



Customer Experience after Onboarding

Here's where we're at



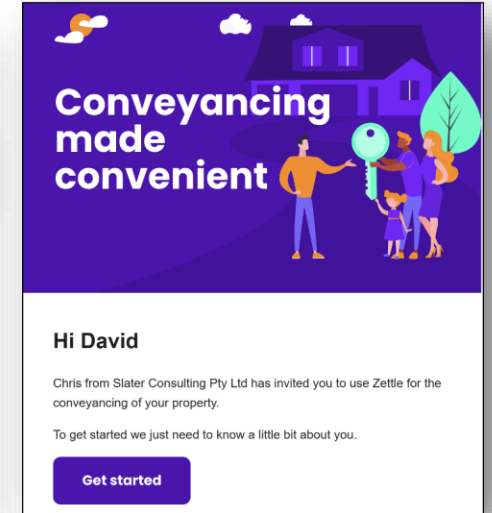
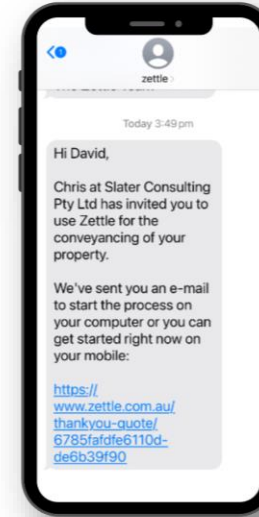
You've referred your client to Zettle using your preferred referral method



Your client has completed their onboarding with our solicitors

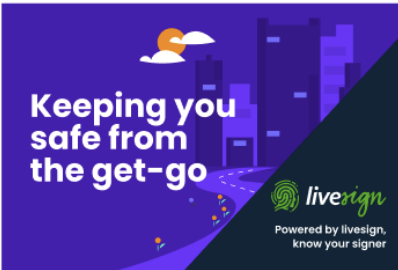


Next up: Signing the CAF with Verification of Identity (VOI) and continuing the settlement process via the Zettle App



Cybersafe First – VOI





Keeping you safe from the get-go

Powered by livenessign. know your signer

Hi Gary,

Thanks for choosing zettle. In order to get started with your purchase of **25 Broemar Road**, we need to verify your identity and get you to read and sign some important documents.

We have partnered with livenessign as an essential part of the zettle conveyancing experience. Livenessign allows you to read and sign documents in a secure way that guarantees nobody else is able to impersonate you, keeping your most important assets secure.

Steps to complete

- Review your documents**
There are a number of documents you are required to read, acknowledge and digitally sign.
- Verify your identity**
Identity verification is how we make sure nobody is impersonating you and is the most important step in keeping you and your assets safe and secure. Once complete we will use your biometric likeness at key points in the conveyancing process to re-verify you.

YOUR DOCUMENTS

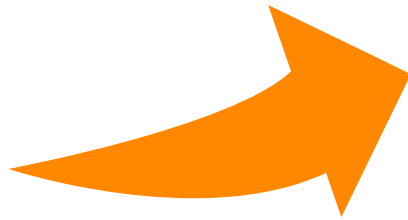
- Cyber Alert
- Costs Agreement
- Client Authorisation Form

WHAT YOU'LL NEED

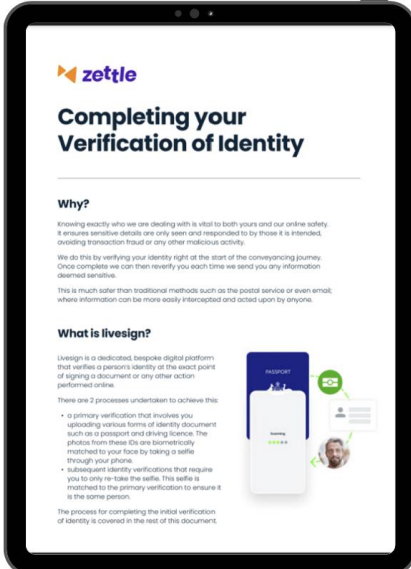
- A smart phone no older than 5-6 years.
- 2 forms of photo ID, or 1 photo ID plus at least 2 others (a passport and driving licence is the best).

[Get started](#) [Read the livenessign guide](#)

Your client will receive an email to review their documents, sign the CAF and complete their Verification of Identity (VOI) via Livenessign.



Livesign's VOI process is accompanied by a step-by-step guide on exactly how to complete their VOI, making it a quick and easy process for your clients, while giving you peace of mind that they are who they say they are.



Completing your Verification of Identity

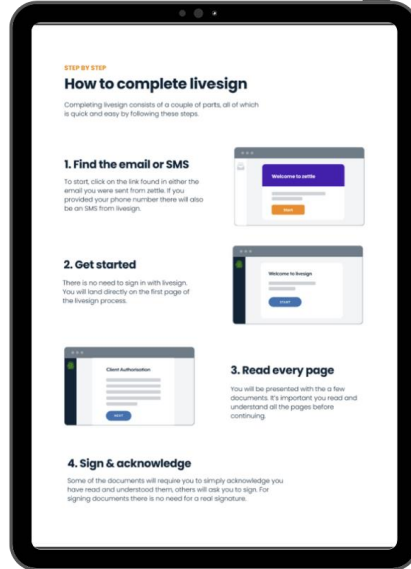
Why?
Knowing exactly who we are dealing with is vital to both yours and our online safety. It ensures sensitive details are only seen and responded to by those it is intended, avoiding transaction fraud or any other malicious activity.

What is livenessign?
Livenessign is a dedicated, bespoke digital platform that verifies a person's identity at the exact point of signing a document or any other action performed online.

There are 2 processes undertaken to achieve this:

- a primary verification that involves you uploading various forms of identity document such as a passport and driving licence. The photos from these IDs are biometrically matched to your face by taking a selfie through your phone.
- subsequent identity verifications that require you to only re-take the selfie. This selfie is matched to the primary verification to ensure it is the same person.


The process for completing the initial verification of identity is covered in the rest of this document.



How to complete livenessign

Completing livenessign consists of a couple of parts, all of which is quick and easy by following these steps.

- 1. Find the email or SMS**
To start, click on the link found in either the email you were sent from zettle. If you provided your phone number there will also be an SMS from livenessign.
- 2. Get started**
There is no need to sign in with livenessign. You will land directly on the first page of the livenessign process.
- 3. Read every page**
You will be presented with the a few documents. It's important you read and understand all the pages before continuing.
- 4. Sign & acknowledge**
Some of the documents will require you to simply acknowledge you have read and understood them, others will ask you to sign. For signing documents there is no need for a real signature.



5. Verify your identity

The next step is to verify your identity using your smart phone. You will receive a second TXT message at this point from which to continue.

Install and open the livenessign app
Open livenessign app once it is installed. The first thing you will be asked to do is enter the phone number of the device you're on so we can identify you.

Select a primary ID
Select a form of photo ID to use as your primary document and complete the steps that follow.

Select a Secondary ID
Next, you will be asked for another form of ID. Again, select one from the list and continue to confirm the details.

Take a selfie
Lastly you will be asked to take a picture of yourself so that we can verify it's really you completing the identification process.

Return to livenessign
Once all the steps have been completed successfully you can close the app and return to the original document in your browser.

Once documents are signed and VOI is complete, your client will be invited to the **Zettle App** for the settlement process.

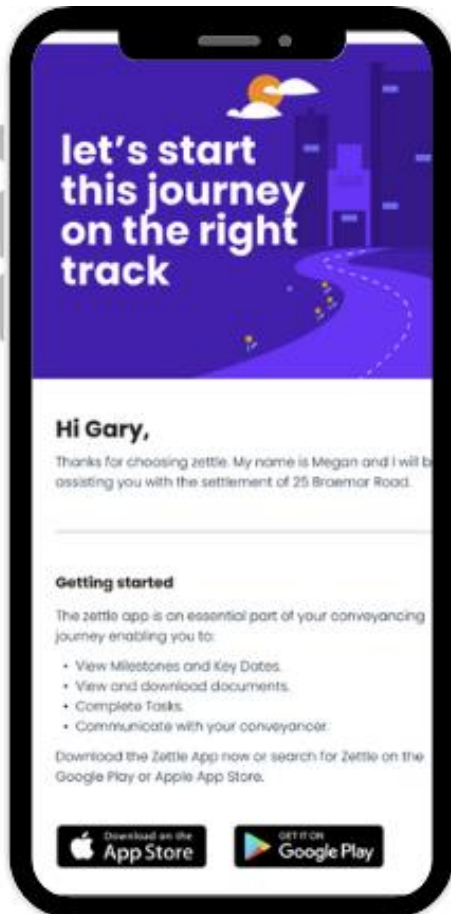


VOI done.  Let's Zettle it!

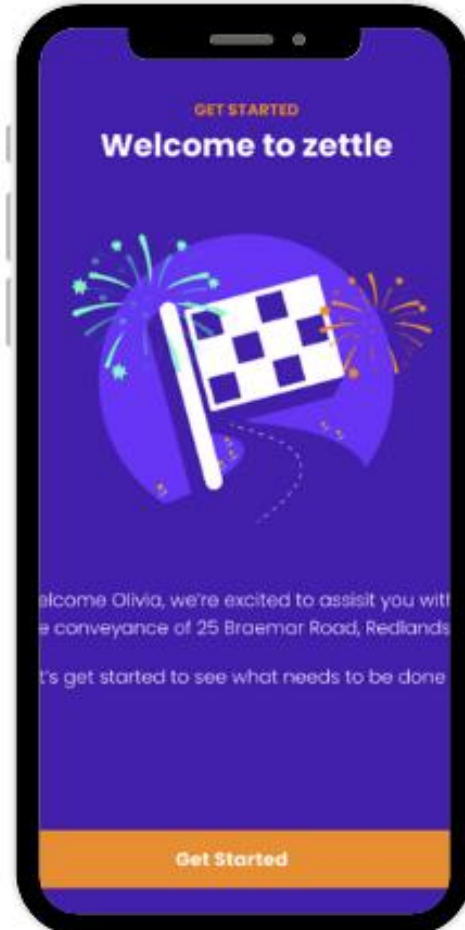
Welcome to the Zettle App



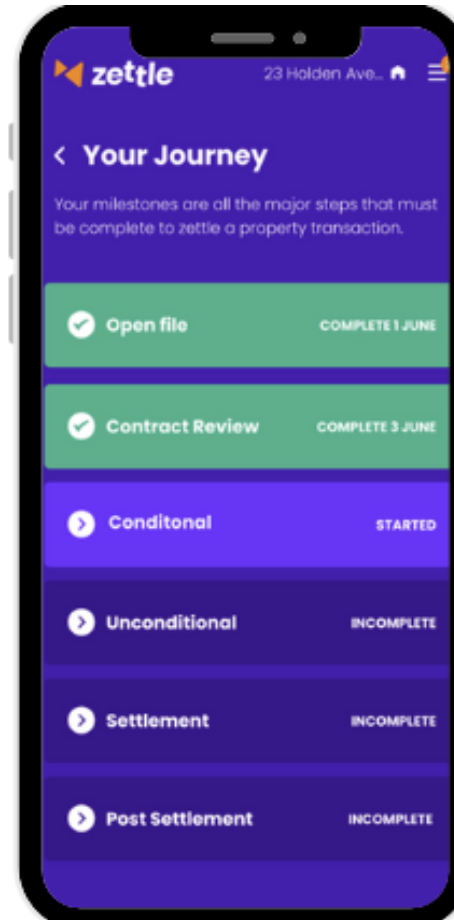
Your client will receive an email to download the Zettle App



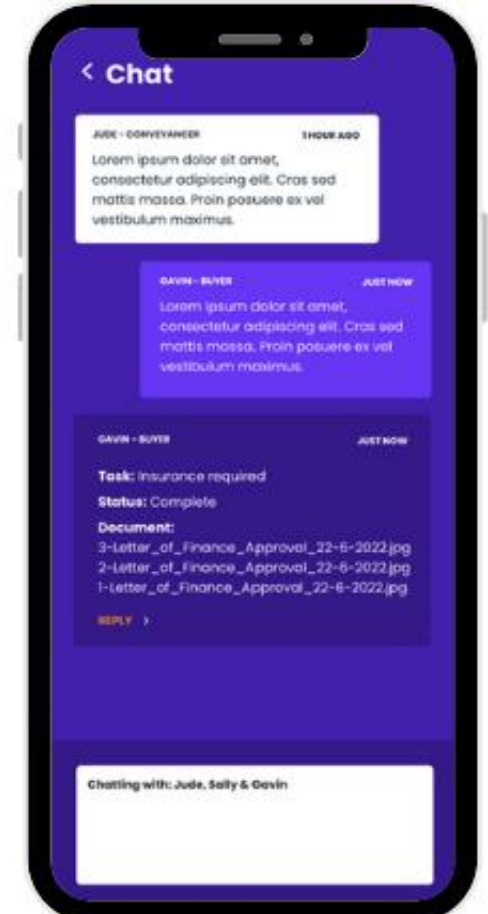
The Zettle App Welcome Page



Tracking updates are easily visible, all on the one page.



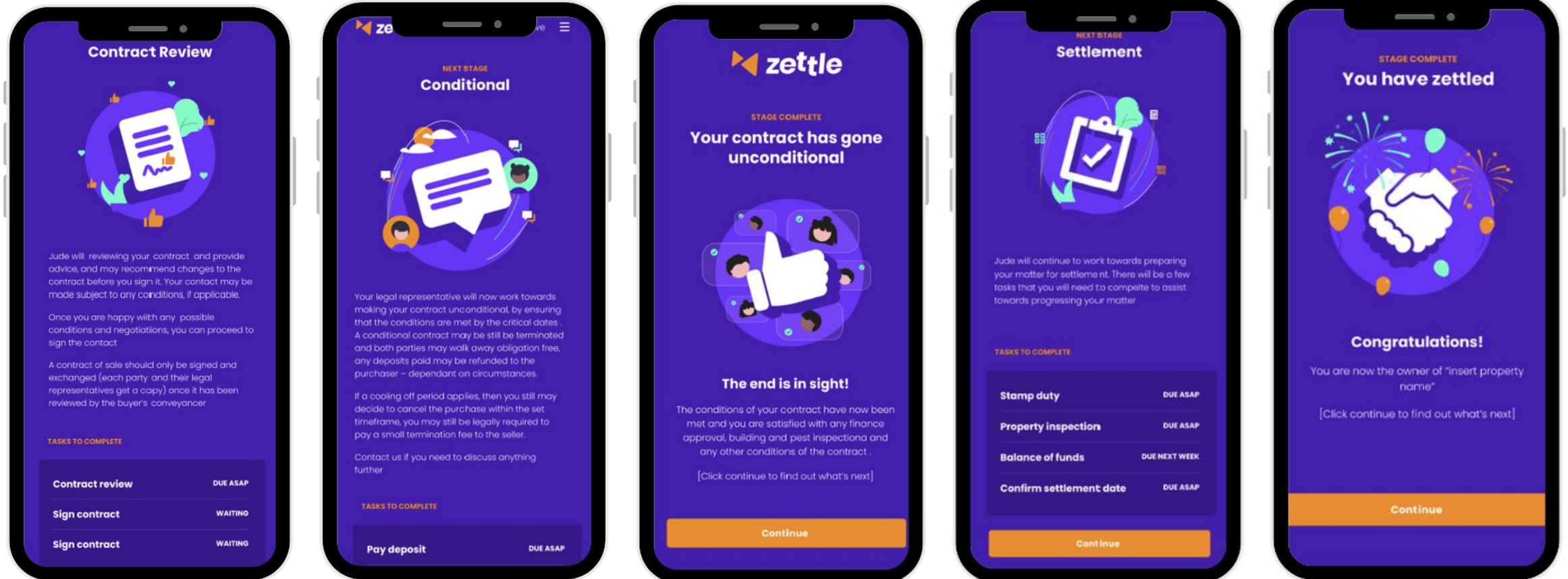
24/7 intuitive, matter-specific online chat platform, supporting your customers with their questions.



An Intuitive Settlement Journey



All via our app, providing clients with transparency, convenience and control, with access to our solicitors as and when required



Ready to take the next step?



Scan the QR code to learn more and become a referrer



Get in touch



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