

Solicitor-Closed Mortgages

Video Conference for Identity Verification During COVID-19

A Message to Solicitors

The health and safety of our customers, employees and partners is of utmost importance to Tangerine Bank. If you have been instructed by us and you and the borrower(s) prefer to sign mortgage documents via video conference, identity verification using video conference is acceptable. In this case:

- You must view the identification documents as listed in the Tangerine Identity Verification Form. You must ensure that one of the documents contains the customer's name and date of birth and the other contains their name and address.
- When verifying identity, copies of the identification documents to be used must be provided to you **before the video conference appointment**. Viewing such documents through the video conference alone is not sufficient.

If you determine that using a video conference to sign mortgage documents is permitted under the laws of your jurisdiction and your professional obligations, this process must allow you to complete all of the requirements set out in our solicitor instruction package (subject to the advice above regarding identity verification). As this is a rapidly evolving situation, this communication may change at any time. If you have questions, refer to the number displayed on the solicitor instruction package.

Tangerine Bank.