

About Miller Hendry

Miller Hendry has teams of specialised lawyers and qualified personnel, a total staff of over 120. They are one of the largest Legal Practices and Estate Agents in the Tayside area with offices in Perth, Dundee and Crieff. Miller Hendry have specialist departments for most aspects of legal practice.



Miller Hendry's requirements

Like all law firms, Miller Hendry are required to meet Anti-Money Laundering compliance requirements by undertaking Client Due Diligence (CDD) when acting on behalf of clients.

Legal firms have traditionally checked client identity through paper-based checks such as photocopying client documents. However, Miller Hendry viewed electronic verification as an opportunity to ensure compliance with the latest AML regulations while delivering a competitive advantage to their practice.

Miller Hendry's requirements were defined by their Chairman Jennifer Adams as:

- 1 Ensuring CDD compliance by accessing a range of positive information sources and negative information sources such as database on identity fraud and deceased persons.
- 2 Using an electronic verification tool where appropriate on a risk-sensitive basis.
- 3 Saving time and on occasions money by using electronic verification to help ensure speedy execution of clients' business.

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The electronic verification from 192business can be a real time saver. Sometimes we do not have the luxury of waiting several days for paper-based identity to be delivered to us.

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Jennifer Adams
Chairman at Miller Hendry

The solution

Law firms are increasingly recognising the value of electronic verification and Miller Hendry were quick to spot the time-saving value of such tools in a modern legal practice.

Miller Hendry were already using 192business.com as an online directory enquiries tool to help them locate people and businesses. The MLRO at Miller Hendry reviewed 192business' AML compliant ID check solution.

After reviewing other CDD tools on the market, Miller Hendry chose 192business as their electronic CDD tool. They chose the solution from 192business as it delivered better value for money, was easily deployed on desktops to appropriate staff and was supported with training from the specialist AML team at 192business.

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The support which we have received from 192business in making optimum use of the electronic verification system has been excellent.

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Jennifer Adams
Chairman at Miller Hendry

Customer Case Study

The solution from 192business (continued)

192business' electronic verification system works simply by searching multiple positive and negative data sources to confirm customer characteristics such as Name, Address, Date of Birth, Telephone Number, Passport and Driving Licence Number, Business Occupation.



The benefits to Miller Hendry

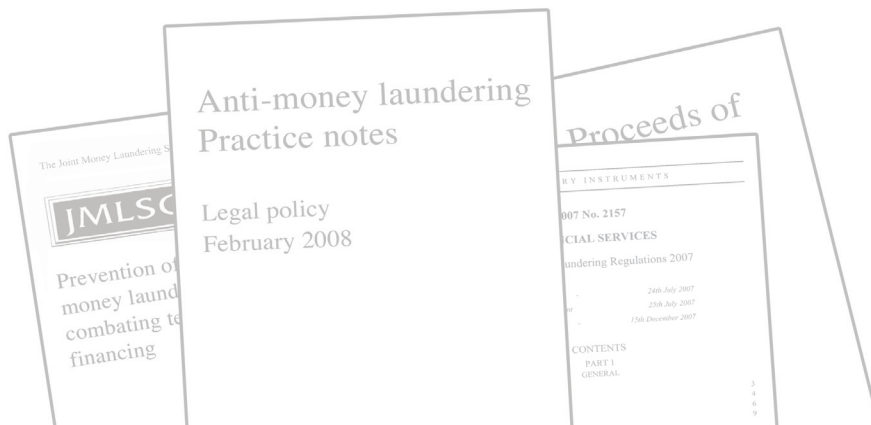
- Compliance with all relevant Anti-Money Laundering regulations.
- Speedy client identity verification based on recent data.
- A tool that delivers a depth of ID check to match the firm's client risk assessment.
- Administrative CDD work can be done by non-fee earners saving Miller Hendry time and money.

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As an MLRO there is a lot of responsibility placed upon you. I have confidence in the 192business CDD product.

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Jennifer Adams
Chairman at Miller Hendry



To find out more

Call our team on **020 7909 2192**

Learn more at **www.192business.com**

E-mail us your questions at **id@192.com**