

# Information from Zurich Corporate HelpPoint team

## Document certification and suitable certifiers

Managers employed by your company can become suitable certifiers as long as they are appointed and provide acceptable AML (anti-money laundering) documentation.

### How does this help you?

When the plan member decides to withdraw their funds and we are paying directly back to them, we require:

- a certified proof of identity document for the member
- an original or suitably certified proof of address document for the member.

The above documents and any others requested that require certification can be completed in-house by the appointed manager(s).

A large portion of withdrawal requests we receive from members are missing suitably certified documents.

This delays the withdrawal of funds and payments made to members. Having a manager become a suitable certifier can help the member receive their funds in a fast and efficient manner.

### How can you appoint a manager as a suitable certifier?

We require:

- A letter from you/your company confirming that you wish to appoint the named manager as a suitable certifier. The letter must be signed by an authorised signatory of the plan and must confirm the manager's contact details and specimen signature.
- A suitably certified proof of identity document for the nominated manager (please note the manager cannot certify their own documents).
- An original or suitably certified proof of address document for the nominated manager.

More details on acceptable proof of identity and address documents can be found in the anti-money laundering guide, available on the literature section of Zurich International online (ZIO).

The documents should be sent to the following address:

Zurich Corporate HelpPoint Team PO BOX 67, Douglas, Isle of Man, British Isles IM99 1EF.

Once we have confirmed acceptance of the above documents the manager will be able to certify documents for the members of the plan when needed.

### What should the certification contain?

To ensure our requirements are fulfilled and documents are certified correctly, we recommend that the certifier complete our '**Document certification form**'.

If they are unable to use this then the following information should be included on the certification:

- A statement confirming '**I hereby certify that this document is a true copy of the original (and if necessary, that the photograph is a true likeness of the holder)**'.
- Type of document and reference number.
- Signature of certifier.
- Full name of certifier (in block capitals).
- Date.
- Position/Job title.
- A note saying 'I am signing in the capacity of ...'.
- Details of the certifier's regulatory/professional body and reference number.
- Organisation name, address, telephone number and website.
- Organisation stamp.

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