

Lexis KYC FAQ

1

How do I register?

As a Lexis WinDeed invited customer you have already been given access to Lexis KYC, simply go to www.lexiskyc.co.za and use your Lexis WinDeed login details to access the Lexis KYC product.

2

What browsers does Lexis KYC support?

Currently we support Google Chrome. The addition of other browsers will be added in future.

3

How do I get charged for my Lexis KYC verifications?

Lexis KYC is priced per verification according to current Lexis WinDeed pricing, providing full control over your budget. A new Lexis KYC pricing model will be launched soon based on discounted bundled verifications.

4

How long will each verification take?

All our verification checks are conducted in real-time, giving you the information to make an immediate decision on how to proceed.

5

What types of entities can be verified?

South African Nationals and South African Companies can be verified in Lexis KYC with foreign nationals and companies being added to Lexis KYC later this year.

6

When will foreign nationals and companies be added to Lexis KYC?

Foreign nationals will be added to Lexis KYC during the course of 2020.

7

Does the system provide Enhanced Due Diligence screening of clients, as per the new FICA regulations?

Yes, we provide enhanced due diligence using LexisNexis® WorldCompliance™ Data. The results include Sanctions, Political Exposure, Official positions and Adverse Media.

8

What Sanction Lists are available for Enhanced Due Diligence?

Lists include EU Consolidated List of Sanctions, HM Treasury Sanctions List, OFAC Sanctions List and UN Sanctions amongst others.

9

What auditing support can Lexis KYC provide?

Lists include EU Consolidated List of Sanctions, HM Treasury Sanctions List, OFAC Sanctions List and UN Sanctions amongst others.

10

Can I store documents related to the verification?

Yes, documents can be uploaded to the system. As per POPI regulations, documents will be deleted after the regulated time period, but a record of the document upload will be kept for auditing. Original documents should be stored for the prescribed time period.

11

Which third party sources are used to verify a client?

- Identify verification is performed against the Department of Home Affairs.
- Address verification is performed against the four main credit bureaus
- Company related detail is verified against the Companies and Intellectual Property Commission (CIPC)
- Sanctions screening, Political Exposure, Official positions and Adverse Media is provided by LexisNexis® WorldCompliance™ Data

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Will I be able to see a photo from the Department of Home Affairs of the individual being verified?

Development is currently underway to provide a photograph as registered at Home Affairs

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Can I manage the Re-Identification of customers on a recurring basis?

Lexis KYC allows you to create a database of your customers along with details of past KYC screening. You can decide which customers to perform re-identification on and trigger the process from within Lexis KYC.

We will be providing an automated KYC solution, at a schedule set by you, in an upcoming release.

SUPPORT FAQ

1

How do I reset my password?

Reset your password by clicking the Reset Password link on the Login Page. You will be directed to the Lexis WinDeed password reset page where you can reset your password. Please note this will also reset your Lexis WinDeed account password and the same password will be used to login to both systems.

2

Credit Limit?

Your current Lexis WinDeed credit limit will now apply to Lexis KYC as well as Lexis WinDeed searching. If you make a verification and receive a message that your credit limit is exceeded, please contact our Support Team on kyc.support@lexisnexis.co.za or call 0861 946 333. Once payment has been made on your Lexis WinDeed account, the credit limit will be adjusted so you can search again immediately.

3

How do I purchase a prepaid voucher?

To top up your prepaid balance in Lexis KYC follow the prepaid search voucher process in Lexis WinDeed Guide below.

[Prepaid Search Voucher Guide](#)

Search Vouchers are available by credit card/debit card payment only (microchipped debit cards with CVV numbers accepted).

4

Why does Lexis KYC charge for a “Not Found”?

When verifications are conducted against a third-party database a verification charge occurs. This includes verifications with the result of “No Result” since, for many verifications, “No Result” is still a meaningful result. If you have questions about the input for a verification to get a correct result, please contact the Lexis KYC Support Team on kyc.support@lexisnexis.co.za.

5

Where can I obtain a detailed list of verification checks performed?

All verification checks will be visible with the pricing on your invoice. Should you require an extract of all the Lexis KYC checks and costs, please contact us on kyc.support@lexisnexis.co.za.

6

Where can I attend training?

We have made Lexis KYC easy to use and simple to follow, however should you feel you need more help please contact us on kyc.support@lexisnexis.co.za or download our training guide for more assistance.

7

Do I need Consent to do these checks?

While the (FICA) Know-Your-Customer process does not require consent, we do advise you obtain consent from your customers prior to conducting verifications. Lexis KYC does not require you to upload the consent to the system. We suggest you follow the guidelines as set out by the National Credit Act and Data Protection in obtaining, handling and storing consent from your customers.