

# Client Identification and Verification Flow Chart

ACTIVITY	REQUIREMENT	ACTIVITY	REQUIREMENT				
<p><b>Professional Services</b></p> <p>Lawyer retained to provide legal services regardless of whether new or existing client</p>	<p><b>Client Identification</b></p> <p>“Shall obtain” the following information about:</p> <ul style="list-style-type: none"> <li>• Client</li> <li>• Third Party</li> <li>• Individuals authorized to give and provide instructions on behalf of an organization</li> </ul>	<p><b>Receiving, Paying or Transferring of Funds</b></p> <p>Lawyer engages in or gives instructions on behalf of an organization</p>	<p><b>Verification</b></p> <p>A lawyer must verify the identity of:</p> <ul style="list-style-type: none"> <li>• Client</li> <li>• Third Party</li> <li>• Individuals authorized to give and provide instructions on behalf of an organization</li> </ul>				
<p><b>Exceptions to Identification and Verification</b></p> <ul style="list-style-type: none"> <li>• Engaged by employer (in-house counsel)</li> <li>• Engaged as agent for another lawyer who has already complied</li> <li>• Engaged for client referred by another lawyer who has already complied</li> <li>• Duty counsel sponsored by a non-profit organization, except when engaged in the receipt, payment or transfer of funds other than an electronic funds transfer</li> </ul>	<table border="1"> <thead> <tr> <th data-bbox="506 594 814 634">Individuals</th> <th data-bbox="814 594 1121 634">Organizations</th> </tr> </thead> <tbody> <tr> <td data-bbox="506 643 814 854"> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Business address and telephone</li> <li>• Home address and telephone</li> <li>• Occupation(s)</li> </ul> </td> <td data-bbox="814 643 1121 1554"> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Business address and telephone</li> <li>• Incorporation or business identification number and place of incorporation or issue (except financial institutions, public bodies and reporting issuers)</li> <li>• General nature of business (except financial institutions, public bodies, and reporting issuers)</li> <li>• Name, position and contact information for individuals authorized to give, and provide instructions</li> </ul> </td> </tr> </tbody> </table>	Individuals	Organizations	<ul style="list-style-type: none"> <li>• Full Name</li> <li>• Business address and telephone</li> <li>• Home address and telephone</li> <li>• Occupation(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Full Name</li> <li>• Business address and telephone</li> <li>• Incorporation or business identification number and place of incorporation or issue (except financial institutions, public bodies and reporting issuers)</li> <li>• General nature of business (except financial institutions, public bodies, and reporting issuers)</li> <li>• Name, position and contact information for individuals authorized to give, and provide instructions</li> </ul>	<p><b>Exceptions to Identification and Verification</b></p> <ul style="list-style-type: none"> <li>• Client is a financial institution, public body or reporting issuer</li> <li>• Funds are received, paid or transferred by electronic funds transfer</li> <li>• Funds are paid by or to a financial institution, public body or reporting issuer</li> <li>• Funds are received from the trust account of another lawyer</li> <li>• Funds are received from a peace officer, law enforcement agency, or other public official acting in their official capacity</li> <li>• Funds are paid or received to pay a fine, penalty or bail</li> <li>• Funds are paid or received for professional fees, disbursements or expenses</li> </ul>	<p><i>Please refer to pages 2 and 3 for additional information on methods to verify an individual and methods to verify an organization.</i></p> <p><b>Use of Agents</b></p> <ul style="list-style-type: none"> <li>• Agent must be retained on behalf of lawyer pursuant to a written agreement or arrangement specifying steps to be taken</li> <li>• Obtain identification or attestation</li> </ul> <p><b>Source of Funds</b></p> <ul style="list-style-type: none"> <li>• Obtain from the individual or organizational client and record, with the applicable date, information about the source of funds (this refers to the origin of the funds or any other monetary instrument which are the subject of the transaction)</li> </ul>
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## Methods to Verify an Individual Client

### 1. Government-Issued Photo Identification Method

(The individual must be physically present)

- Review photo identification issued by government
- Name and photograph must match
- Record and keep client identification information, type of document, document number, issuing jurisdiction and country, and expiry date

### 2. Government-Issued Photo Identification Virtual Verification Method

(The individual does not need to be physically present)

- Select a vendor to provide the photo identification authentication technology (refer to the [Digital Identification and Authentication Council of Canada Member Services Directory](#))
- Authenticate client identity using the selected software
- Arrange a virtual meeting with the client and review the government-issued photo identification that was authenticated (the name and photo must match the individual being met virtually)
- Record and keep client identification information, type of document, document number, issuing jurisdiction and country, expiry date, date of verification, and copy of the report produced by the authentication technology

### 3. Credit File Method

(The individual does not need to be physically present)

- Review Canadian credit file in existence for at least three years
- Name, address and date of birth must match
- Record and keep client identification information, source of credit file, reference number and date of verification

### 4. Dual Process Method

(The individual does not need to be physically present)

- Review two original, valid and current documents or information from independent and reliable sources
- Name, address and date of birth must match
- Record and keep client identification information, the name of the two different sources used to identify the client, the type of information, account or reference number and date of verification

**Timing for Verification: Immediately**

## Methods to Verify an Organizational Client

### 1. Confirming the Existence of an Entity that is a Corporation

- Review certificate of corporate status, annual filings, annual reports, notice of assessment
- The name and address of the corporation and names of the directors must match
- If an electronic document is referred to, record:
  - The corporation's registration number
  - The type of document referred to, and
  - The source of the electronic version of the document
- If a paper copy of a document is referred to, keep the paper document, or a copy of it

### 2. Confirming the Existence of an Entity Other than a Corporation

- Review the partnership agreement; articles of association; or any other similar record that confirms the entity's existence
- Name and address of the entity must match
- If an electronic record is referred to, record:
  - The entity's registration number
  - The type of record referred to, and
  - The source of the electronic version of the record
- If a paper document is referred to, keep the paper document, or a copy of it

### 3. Beneficial Ownership

- Beneficial owners are the actual individuals who are the trustees, and known beneficiaries and settlors of a trust, or who directly or indirectly own or control 25 percent or more of a corporation or an entity other than a corporation or trust, such as a partnership
- Various means can be used to obtain beneficial ownership information
  - For example, the entity can provide, tell or fill out a document, and various reasonable measures can be used to confirm the accuracy of beneficial ownership information (this might include referring to official documentation or having the client sign a document to confirm the veracity of the information)
- Obtain information that describes the ownership, control and structure of the entity, including corporations and trusts, and:
  - If the entity is a corporation, obtaining the names of all the directors, as well as the names and addresses of the beneficial owners
  - If the entity is a trust, obtaining the names and addresses of all trustees and known beneficiaries and settlors of the trust
  - If the entity is other than a corporation or trust, obtaining the names and addresses of the beneficial owners, and
- Take reasonable measures to confirm the accuracy of the information obtained and keep records of the information obtained and the measures taken to confirm its accuracy

## Timing for Verification: Within 30 Days

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Adapted from materials developed by the Law Society of Alberta.