



Consumer Bank Account Checker

Getting Started Guide

Lawyer Checker would like to thank you for signing up to Consumer Bank Account Checker, the following guide will explain everything you need to get started.

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Overview

Following the accepted risk of sending funds to clients, there is a growing interest in the dangers of sending funds to clients at the end of a conveyancing transaction (not just limited to a conveyancing transaction).

Consideration should be given to the risk of sending account detail information by email. It is accepted that email is insecure, allowing it to be monitored and hacked for these purposes. The scope of a project such as this means a 100% change for the entire market before an alternative communication method can be presented as a fully viable solution.

With the regulatory focus on conveyancers to protect client funds, we have chosen to provide a product that matches these specifications.

More than ever it is becoming clear that knowing your client and acting in good faith does not satisfy the necessary level of due diligence when performing checks prior to a transaction being processed. It is your responsibility to perform any additional checks to make sure that you are protecting yourself and your business as well as the client.

The key to self protection is understanding who you are dealing with at all points during the transaction; take time to assess your clients profile and gather as much information as possible to establish the legitimacy of your client and the transaction in question.

Why should you worry about fraud?

As a competent conveyancer you may ask why you should worry about the risks of fraud. Sophisticated criminals are perpetrating frauds on conveyancing firms and their clients. When you send or receive client funds, how do you really know whose account it is?

Whether sending or receiving client monies Consumer Bank Account Checker validates the source or destination of funds. At Lawyer Checker, we have seen numerous attempted frauds and have successfully protected against them since 2012.

69% of UK firms have been hit by cybercrime; it is longer a case of 'if' but 'when' Consumer Bank Account Checker is an additional step to a robust risk management procedure.



Case Focus: Paul and Ann Lupton

What Happened?

Paul and Ann Lupton sold the flat they had bought for their daughter for £340,000. Two days before the set completion date, Mr Lupton's solicitor emailed requesting his bank account details for the sale proceeds to be paid into.

The email sent by Mr Lupton was intercepted by cybercriminals. The cybercriminal emailed the Luptons' solicitor again and told the firm to disregard the previous details and send the money to the fraudulent account instead.

The Impact

The solicitor sent the funds intended for the Luptons, worth just over £333,000 after fees and charges, to the fraudulent bank account. A few days later, Mr Lupton called the solicitors to chase the payment and the crime was discovered.

What We Learnt

Firms have a responsibility to look after their clients' money. However, do they have the necessary facilities to do so in a situation such as this?

The Solicitors Regulation Authority said member firms were responsible for safeguarding client funds and must replace any money that was "improperly withheld or withdrawn from a client account".

Outcome of Case

The account was frozen and £271,000 was returned to the Luptons, still leaving them £62,000 out of pocket. The firm in this case denied they were at fault due to the sophistication of the fraud, but after 8 months their PI insurer paid out and reimbursed the Luptons.

Cost

Consumer Bank Account Checker is billed via Direct Debit, either under a pay as you go basis or in subscription packs.

Pay as you go - After setting up your direct debit you will be charged £2.50 (exc.VAT) per search which will be billed monthly. This allows flexibility of using Consumer Bank Account Checker as and when you need it without an ongoing commitment.

Ongoing subscription - Once your direct debit is set up you are also given the opportunity of purchasing monthly subscription packs. These require a 12 month commitment and provide discounted rates per search.

No. of searches per month (per year)	Cost per search (exc. VAT)	Cost per month (exc. VAT)
Pay as you go	£2.50	N/A
50 (600)	£2.22	£111.00
100 (1200)	£2.04	£204.00
150 (1800)	£1.85	£277.00
200 (2400)	£1.67	£334.00

To sign up for a subscription click [here](#).

We receive our data from Experian, who have informed us that on average they are able to provide data on 75% of all current bank accounts. On the remaining 25% Experian do not hold data and, therefore, we are unable to confirm the ownership. In these cases a definitive response cannot be provided on the ownership of the account and you will receive an Unable to Check result. Any Unable to Check Results you receive will not be taken off your annual subscription amount. We advise you to take this into consideration when deciding on a subscription option.

When in the transaction

We recommend that you carry out the check as early as possible. This may require you to ask for account details earlier in the process.

The reason is to capture any fraudulent activity early on and save valuable resources in the process. The use of Consumer Bank Account Checker will allow you to add extra information to your firms risk register. There is also the potential for this to be added onto the personal indemnity insurance renewal form.

Setting up Users

The Key Contact, namely the person who completes the registration process on behalf of your firm, automatically becomes the Admin User for your account and they will be able to add additional users.

In order to add your colleagues as users, simply log into the system and go to the Account section by clicking on 'Account' and then 'Manage Users'. This will bring up a list of current users. Simply add your colleague's email address and name into this section. Your colleague will then receive their own unique password and pin number to enable them to perform searches. A link will be sent via email, this allows users to log onto their account and download the result.

This section also allows certain users to be designated as admins, this can be done by simply ticking the box under the admin column. Admin Users can view all the searches requested on your firm's account by clicking 'Search History'.

When to use Consumer Bank Account Checker

Different policy options

The self-determined assessment of risk, will allow you to understand how best to use Lawyer Checker, whether it be on all of your cases or a selection. Policies will need to be updated to reflect which cases you intend to carry out searches on, when you will require the search to be done by and what you require your staff to do with the results.

Training of Staff

It is important that your staff understand the need for this service and what the service for them to use it effectively. They will also need to be aware of the internal policies that you have set up with regard to this.

If you think that your would benefit from in-house training on how to use Lawyer Checker, we would be happy to arrange this and are able to provide excellent training.


Performing searches

Consumer Bank Account Checker - £2.50 plus VAT

What client details do I need?

Full Name, Date of Birth, Address & Bank Account Details.

Once you have logged onto the Lawyer Checker website (www.lawyerchecker.co.uk) with your personal password and PIN, you can order a Consumer Bank Account Checker search via the Check page. Simply enter your client's details into the following order form:

**Consumer Bank Account Checker**

1. About your client

First Name

Surname

DOB

Address Choose one or more of the following fields:

Street

Postcode

2. Your client's Bank Account

Account Number

Sortcode

Ownership Joint Account
 Single Account

3. About your transaction

Case Reference

Results are accessed via an email link, you are then prompted to login into your online account. From here, you are able to download your result.

What results to expect

Consumer Bank Account Checker comprises of four sections, all four of which should be considered equally. You should seek to satisfy yourself that these results provide you with the necessary confidence to continue with your transaction.

Account Check:

This checks whether the bank account details you entered match a valid UK bank account. You will receive one of the following results:

MATCH

The bank account details you provided match to an existing bank account.

NO MATCH

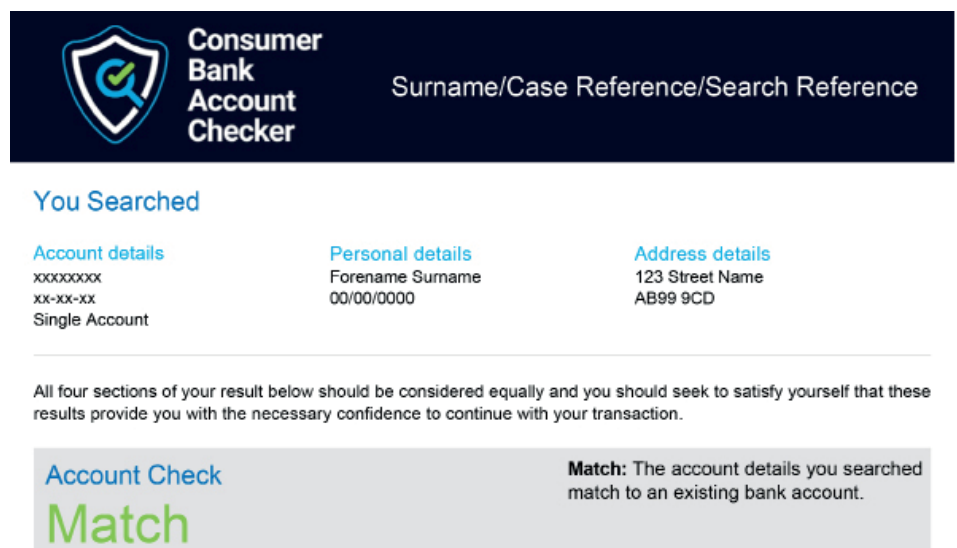
The account details you provided do not match to an existing bank account. We suggest that you exercise caution in these circumstances and fully review your file for any risk indicators.

UNABLE TO CHECK

This means that the bank account exists but Experian do not hold the data and, therefore, we cannot provide a definitive result.

If you receive an Unable to Check, we will not charge you for the search.

Example Account Check



The screenshot shows the 'Consumer Bank Account Checker' interface. At the top, there is a header with the logo and the text 'Consumer Bank Account Checker' and 'Surname/Case Reference/Search Reference'. Below this, the section 'You Searched' is displayed, containing three columns of details: 'Account details' (xxxxxxx, xx-xx-xx, Single Account), 'Personal details' (Forename Surname, 00/00/0000), and 'Address details' (123 Street Name, AB99 9CD). A horizontal line separates this from a summary section. The summary section contains the text: 'All four sections of your result below should be considered equally and you should seek to satisfy yourself that these results provide you with the necessary confidence to continue with your transaction.' Below this, there is a box with the heading 'Account Check' and a large green 'Match' result. To the right of this box, it says 'Match: The account details you searched match to an existing bank account.'

Account Ownership Check:

If you have completed the joint/single ownership field on your order form, this section will show whether the account you are searching has matched to the type of ownership.

MATCH

The ownership type you entered matches the account record.

NO MATCH

The ownership type you entered does not match the account record.

Example Account Ownership Check

Account Ownership Check

You entered: Single Account

Match

Personal Details Check:

This shows whether the name and Date of Birth you entered match the personal details that are linked to the account you have searched. Each score has been ranked out of 9 with the following advice:

0/9 - 1/9	No match.	Typically you would reject this.
2/9 - 3/9	Possible match.	The Name and/or Date of Birth searched are partly wrong.
4/9 - 6/9	Probable match.	The Name and/or Date of Birth searched are partly wrong.
7/9 8/9	Highly probable match.	Name correct and Date of Birth one or two digits out.
9/9	Exact Match	Name and Date of Birth correct.

Example Personal Details Check

Personal Details Check

Exact match to name and DOB searched.

9 / 9

Address Details Check:

This shows whether the address you entered matches the address details that are linked to the account you have searched. Each score has been ranked out of 9 with the following advice:

0/9 - 1/9	No match.	Typically you would reject this.
2/9 - 3/9	Possible match.	Typically you would reject this.
4/9 - 6/9	Probable match.	Some details missing/partly wrong.
7/9 - 8/9	Highly probable match.	Minor details missing/partly wrong.
9/9	Exact match.	Address correct.

Example Address
Details Check

Address Details Check

9 / 9

Exact match to address searched.

What to do with search results

Any result provided by Lawyer Checker should only form part of your decision making process and should not be considered as definitive. Lawyer Checker does not seek to make assumption on the validity of firms.

Please note that our service only covers current bank accounts within the UK.