REMOTE INTERVIEW GUIDE

BOQ's Customer Identification Guidelines set out the collection and verification of customer identity information for all customers. In instances where brokers normal course of business requires remote identification and the customers are not meeting a broker in person at the same physical location, the below policy guideline will help to support your business.

The broker and customer must follow the instructions below for certified ID and video conferencing, all requirements must be met and documented correctly in order for the ID documents to be accepted.

Customer Requirements:

1. The customer must first provide the broker with original certified copies of their ID.
2. The ID must be certified by a permissible certifier only, refer to the list as per Certified ID form.
3. The customer and the person certifying their ID will need to complete a Certified ID Form and the customer must submit this form to the broker together with the certified copies of ID documentation.
4. The customer is to provide all completed documents to the broker in readiness for the identification session.

Broker Requirements:

1. Once certified ID is received, the broker will complete an identification session with the customers using video-conferencing technology.
2. During the video conference,
    a. The customer must display the originals of the photo identification document(s) used during the certified ID process.
    b. The broker must compare the certified ID document(s) to the original(s) displayed on the video conference by the individual being identified and
    c. Must take a screenshot/photo of the individual holding at least one photo ID document.
    d. The screen shot must be in a quality that allows BOQ also to verify the ID documents used.
3. Broker to complete the broker declaration for video-conferencing identification which is contained within a designated section on the Certified ID form.
4. All documents completed during the identification process must be submitted with the application at application lodgement stage and broker to document the details of the remote interview in the application submission notes.

    Full list of documents required are:
    • Certified ID documents
    • Certified ID form
    • Screenshot of the applicant holding the ID during the identification session.

Note: Please notify your BDM immediately, where there are any signs of tampering or amendments to the documents or where there are concerns as to the true identity of the applicants.

For full details of Customer Identification Guidelines, download the Guide from our Partner Portal **https://www.boq.com.au/broker**

Contact your BDM with any questions.

BOQ BROKER