

## Video Conferencing Checklist

### *Before the video conference:*

Use the [Law Society of Ontario's FAQ](#) to:

- (1) consider whether client identification or client verification is required; and
- (2) if client verification is required
  - a. conduct the Law Society's pre-meeting risk assessment for fraud; and
  - b. consider requesting that the client send a high-resolution image of the identification document by secure means, and asking that the client be prepared to show the original identification document during the videoconference.

### *During the video conference:*

When conducting face-to-face client verification by video conference, stay alert to fraud risks. Keep the red flags of fraud in mind. Refer to the [Law Society of Ontario's FAQ](#) and [AvoidAClaim](#) for fraud updates.

Date:	
Client info:	
Time of meeting:	Start time: End time:
Method of communication:	Provide details:
Has the client consented to proceed in this manner?	Provide details:
Have you asked all individuals in the remote location to introduce themselves?	Name of all parties in remote location:
Ensure that there is no one else at the remote location who may be improperly influencing the client.	Provide details, if any:
Are audio and video feeds stable? Can you hear and see all parties?	Provide specifics, if any:
Do you need to conduct client ID (does not need to occur face-to-face) and/or client verification (must occur face-to-face)?  Client ID: Documentation provided? [ ]  Client verification: - Obtain identification document (ID Doc) <u>prior</u> to the online meeting if possible - Ask the client to show the original ID Doc during the video conference - Ensure that reasonably satisfied that the ID Doc is valid and current - Compare the image in the ID Doc to be reasonably satisfied that it is the same person	Type of document(s) reviewed: Provide details:

<p>If executing documents remotely:</p> <ul style="list-style-type: none"><li>- How will you provide the client with copies of the document executed remotely?</li><li>- Have you confirmed your clients' understanding about documents they are executing?</li></ul> <p><b>*Make sure you provide adequate opportunity for them to ask questions</b></p>	<p>Provide specifics:</p>
<p>Have you kept detailed minutes of meeting?</p>	