

CASE STUDY

LexisNexis® IDU®: KYC for Wards Solicitors

When Wards Solicitors started working with LexisNexis® Risk Solutions in 2018, following a referral from its incumbent provider, it was so impressed with the ease and efficiency of the LexisNexis® IDU® solution that when its existing contract came to an end, Wards Solicitors instructed LexisNexis Risk Solutions as its provider.

How having a far more comprehensive system has created significant business efficiencies for Wards Solicitors.

For over 100 years, independent and locally owned Wards Solicitors has been providing expert legal advice to local businesses and individuals throughout the Bristol and South West region.

The law firm began working with LexisNexis® Risk Solutions in 2018, following a referral from its incumbent provider, when it raised concerns about potential politically exposed persons and sanctioned clients. It was so impressed with the ease and efficiency of the LexisNexis® IDU® AML solution, that when its existing contract came to an end, Wards Solicitors instructed LexisNexis Risk Solutions as its provider and deployed the KYC software across its business.

“We were not specifically looking to change, but after seeing what LexisNexis Risk Solutions had to offer – I felt the system was more up-to-date, modern and easier to use – when our contract expired, I thought it was worth taking the plunge,” says Georgina Peacock, consultant at Wards Solicitors.

So far, Wards Solicitors is delighted with the ease and efficiency of the software. *“There are bits about the system that are so much easier than the previous one. Every member of staff seems to use it quite effectively and it is very comprehensive,”* Georgina says.

While the IDU software has been rolled out across the company, Georgina also personally uses LexisNexis® TracelQ® people tracing software, for locating old clients. *“It is phenomenally good,”* she says. *“It has helped a lot with tracking down those people for whom we are holding deeds or wills, who haven’t updated their will for a long time or who might have moved. Or in some cases, to also find out if they are still alive.”*

Having a far more comprehensive system has also created significant business efficiencies for the firm. Using TracelQ, Wards Solicitors has achieved a much better return rate when locating people or confirming they are deceased.

“With our previous system, the tracing element was more electoral roll based, people could hide themselves and there was a lag in the data, sometimes by years,” Georgina explains. *“But the up-to-date mortality check functionality on TracelQ means that you can find out if someone has died, often within recent months, so it is a lot more efficient.”*

Georgina is also quick to praise the onboarding process and Wards’ ongoing relationship with LexisNexis Risk Solutions. She explains that the in-house training carried out by her account manager was particularly helpful as it saved a substantial amount of time that has been better spent elsewhere.

“I have considered changing providers in the past, but the effort of providing the training, rewriting the manuals and doing the risk assessments, did not feel like it was going to be beneficial. But the process was really easy and our account manager was really helpful and easy to work with,” she says.

Looking ahead, Georgina’s focus is to continue offering a bespoke service to clients.

“We’re very happy with LexisNexis Risk Solutions,” she says. *“They are responsive and quick to sort out any problems. We want to provide a good safe service for people who live in our area and this is just another tool that will enable us to do that.”*



To find out how we can help you and your business with your AML and KYC requirements call 029 2067 8555 or email ukenquiry@lexisnexis.com

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