



Face to face VOI checklist

Doing VOI well protects you and your good clients and deters bad clients

Steps for practitioners

To undertake a VOI of a client you need to be familiar with the following documents as a minimum:

- Model Participation Rules. In particular clause 6.5 and schedules 8 and 9.

- ARNECC MPR guidance note 2 – verification of identity.

- [LPLC notes - capacity, authority and identity.](#)

Step 1

Send / give the client:

- LPLC [VOI client information sheet](#)

- Client authorisation form

Step 2

Arrange a face to face in person meeting with the client to complete the VOI. At this point:

- ask the client which identity documents they will bring to the VOI meeting

- refer to the categories in the ARNECC MPR guidance note 2 – verification of identity and the client must have a valid reason for not being able to provide the highest category.

Step 3

Meet face to face in person with one client at a time. At this meeting:

- take a photo of the client

- check the VOI client information sheet is properly completed



- complete the LIV VOI checklist

- obtain the original identity documents from the client

- check the identity documents by comparing them to each other

- look at the ID documents very carefully – look for typos, poor quality etc

- look at the client and compare them to the photo in the identity documents

- compare the signature on the photo ID to that on any document(s) to be witnessed at the meeting.

Step 4

Retain on file:

- VOI client information sheet

- Client authorisation form

- LIV VOI checklist

- photo

- copies of identity documents. At this stage you may want to make a certified copy of the identity document as this may be required in the future.