CASE STUDY

Simplifying and Saving Time With Faster, Compliant Identity Checks

Details

Company Name:

SMQ Legal

Covered Industry:

Legal Practice

Services:

Conveyancing, Divorce, Medical Negligence, Family Law, Criminal Law, Personal Injury, Motoring Law, Wills, Trusts & Probate, Prison Law, Employment, Civil Litigation and many more...

Biography:

SMQ Legal are primarily located in Oxford and Bedfordshire and pride themselves on offering a vast array of legal aid services. An experienced team that cover numerous areas of law and puts the interests of their clients at the forefront of their services.

Challenges

Before using Verify 365, SMQ Legal would either collect documents from their clients manually which involved clients' visits to the firms' offices, or documents were sent in by email or post, adding significant time to the onboarding process. The team would then use a legacy system to check the validity of the documents to ensure they were genuine ID documents. This meant that whilst they were checking the validity of an ID document there was no process to actually match that document alongside the client's face.

◇ Manual identity checks

◇ Time consuming checks that took focus away from core legal tasks

◇ Compliance concerns given the time taken to complete client due diligence

Solution

To help with their ongoing challenges, SMQ Legal LLP needed a digital client onboarding solution that could streamline their onboarding processes but also strengthen compliance and AML efforts. Key features of Verify 365 that swayed SMQ Legal:

◇ Biometric ID and Address Checks

◇ Property Searches

◇ International Checks

◇ Meets HMLR Digital ID Standard and Safe Harbour Status

Results

Since introducing Verify 365 into their client onboarding processes, SMQ Legal have cut client onboarding times, took on more clients and increased overall revenue while practicing compliantly within the Solicitors Regulation Authority guidelines. The average time to onboard new and existing clients has reduced from a week to 4 hours.

SMQ Legal Partner Suezanne King notes "The best thing is that we can now confidently take on clients from anywhere in the world! We simply send them a link from the portal and wait for the report to be generated, whereas previously there was always an element of risk and uncertainty."

The time taken to complete checks has reduced significantly, allowing all SMQ Legal solicitors to focus on their core legal work, putting their client's interests at heart.

> " Using Verify 365 for our client onboarding has been phenomenal, we are now onboarding clients quicker than ever before. "

Suzanne King
Partner

"**It's incredibly easy to use** and takes on average a few minutes to get the ID verification complete."

Cut client onboarding times, took on more clients, and **increased their revenue** while staying compliant

"One of the key reinforcing factors for us was that it met the 'digital ID standard set out by the HM Land Registry called '**Safe Harbour'** "