



LECTURE 9 - THE DOCUMENTS AND ONLINE MEETING

View provides draft documents – these will be emailed to the adviser (and the customer directly if requested) within 72 business hours of complete instructions being received.

Online meeting with customer where View provides advice – advisers can book this meeting at the appropriate time. Almost all advisers will at least do the introductions at the start of the meeting, and most advisers also sit in and participate through the entire meeting.

Final documents issued for signing – as this area of the law requires ‘wet’ signatures the documents are physically posted or delivered electronically for printing within 72 business hours after the meeting, with detailed signing and witnessing instructions. Some, but not all, advisers host the signing meeting with their customer.

View issues certificate of compliance to adviser – this is arguably the most important step from a risk perspective and confirms that View is the only adviser in the process who has provided legal advice.

View provides storage of signed documents – this step is optional, however if selected also includes View reviewing the signed documents to ensure they appear to have been executed and witnessed correctly.