

# Virtual Office & Hot Desk

## Compliance Guide



Thank you for choosing Servcorp as your Virtual Office and Hot Desk provider. Your services have been set up at the time your Welcome Email was sent, however, before we can commence your services, we are required by law to obtain and hold certain documentation on file. It is the responsibility of all clients to provide the exact documentation requested in a timely manner. When providing Virtual Office and Hot Desk services, Servcorp must comply with The Money Laundering, Terrorist Financing and Transfer of Funds (information on the Payer) Regulations 2017 and Section 75 of the London Local Authorities Act 2007.

Please note that the documentation requirements are a non-negotiable aspect of your application. Servcorp can be liable to prosecution for failing to produce the correct documentation during an inspection or investigation. As well as this, ensuring our clients' files are compliant ensures a safe working environment for all businesses operating from Servcorp's premises. Servcorp reserves the right to suspend services until the required documentation has been supplied and approved.

## Documentation Requirements

Before Servcorp can activate your Virtual Office or Hot Desk services, we will need the documentation described under **List A**. If you also require Servcorp's Virtual Mail Handling Services, we will additionally need the documentation described under **List B**.

### List A – Virtual Office and Hot Desk Packages

All our Virtual Office and Hot Desk clients must supply the following information before we can legally activate any services:

- Service Agreement (fully completed)
- Certificate of Incorporation
- Completion of Compliance Form
- **Verified** - Proof of Identity for the Signee of the Service Agreement
- Proof of Residential Address for the Signee of the Service Agreement
- **Verified** - Proof of Identity for any Beneficial Owners of the company.

For more information on how you can have your documentation verified, please see the second page of this document.

### List B – Virtual Address and Mail Services

If you would like to utilise one of our locations for the purpose of mail handling services (including receiving, handling, holding, or forwarding of mail), you will need to expressly request our 'Virtual Mail Handling Services' package on your Service Agreement. As part of Section 75 of the London Local Authorities Act, we require the following documentation in addition to those described under **List A**:

- **Verified** - Proof of Identity for all active Directors of your company
- Proof of Residential Address for all active Directors of your company
- Proof of Principal Place of Business of the company (where you work from on a day-to-day basis).

Until this information is received, we cannot activate mail services on your account. We recommend that you do not begin advertising our address, whether on your website or as your registered address on Companies House, until your account is compliant for mail services; this avoids any mail being returned to sender.

If you require mail to be forwarded to an unverified address (i.e., an address we do not hold proof of), we will require a document in the approved format (detailed on Page 2) to validate your presence at this address. This is a legal requirement in the UK.

Please also note that Servcorp is required to ensure that all documentation remains up to date. If there are any changes to your company's appointments (e.g., new Directors appointed) or the documents supplied at the time of sign up expire, we will contact you for more information. Servcorp reserves the right to request additional information/documentation to that detailed above if deemed necessary to fulfil our obligations under UK law.



### Proof of Identity Documents

To prove the identity of individuals (whether a Director, Beneficial Owner, or the Signee), we require one of the following:

- Passport or Driving Licence (for UK Clients)
- Passport (for non-UK Clients).

### Proof of Address Documents\*

Proofs of address supplied (whether for an individual or for the company itself) must be from the following list approved by the Trading Standards:

- Gas or Electricity Bill
- Telephone Bill (Landline ONLY)
- Water Bill
- Mortgage Statement
- Council Tax Bill
- Bank/Building Society Statement – must be a statement and not a letter from the Bank
- TV Licence
- Valid Insurance Certificate/Bill
- Financial Statement (e.g. Pension)

**\*Please be aware that proofs of address must be unobscured and dated within the last 3 months. If your documents are not in English, Servcorp may require these to be translated before they can be accepted.**

### How to have your ID documents Verified

All proofs of ID supplied must be verified; this confirms that they are authentic copies of the original documentation. There are three ways you can complete this process:

1. **Bring your documents to your nearest Servcorp location:** The easiest way to have this completed is to bring the original documents into your nearest Servcorp location whereby one of our team managers can scan and certify your documents free of charge.
2. **Verification through video communication or photograph:** We will require a clear colour copy of your ID documents. Once provided, you may either -  
Use video communication (e.g. Zoom, Skype, FaceTime etc.) to allow your account manager to compare your likeness against the ID documents supplied;  
**OR**  
Take a photograph holding your proof of ID next to your face.
3. **Have your documents certified by an independent third-party:** If bringing your documents into a Servcorp location is not convenient, you can have your documentation certified by an independent third party. The certifier will need to see the original documents, scan them, and write the following on the copies before you send them to Servcorp:

*“Certified to be a true copy of the original”*

The certifier should also write the date, their name, signature, profession, and contact information.

Certification services can be supplied by a number of institutions or professionals, including:

- Architects
- Bank or Building Society officials
- Barristers
- Chartered Accountants
- Councillors
- Dentists
- Fire Service Officials
- Legal Secretaries
- Local Government Officers
- Ministers of Religion
- Pharmacists
- Post Offices
- Qualified Engineers
- Solicitors or Notaries
- Teachers or Lecturers