**Video Conferencing Checklist**

*Before the video conference:*Use the [Law Society of Ontario's FAQ](https://lso.ca/news-events/news/corporate-statement-re-covid-19) to:

1. consider whether client identification or client verification is required; and
2. if client verification is required
   1. conduct the Law Society’s pre-meeting risk assessment for fraud; and
   2. 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](https://lso.ca/news-events/news/corporate-statement-re-covid-19) and [AvoidAClaim](https://avoidaclaim.com/fraud-warnings/) for fraud updates.

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| --- | --- |
| 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) prior 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:  - How will you provide the client with copies of the document executed remotely?  - Have you confirmed your clients’ understanding about documents they are executing?  **\*Make sure you provide adequate opportunity for them to ask questions** | Provide specifics: |
| Have you kept detailed minutes of meeting? |  |