

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:

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