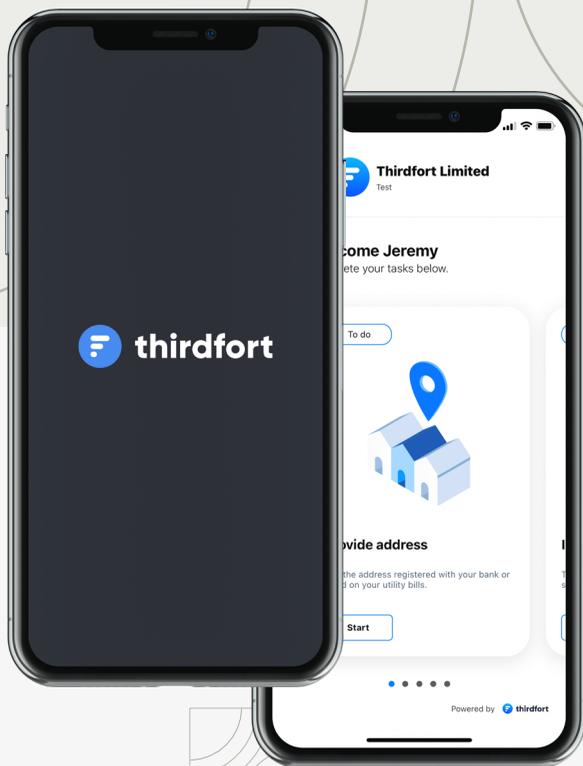


Guide

# Beautifully secure: Using Thirdfort



# We recommend Thirdfort

Along with over 500 law firms and other regulated companies, we use Thirdfort to make things more secure for you. It verifies your identity and, where necessary, checks where your money has come from. As your advisor, it's our duty to follow regulations to help keep you and your money safe.

Verifying your identity with Thirdfort is quick, secure and easier for you. No more printing and posting documents, needing to come into the office or waiting to hear back from us. Do it all in the app, in minutes.

We verify  
thousands  
of IDs  
everyday...

## How it works

### 1 Grab your device and ID

You can use a smartphone, iPad or tablet. If you don't own one of these, you can use a friend's or family member's. We accept passports, driving licenses, residence permits or National ID cards as valid ID.

### 2 Create a Thirdfort account

Thirdfort will text you a link to download the free app. Fill in your details to create an account. All your data is encrypted and Thirdfort won't share it with anyone else without your permission.

### 3 Complete your tasks

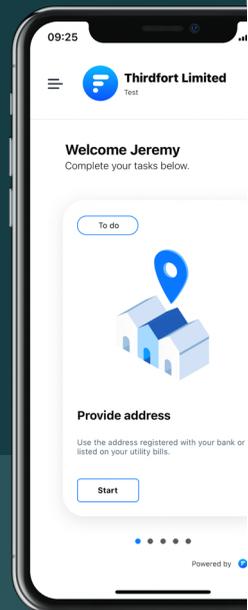
The home screen shows your tasks, which could include any of the following:

- ID check: take a photo of your ID and record a short video, so we can check it's really you
- Bank statements: securely connect to your bank to get digital statements directly from your bank (we've added more on how that works below) or upload PDF statements if you prefer.
- Source of funds questionnaire - let us know where the money you're using for your transaction has come from, including gifted money.
- Proof of address - upload evidence like a utility bill, council tax bill or bank statement.

The app shows when you've completed all of your tasks and your report has been sent. Make sure you turn on your notifications so Thirdfort can get hold of you if they need more info.

## Questions about Thirdfort or the app?

The quickest and easiest way to get help is to chat with Thirdfort via their in app Live Chat. You can find resources, how to guides and helpful videos in their Support Hub: [www.thirdfort.com/app](http://www.thirdfort.com/app). Alternatively, you can email them at [help@thirdfort.com](mailto:help@thirdfort.com)



# How Thirdfort connects securely to your bank

As part of your check, we may ask you to provide bank statements. By law, when we're dealing with large amounts of money, we need to understand where that money comes from. This helps stop fraud, like money laundering.

Some companies ask for paper bank statements, which is slow and time-consuming. We partner with Thirdfort so you can get digital bank statements from the app, using government-backed [Open Banking technology](#).

## Open banking is changing the way we manage our money

It lets you give companies like Thirdfort secure access to your financial information. Thirdfort are regulated and authorised by the Financial Conduct Authority (FCA) – the same regulator as high-street banks. All your data is encrypted and the safest way to do this. However, if you would prefer to upload your bank statements, you can do this too.

## How does Open Banking work?

1. You will be directed from Thirdfort to your online banking where you can log in. Thirdfort do not share or see any of your credentials.
2. After logging in, grant Thirdfort permission to request a read only summary statement.
3. The bank will send your statement to Thirdfort. You can revoke Thirdfort's access at any time via your online banking platform.

## Thirdfort doesn't store or share your banking data

We know sharing your data may seem odd. That's why Thirdfort only temporarily stores your data while completing the checks. It's all permanently deleted from our systems once your check has been completed. Most of your data gets stored locally on your phone, which only you can access. Thirdfort keep your number for two years so you can access the app again, if you need to. If you'd prefer Thirdfort didn't do this, you can request a data deletion. For more info, read their privacy policy at [www.thirdfort.com/privacy-policy](http://www.thirdfort.com/privacy-policy).

## Serious about security



### Encryption like the big banks

Thirdfort uses the same high-grade security measures as all the big banks to encrypt your data.



### Regulated by the Financial Conduct Authority

Thirdfort follows industry rules and regulations, so you know you're in safe hands.



### Certified by the government-backed Cyber Essentials Plus scheme

They audit Thirdfort's systems and processes annually to make sure everything's safe and secure.



### Registered with the Information Commissioner's Officer (ICO)

Thirdfort are compliant with the Data Protection Act 2018, the EU General Data Protection Regulation 2016/679 and all other applicable legislation relating to privacy and data protection.