

Getting you started quickly, simply and securely

Before we can start to work on your behalf we are obliged under Anti-Money Laundering regulations to verify the identity of all our clients and to be aware of the source of any funds you are using and how they have been generated.

How can I provide this documentation?

It can all be done online at a time and place that suits you. Just follow the steps below.

Step 1: We will send you a secure link by email

Open the email on a smart phone or tablet and follow the prompts to get started.

Step 2: Let us know who you are

You will be asked some questions, so that we know who you are and how we can contact you.
You will then be sent a pin by text to get you started.

Step 3: Checking your identity

You will then be guided through the process of scanning your identity documents, so make sure you have either your original passport or driving licence and a utility bill, bank or a council tax statement that is dated within the last 3 months showing your current home address ready. You will then be asked to take a selfie which will be compared with your photo ID to confirm your identity

Step 4: Confirm Source of Funds

If you are buying a property then we are obliged to check where any money you are using to fund the transaction is coming from, this is called the Source of Funds. If your bank app is on your smartphone or tablet, then with your consent, we can securely obtain the necessary bank statements for you. If you don't have a banking app you can take photos of your bank statements (min six months) and upload them to your secure account.

Step 5: Sign to confirm you are happy

You will be given the opportunity to review all the information. You will then be asked to confirm everything is correct and that you are happy to proceed before signing your agreement and returning the information to us.

Need technical help?

For technical support please call Infotrack on 0207 186 9621 or email ecosupport@infotrack.co.uk. They offer dedicated support from 8am to 6pm – 7 days a week.