveness tab will appear as green/passed
- You will not need to do anything
- You can click 'view' to see the liveness image that has passed

REVIEWING RESULTS

Liveness - Refer



The screenshot shows a 'Review liveness' modal window. On the left, under 'Selfie', there is a video player showing a 'Submitted Unique Action Protocol (UAP)' with a small inset photo of a woman. On the right, under 'Unique action protocol', there is a 'Status' dropdown menu with 'Select status' selected, a 'Comments' text area, and a 'Submitted' timestamp of '15:47:15, 11 Jul 2024'. At the bottom, there is a checkbox labeled 'I confirm that this data is correct.' and a 'Confirm' button.

- When an individual has not passed their liveness after 3 attempts, they will be asked to perform a Unique Action Protocol (UAP) for you to pass/fail
- A UAP is a photograph of themselves doing a requested pose, such as putting their finger to their chin
- When pass/failing you will have to write a comment and click 'I confirm that this data is correct' before you can continue
- This note will appear on the individuals PDF as well as in the 'notes' tab of an individual's profile

REVIEWING RESULTS

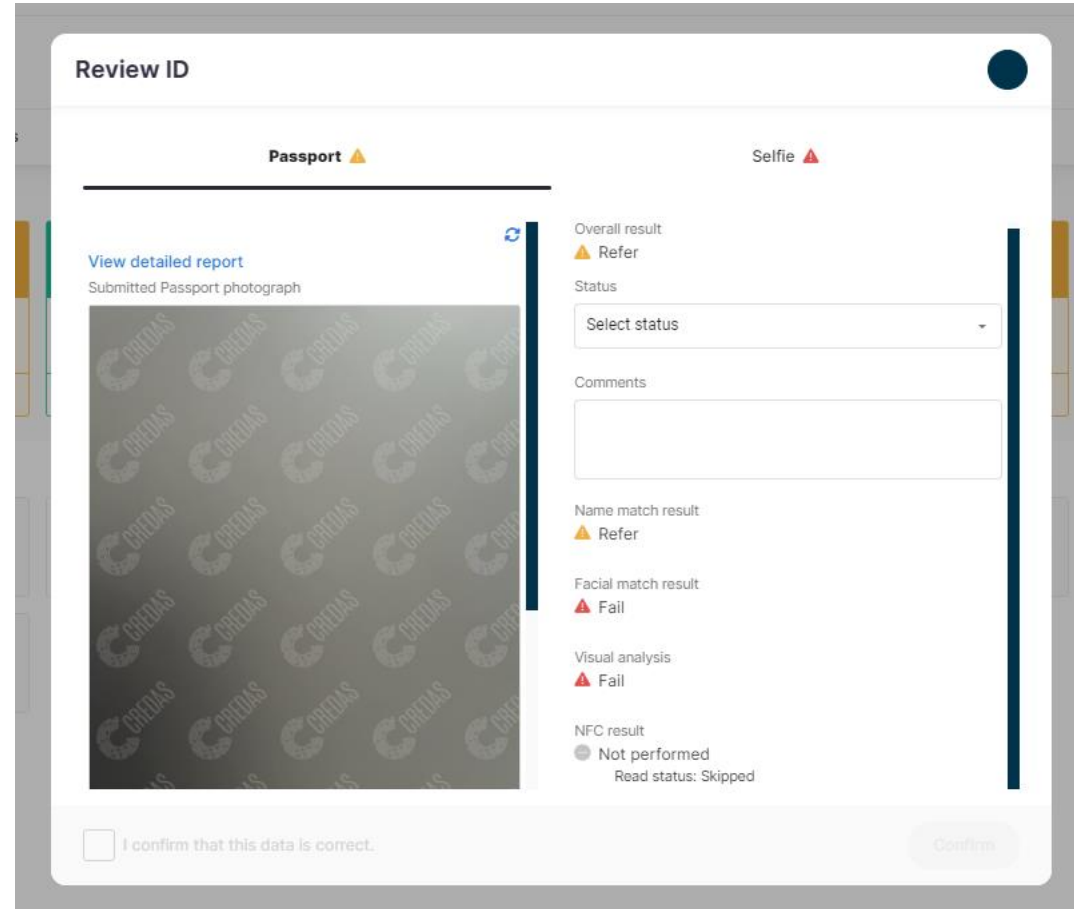
Identity Verification - NFC Results

Status	Description
FAIL	There was an error while reading data from the chip or the data was corrupt.
NO NFC PERMISSION	Person did not grant permission to our app to access NFC sensor on their device. They chose "Reject" on the permission dialog.
AUTHENTICATION FAILED	Data was read correctly and appears valid however we were unable to authenticate the issuing authority of the document as it hasn't been added to the master list. This can happen on genuine documents from certain countries or if the document was issued recently. In the main these documents are a Pass.
PASS	The document chip read has passed authentication including verification of the issuing authority.
SKIPPED	Person chose to skip the NFC step - clicked the 'SKIP' button.
NO NFC SENSOR	The device didn't have an NFC sensor.
EXPIRED	The document chip read has passed authentication (Pass) but the expiry date suggests document was expired at the time of reading.
NOT READ	Person hasn't yet performed NFC reading e.g. they've taken the picture so the NFC step is next.

REVIEWING RESULTS

Identity Verification - Refer

- When an ID document has referred, you will be presented with an image of the document itself, a detailed report as well as the liveness selfie
- To pass/fail the ID document click the 'select status' button
- When pass/failing you will have to write a comment and click 'I confirm that this data is correct' before you can continue
- This note will appear on the individuals PDF as well as in the 'notes' tab of an individual's profile



REVIEWING RESULTS

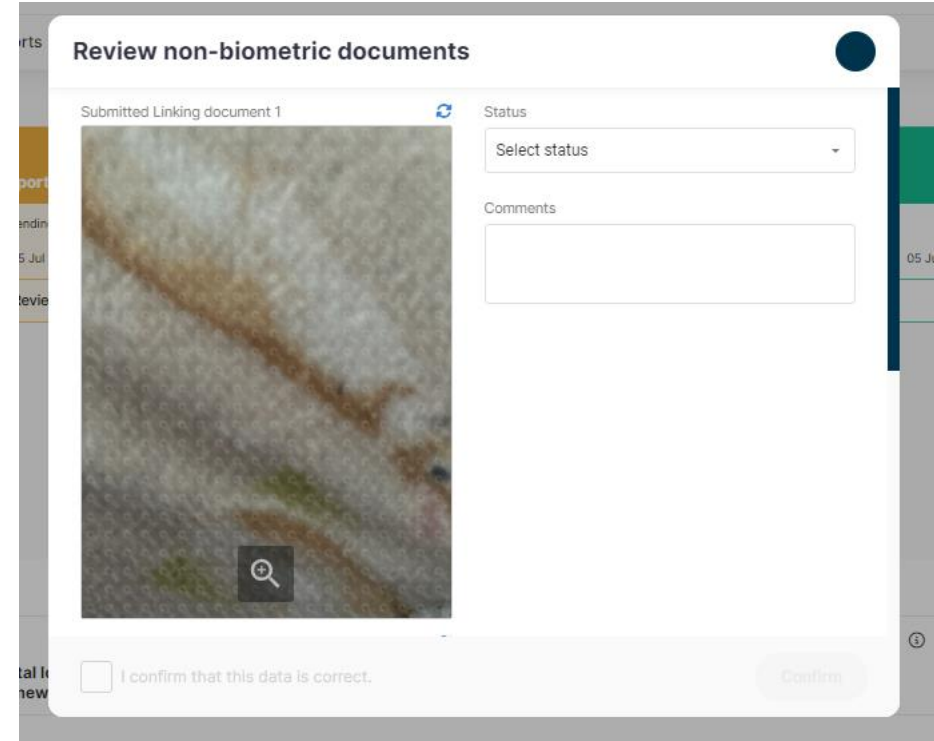
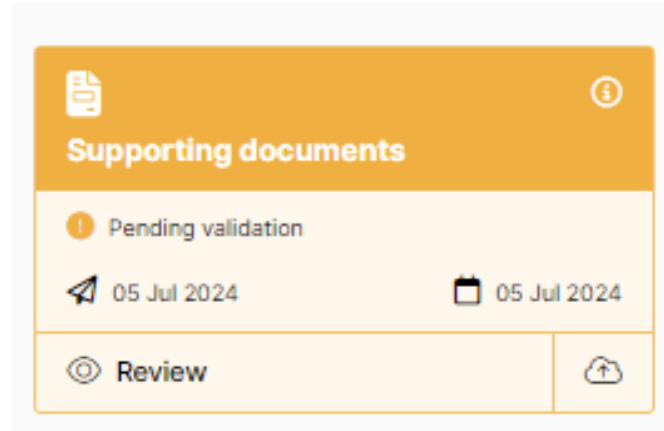
Identity verification - Fail

- A detailed report will always be provided when an ID verification fails. This report will highlight the reasons why it has failed
- If you would like your client to retry this check, you can resubmit the check to them by following [this process](#)

The screenshot shows the 'ID verification' interface. At the top, there are tabs for 'Checks', 'Info', 'Settings', and 'Archive'. Below this is a section for 'ID Document Verification' with a description: 'We ask the individual to take a photograph of their biometric document and then use sophisticated image analysis to detect any tampering or manipulation.' Below the description is a table with columns for 'Requested by', 'Uploaded by', 'Uploaded on', and 'Status'. The status is 'Fail'. Below the table is a list of checks for a 'Passport (United Kingdom) - Fail'. A 'View detailed report' link is highlighted. The detailed report shows a list of checks: 'Overall result - Fail', 'Facial match result - Fail', 'Visual analysis - Pass', 'Name match result - Pass', 'NFC result - Not performed', 'Age validation result - Pass', 'Police record - Pass', 'Compromise alert - Pass', and 'Repeat attempts - Pass'. A 'Notes' section at the bottom indicates 'No notes have been added yet.' and has an '+ Add note' button.

REVIEWING RESULTS

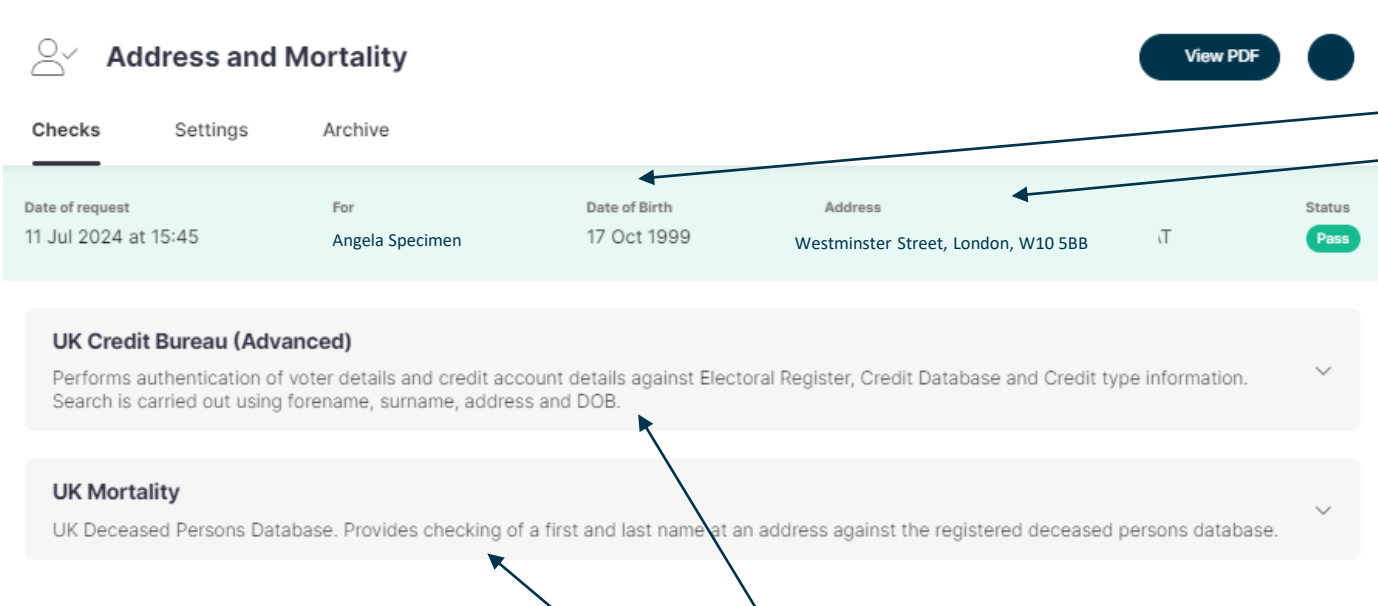
Supporting Documents



- Supporting (non-biometric) documents will always need to be reviewed by yourselves
- When pass/failing you will have to write a comment and click 'I confirm that this data is correct' before you can continue
- This note will also appear on the individuals PDF report as well as in the 'notes' tab of an individual's profile

REVIEWING RESULTS

Address & Mortality - Pass



Address and Mortality View PDF

Checks Settings Archive

Date of request	For	Date of Birth	Address	Status
11 Jul 2024 at 15:45	Angela Specimen	17 Oct 1999	Westminster Street, London, W10 5BB	Pass

UK Credit Bureau (Advanced)
Performs authentication of voter details and credit account details against Electoral Register, Credit Database and Credit type information. Search is carried out using forename, surname, address and DOB.

UK Mortality
UK Deceased Persons Database. Provides checking of a first and last name at an address against the registered deceased persons database.

You can see your clients DOB and Address here

By clicking on either one of these, you can see which sources the address & mortality have correctly matched with

To pass the Address & Mortality check the person (name and DOB) has to be found at the address (on both the electoral roll and credit database), cannot be flagged as deceased or someone who moved out (change of the address).

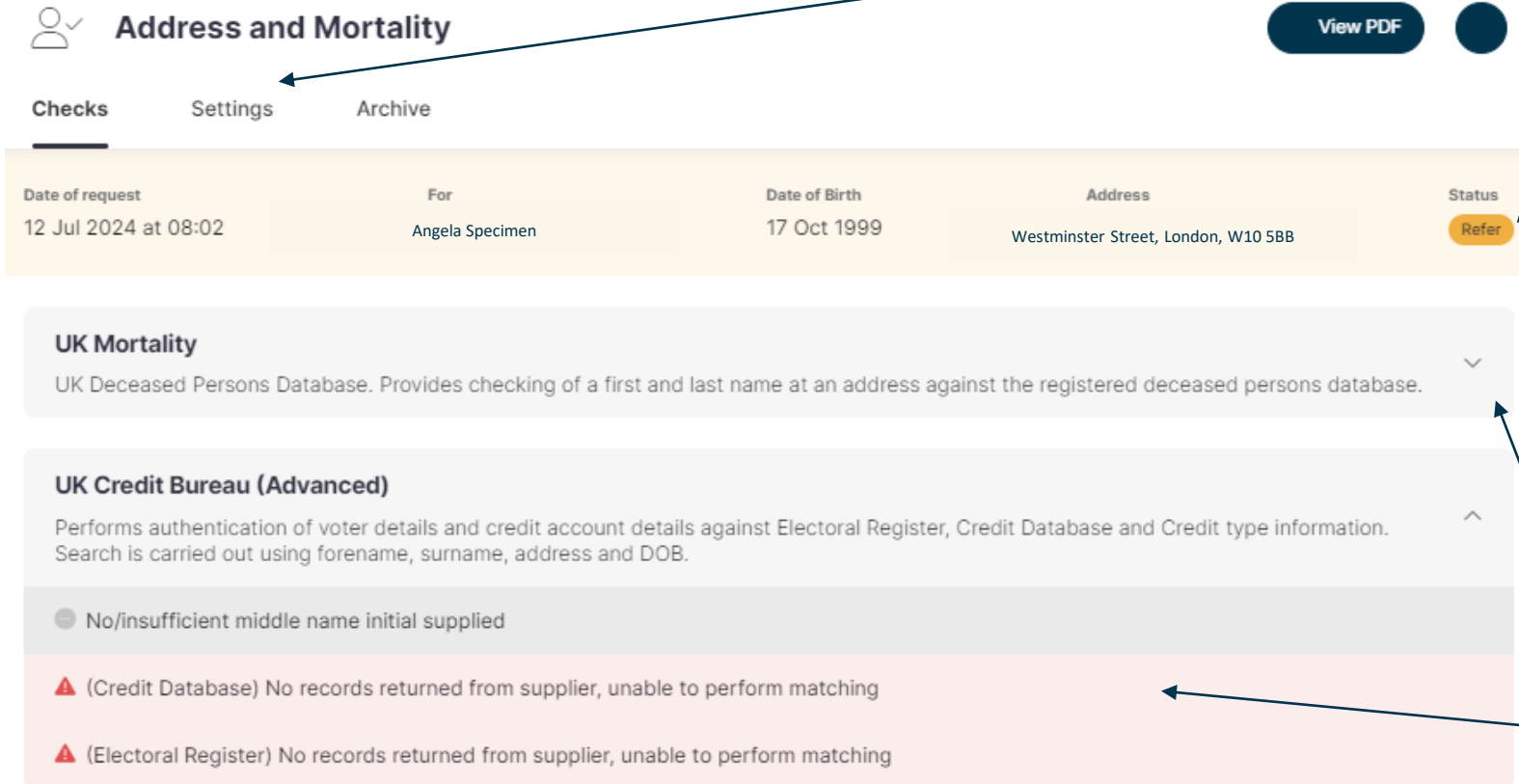
REVIEWING RESULTS

Address & Mortality - Refer

If you would like to re-run the address check, you can do so by clicking into settings

If you would like to pass/fail the check, you can do so by clicking 'Refer' here

You can see here why the address has referred here, there are no records matching between the name, DOB & address



Address and Mortality View PDF

Checks Settings Archive

Date of request	For	Date of Birth	Address	Status
12 Jul 2024 at 08:02	Angela Specimen	17 Oct 1999	Westminster Street, London, W10 5BB	Refer



UK Mortality
UK Deceased Persons Database. Provides checking of a first and last name at an address against the registered deceased persons database.

UK Credit Bureau (Advanced)
Performs authentication of voter details and credit account details against Electoral Register, Credit Database and Credit type information. Search is carried out using forename, surname, address and DOB.

- No/insufficient middle name initial supplied
- (Credit Database) No records returned from supplier, unable to perform matching
- (Electoral Register) No records returned from supplier, unable to perform matching

REVIEWING RESULTS

PEPs & Sanctions – No matches (Pass)

 **Sanctions and PEPs**
[View PDF](#) 

Checks
Settings
Archive

Status	Date of check	Number of results	On-going Monitor	
Pass	11 Jul 2024 at 15:45	0	Until 11 Jan 2025	Cancel monitor
Search name		Search date of birth	Search countries	
Hannah Rowe		17/10/1999	All	

Pending
Matched
Mismatched

There are no pending profiles.

➤ If there are no PEPs & Sanctions matches related to the individual, the check will show as a pass

REVIEWING RESULTS

PEPs & Sanctions – Matches (Refer)



Sanctions and PEPs View PDF

Checks Settings Archive


Status	Date of check	Number of results
Pending validation	08 Jul 2024 at 10:21	1

Search name: Angela Smith Search date of birth: 07/01/1959 Search countries: All

Pending Matched Mismatched

Angela Evans Smith Action Required

ID: ebd81f5c200a8fe457f6829cb1f00d154b07ce5be72cb4e7749425be5b850886



Date of birth: 07/01/1959	Gender: Female	Nationality: United Kingdom
Sanctions: -	PEP level: 1	Is PEP: Yes
Adverse media: -	Law enforcement: -	Disqualified director: -


Validate View full report

Review now

Angela Evans Smith Action Required

ID: ebd81f5c200a8fe457f6829cb1f00d154b07ce5be72cb4e7749425be5b850886

Profile PEPs Sanctions Law enforcement Adverse media Disqualified director Notes



Status: Action Required	Updated: 08 Jul 2024	
Date of birth: 07/01/1959	Gender: Female	Nationality: United Kingdom
Sanctions: -	PEP level: 1	Is PEP: Yes
Adverse media: -	Law enforcement: -	Disqualified director: -
First name: Angela	Middle name(s): Evans	Last name: Smith
Is deceased: -	Date of death: -	

Contact details
None found

Identifiers
None found

To view the full report of each match, you can click the 'View Full Report' button here

If there are matches for the individual, they will all appear here with an image, details relating to the individual and the reasons why they have a PEPs/Sanction match

REVIEWING RESULTS

PEPs & Sanctions – Matches (Refer)

Sanctions and PEPs View PDF

Checks Settings Archive


Status	Date of check	Number of results
Pending validation	08 Jul 2024 at 10:21	1

Search name: Angela Smith | Search date of birth: 07/01/1959 | Search countries: All

Pending Matched Mismatched

Angela Evans Smith Action Required

ID: ebd81f5c200a8fe457f6829cb1f00d154b07ce5be72cb4e7749425be5b850886




Date of birth	Gender	Nationality
07/01/1959	Female	United Kingdom
Sanctions		
PEP level		
Is PEP		
Adverse media		
Law enforcement		
Disqualified director		

Validate View full report

Review now

Review Angela Smith



Status:

Comments:

I confirm that this data is correct. Confirm

- You can review each match individually by clicking 'Validate' here
- You will be asked to confirm if the matches are incorrect 'Mismatch' / or if they are correct 'Match' as well as writing a note
- This note will appear on the individuals PDF as well as in the 'notes' tab of an individual's profile

REVIEWING RESULTS

PEPs & Sanctions – Matches (Refer)

The screenshot shows the 'Sanctions and PEPs' interface. At the top, there are tabs for 'Checks', 'Settings', and 'Archive'. A 'View PDF' button is visible. Below this, a summary card shows the search status as 'Pending validation', the date of check as '08 Jul 2024 at 10:21', and the number of results as '1'. The search name is 'Angela Smith', the search date of birth is '07/01/1959', and the search countries are 'All'. Below the summary, there are tabs for 'Pending', 'Matched', and 'Mismatched'. The 'Pending' tab is active, showing a profile for 'Angela Evans Smith' with an 'Action Required' warning. The profile includes a photo, personal details (Date of birth: 07/01/1959, Gender: Female, Nationality: United Kingdom), and sanctions/PEP information (Sanctions: -, PEP level: 1, Is PEP: Yes, Adverse media: -, Law enforcement: -, Disqualified director: -). At the bottom of the profile, there are 'Validate' and 'View full report' buttons. A 'Review now' button is located at the bottom of the interface.

The screenshot shows a 'Review all profiles' dialog box. The main text says 'Mark all Sanctions and PEPs as matched or mismatched.' There is a 'Status' dropdown menu with two options: 'Mismatch' (selected with a green checkmark) and 'Match' (with a red triangle). Below the dropdown is a large empty text area for notes. At the bottom, there is a checkbox labeled 'I confirm that this data is correct.' and a 'Confirm' button.

- You can review all the matches as a whole here.
- You will be asked to confirm if the matches are incorrect 'Mismatch'/or if they are correct 'Match' as well as writing a note
- This note will appear on the individuals PDF as well as in the 'notes' tab of an individual's profile



REVIEWING RESULTS

Safe Harbour - Pass



- A safe harbour pass indicates that Safe Harbour standards have been successfully achieved with the ID documentation provided
- You can find the standards for Safe Harbour [here on the UK governments website](#)

REVIEWING RESULTS

Safe Harbour - Refer

Safe Harbour

Checks Info Settings Archive

Safe Harbour Verification
We ask the individual to take a photograph of their biometric document and then use sophisticated image analysis to detect any tampering or manipulation.

Requested by	Uploaded on	Status	Document type
Hannah Rowe	11 Jul 2024 at 15:47	Pending validation	Passport

Identity document

Facial match result
▲ Fail

Visual analysis
● Pass

Name match result
● Pass

NFC result
● Not performed

Review now

Update Safe Harbour result

Update Safe Harbour status for ANGELA ZOE UK SPECIMEN

Status
 Select check status

Comments

I confirm that this data is correct

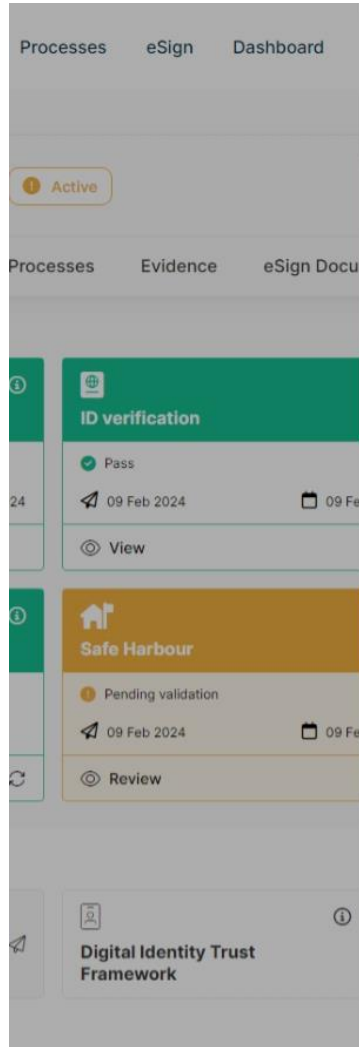
Cancel Save changes

- You will be presented with the ID document (and linking documents if you used KYC/AML – Vendor) so you can make an informed decision if Safe Harbour has ben met
- To review click the ‘Review Now’ button
- You will be asked to pass/fail the check as well as writing a note
- This note will appear on the individuals PDF as well as in the ‘notes’ tab of an individual's profile

REVIEWING RESULTS

Source of Funds

- Source of funds will always appear as 'Green' once it has been completed
- The information inputted by the client will appear as the screenshot on the right
- You will be able to view the documents attached here



Source of Funds

Checks Archive

Source of Funds

We ask the individual to identify how they are funding their purchase and provide information and supporting documentation to prove this.

Purchase price	Funds allocated	Property address	Status
£500,000	£500,000	Buckingham Palace, London, SW1A 1AA	Complete

Mortgage - £450,000

Amount	Lender name	UK based lender	Principle agreement expiry date
£450,000	Barclays	Yes	15/02/2024
Principle agreement files			
 5ede49d05ff3f675573f1a66_Mortgage in Principle example-1-min (1).png			

Gift - £50,000

Amount	Amount repayable	Sent from a UK bank	Giftor contactable
£50,000	No	Yes	Yes
Payment description			
Gift			
Giftor name	Giftor relationship	Giftor email	Giftor phone number
Joe Bloggs	Uncle	joe.bloggs@gmail.com	07706765843
Bank statement files			
 bank statement.jpg			

OPEN BANKING RESULTS

- Open banking will show you the accounts the individual connected too as well as the balance

Open Banking example pages

22 December 2022

✓

Bank Account

Angela Zoe Specimen Created on the 2nd December 2022 at 00:12 GMT by Ben Donnelly

In publishing and graphic design, Lorem ipsum is a placeholder text commonly used to demonstrate the visual form of a document or a typeface without relying on meaningful content. Lorem ipsum may be used as a placeholder before final copy is available. [Wikipedia](#)

Bank Accounts

Yapily (2 matches).[20/12/2022 - 13:47]

Bank Accounts	Account Number	SortCode	Balance	Available
Lloyds TSB	54689752	30-98-78	£17,323	£2,488.29
Barclays	95267458	21-25-45	£17,323	£2,488.29

Bank Account Verification

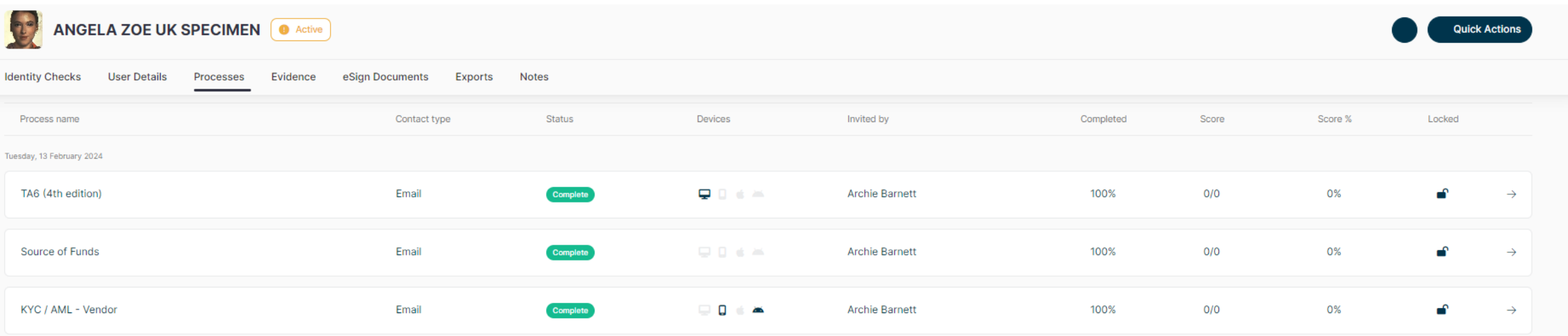
Yapily (2 matches).[20/12/2022 - 13:47]

Bank Accounts	Current Address	Previous Linked	Supplied	Age of Account
Lloyds TSB	24 Cherry Walk, TS5 9HG	99 Have Grove, H67 9IK	24 Cherry Walk, TS5 9HG	12 years
Barclays	24 Cherry Walk, TS5 9HG	99 Have Grove, H67 9IK	24 Cherry Walk, TS5 9HG	3 years

RESUBMITTING A CHECK

If you would like a client to resubmit elements of their check, such as their ID document if it failed, you could resubmit a check by doing the following:

1. Go into the Process tab within an individual's profile
2. Click on the process you wish you to resubmit



ANGELA ZOE UK SPECIMEN Active Quick Actions

Identity Checks | User Details | **Processes** | Evidence | eSign Documents | Exports | Notes

Process name	Contact type	Status	Devices	Invited by	Completed	Score	Score %	Locked	
Tuesday, 13 February 2024									
TA6 (4th edition)	Email	Complete		Archie Barnett	100%	0/0	0%		→
Source of Funds	Email	Complete		Archie Barnett	100%	0/0	0%		→
KYC / AML - Vendor	Email	Complete		Archie Barnett	100%	0/0	0%		→



RESUBMITTING A CHECK

3. Once you are in the process you wish to resubmit, click the 'Resubmit Identity Check' button here



< Back Resubmit identity check View PDF

Complete Dye & Durham sales demo

KYC / AML - Vendor

Overview PDF Packs Your Details Your address Address check International screening Linking documents Identity Check: ID document Identity Check: Liveness NFC Show info

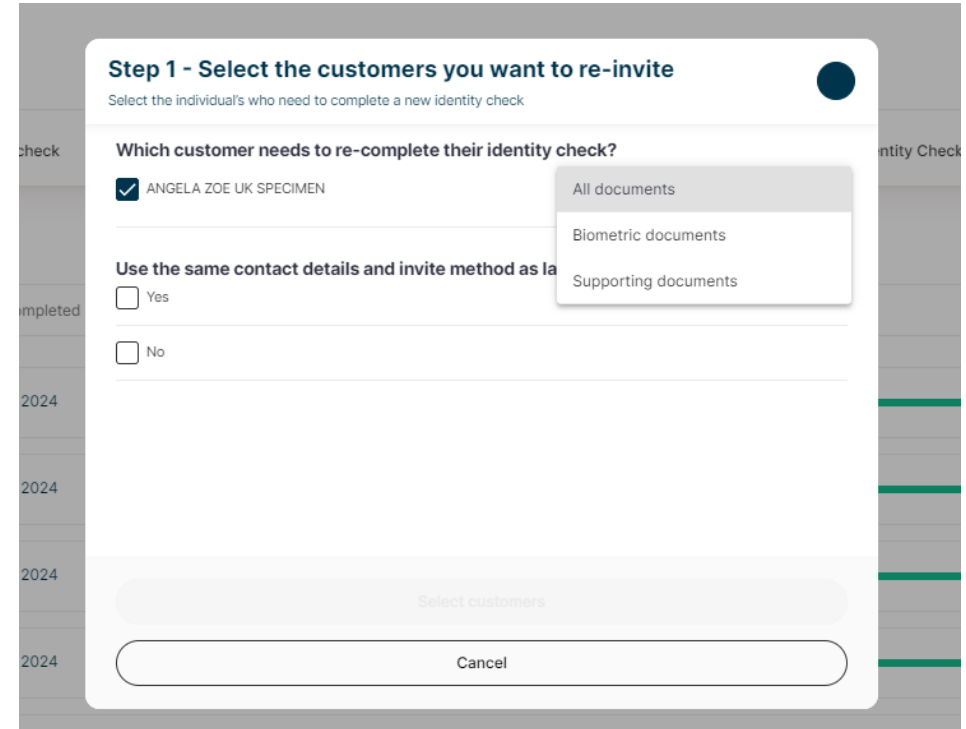
Overview

Section name	Date completed	Status	Progress
1 Your Details	28 Feb 2024	Complete	100% →
2 Your address	28 Feb 2024	Complete	100% →



| RESUBMITTING A CHECK

4. Confirm if you would like the individual to resubmit:
 - All documents
 - Biometric documents (Identity documents)
 - Supporting Documents (linking documents as part of KYC/AML – Vendor journey)
5. Confirm if you would like to send an invite using the same contact details as before
6. Confirm and send the invite



Step 1 - Select the customers you want to re-invite
Select the individual's who need to complete a new identity check

Which customer needs to re-complete their identity check?

ANGELA ZOE UK SPECIMEN

Use the same contact details and invite method as last time?

Yes

No

All documents

Biometric documents

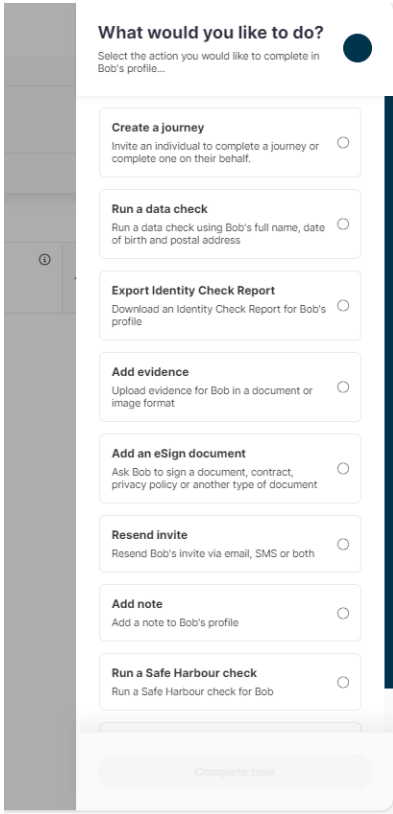
Supporting documents

Select customers

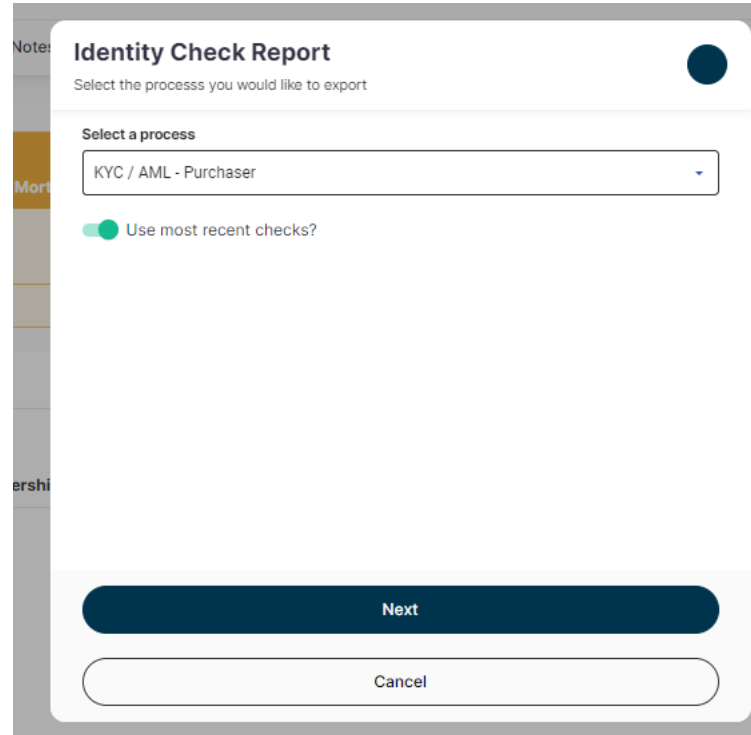
Cancel

PDFS

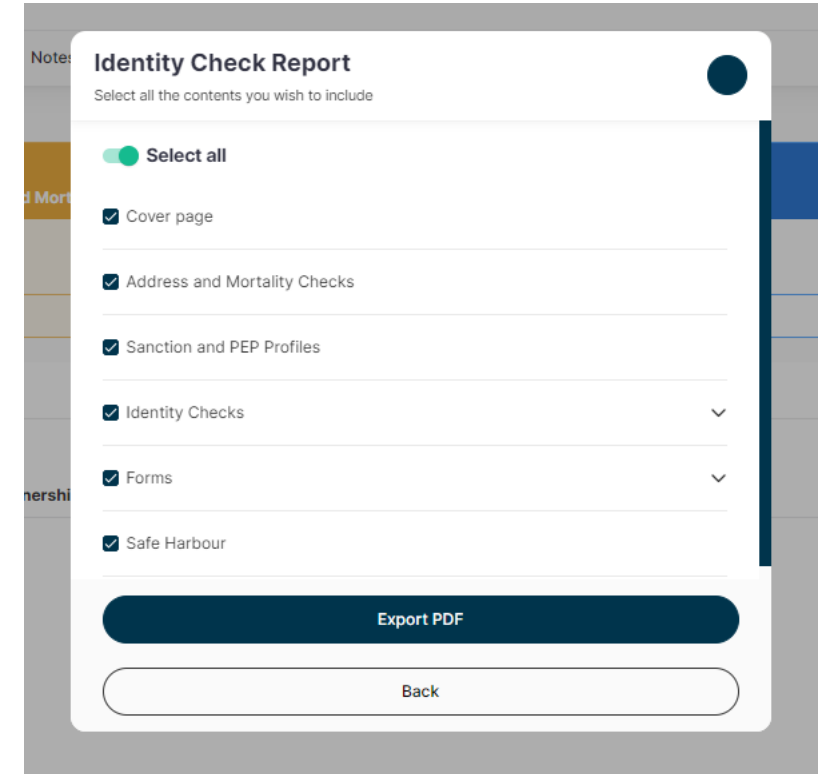
How to download PDFs



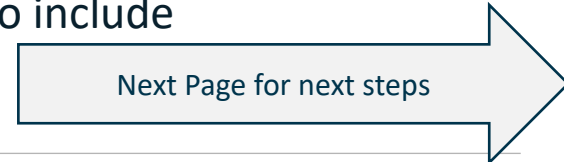
1. Click 'Export Identity Check Report' within the quick action's menu



2. Choose which process you want to download a report for



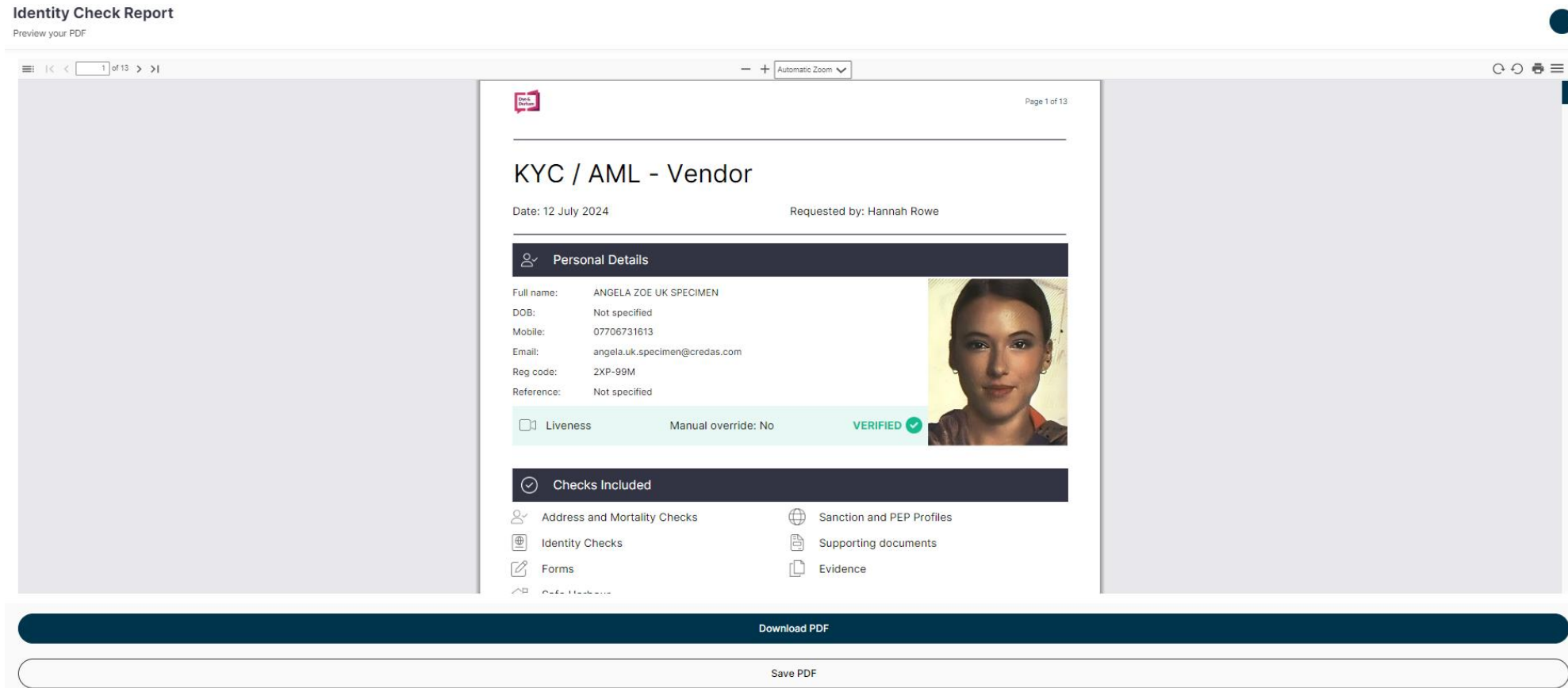
3. Confirm which areas you wish to include



PDF

How to download PDFs

Identity Check Report
Preview your PDF



Identity Check Report
Preview your PDF

Page 1 of 13

KYC / AML - Vendor

Date: 12 July 2024 Requested by: Hannah Rowe

Personal Details

Full name: ANGELA ZOE UK SPECIMEN
DOB: Not specified
Mobile: 07706731613
Email: angela.uk.specimen@credas.com
Reg code: ZXP-99M
Reference: Not specified

Liveness Manual override: No **VERIFIED** ✓

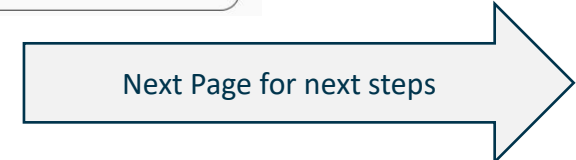
Checks Included

- Address and Mortality Checks
- Sanction and PEP Profiles
- Identity Checks
- Supporting documents
- Forms
- Evidence

Download PDF

Save PDF

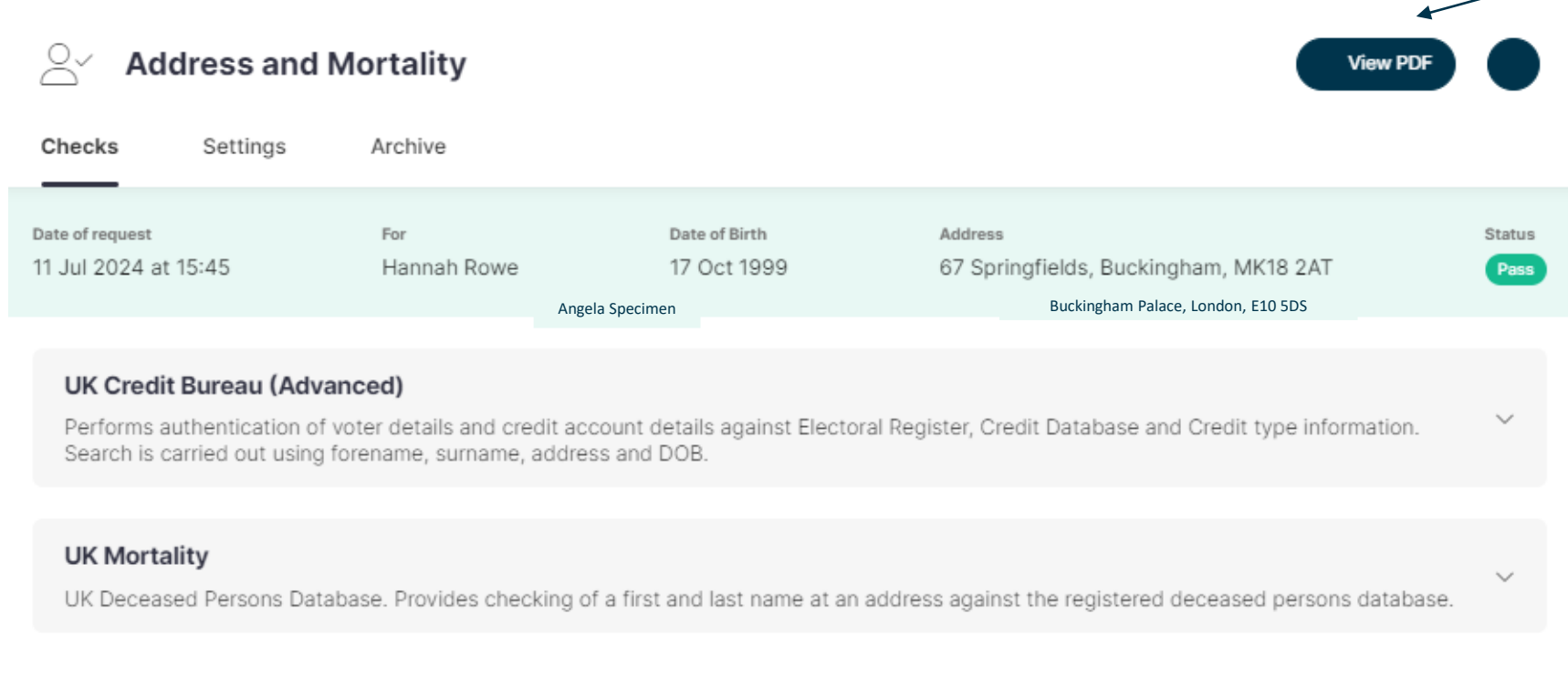
4. You now have the option to view, save, download or print the PDF



PDF

How to download PDFs

Alternatively, if you wish to download individual PDFs for each check such as Address & Mortality, you can click 'View PDF' within the check



Address and Mortality

Checks Settings Archive

Date of request	For	Date of Birth	Address	Status
11 Jul 2024 at 15:45	Hannah Rowe	17 Oct 1999	67 Springfields, Buckingham, MK18 2AT	Pass

Angela Specimen Buckingham Palace, London, E10 5DS

UK Credit Bureau (Advanced)
Performs authentication of voter details and credit account details against Electoral Register, Credit Database and Credit type information. Search is carried out using forename, surname, address and DOB.

UK Mortality
UK Deceased Persons Database. Provides checking of a first and last name at an address against the registered deceased persons database.

WHERE TO GO IF YOU NEED MORE SUPPORT?

- We have a variety of support resources available to you and your clients including:
 - Step-by-step guide on how to complete our checks for your clients found on our knowledge base
 - A support fact for you with common FAQ's and more details on our products
 - Our knowledge base with specific articles on areas of the portal



Call us on:
[0800 038 8350](tel:0800 038 8350)



Email us at:
uksearchsupport@dyedurham.com



Visit our Knowledge Base:
[Solutions : Dye & Durham](#)



When being **cert**ain is everything

dyedurham.com