



LegalSuite & nCino KYC Integration



INTRODUCTION

Attorney firms are obliged to comply with FICA as well as various other regulations. In an attempt to ensure that full compliance and due diligence is undertaken by the attorney firm, we have decided to integrate nCino KYC & LegalSuite.

Know Your Customers (KYC) is the process businesses execute to verify the identity of their clients either before or during the commencement of business.

By integrating nCino KYC & LegalSuite, we are speeding up the KYC process - you can send your party's details directly to nCino KYC from the LegalSuite Address Book, upload documents to nCino KYC, request a party to upload documents directly to nCino KYC as well as download any documents into the party's Document Log that were uploaded directly to nCino KYC.



The Setup



Setup



Key requirements:

- Register with nCino KYC and advise them that you are a LegalSuite Client
- Send a request to sales.kycafrica@ncino.com or your account manager for assistance or questions on getting the integration to work.



Key requirements:

Obtain LegalSuite licenses from your LegalSuite agent or contact jennifer@legalsuite.co.za . Each user who will be uploading parties to nCino KYC will require a license. The current costing is R89.00 excluding VAT per user per month. If you have 10 users, for example, on LegalSuite who will be uploading parties to nCino KYC, you will need to register the same number of users with nCino KYC.

nCino KYC will send through a nCino KYC Secret and Key - these are codes that are unique to each user and should never be shared. In LegalSuite, these will be added to each employee under Setup | Employees | Advanced.



Templates

Templates are setup by yourselves with the assistance of nCino KYC. They are the requirements that your firm would like, per entity. In other words, if you are verifying an individual, then your template requirements may specify that an email address and a cell phone number are requirements. If this information has not been filled in in LegalSuite and you try to upload a Party to nCino KYC, you will get an error. The user will then be required to complete the information on the Party and attempt to upload to nCino KYC again.

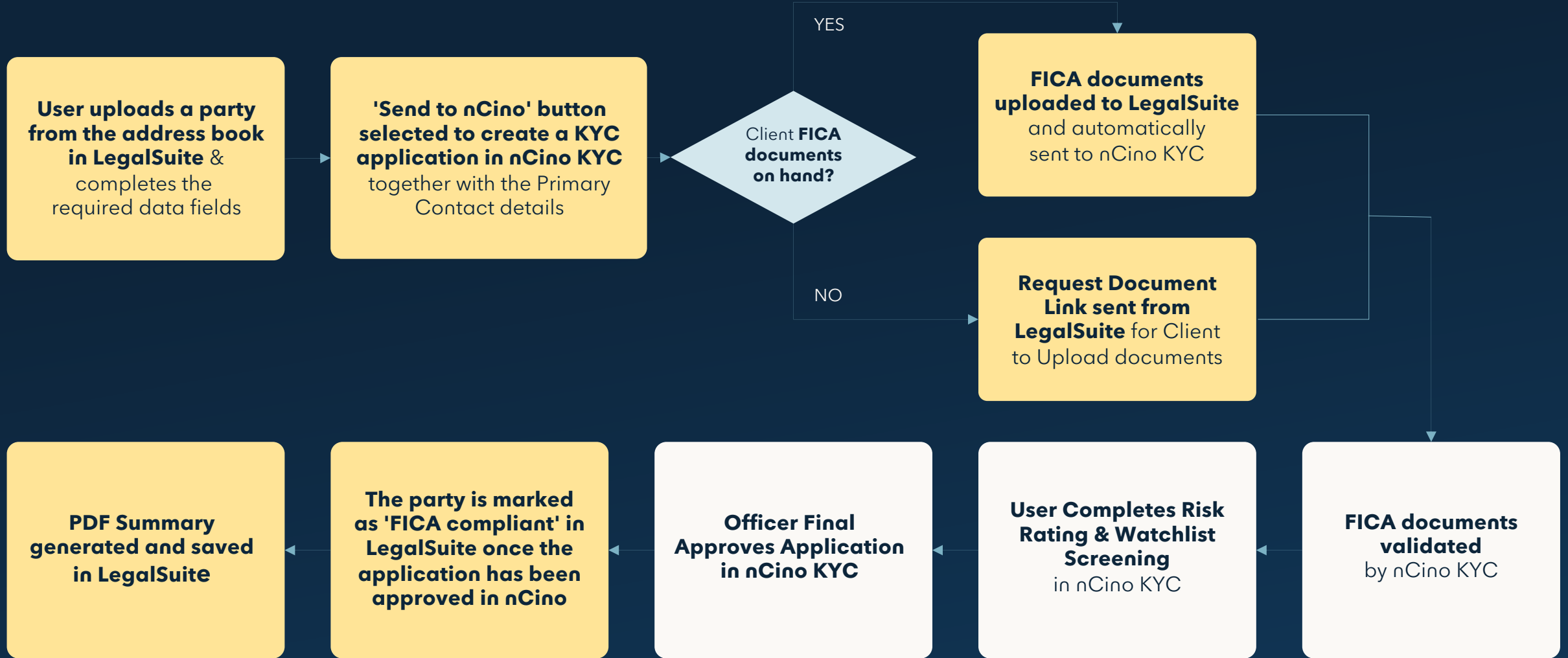
LegalSuite clients will have a standard set of templates with nCino KYC and these should not be amended to make other fields compulsory, as LegalSuite may not accommodate these fields and this will result in errors when uploading parties.



How it Works



LEGALSUITE & NCINO KYC INTEGRATION FLOW



LegalSuite



nCino KYC



Uploading a Party



Uploading a Party (Individual) to nCino KYC from the Address Book

Parties have to be uploaded individually from the Address Book.

- **The templates that you have setup in nCino KYC for the different party types will determine what information is required.**
For example, if your firm have setup the template for an individual and specified that an email address is mandatory, then you will get an error uploading the party to nCino KYC if you do not have an email address filled in on the party.
- **Make sure all the relevant information on the party is filled in (based on the templates you created on nCino KYC).**
- **Double-click on the party in the Address Book and click on the FICA Compliance tab.**
Provided that you have a valid Key and Secret setup on your employee and you have been licensed for the nCino module in LegalSuite, a Send to nCino button will be visible.

Address Will Be Changed (32574) STA32 Stark T (Tony)

Go To

- General
- Marital
- Tax Details
- Auditors
- Banking Details
- CRM
- File Notes
- Products
- Miscellaneous
- Citations
- POA
- Relationships
- Notes
- FICA Compliance**
- Employer
- NCA Reg

FICA Compliance

This party is exempt from FICA

View Document Document Log Not FICA Compliant

Document	Document Date	Expires	Comments
ID Book		Never	
Proof of Residency	07/10/2022	06/01/2023	

The above Documents are required for this Party (Adult)
Further instructions regarding FICA compliance:
Original or certified recent documentary evidence of your residential address (e.g. utility bill, Telkom, SABC, MNET or DStv account, Motor Vehicle licence or Bank Statement)

nCino

Add a screen Apply OK Cancel

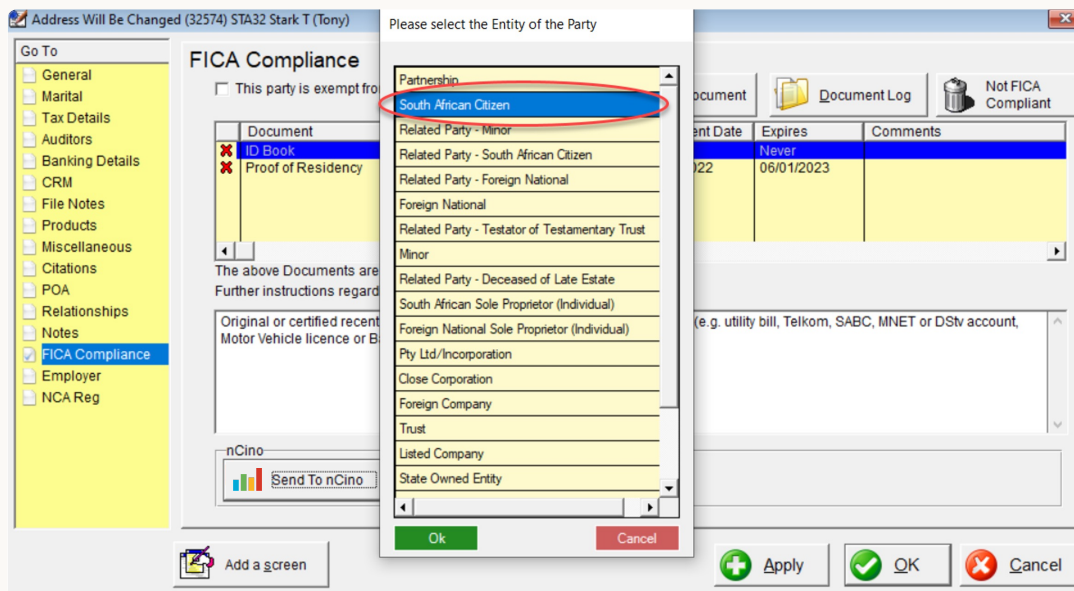
- **Click on the Send to nCino button to upload the party**



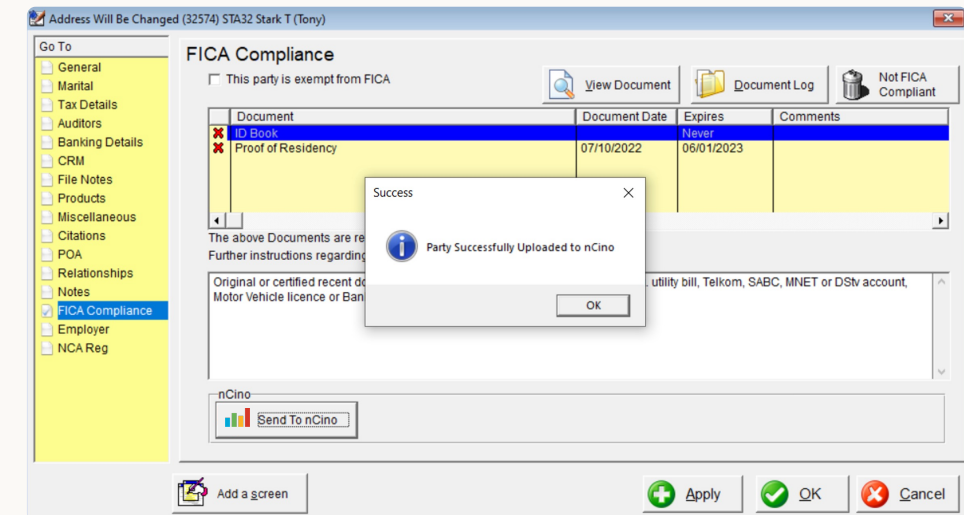
Uploading a Party (Individual) to nCino KYC from the Address Book

A window will open asking you to select the entity of the party you are uploading. This list is populated based on the templates that your firm has created in nCino KYC.

For this example, I am uploading an individual who is a South African Citizen, so I am going to click on South African Citizen and then click on OK.



If the party has successfully been uploaded to nCino KYC you will get the following message:



If information is missing, or is in the incorrect format, you will get an error message. The error messages do provide as much information as possible and as you use the system, you will be able to troubleshoot these messages on your own. If you are unsure, please contact Jennifer at LegalSuite on 0861 711150 or jennifer@legalsuite.co.za for assistance.

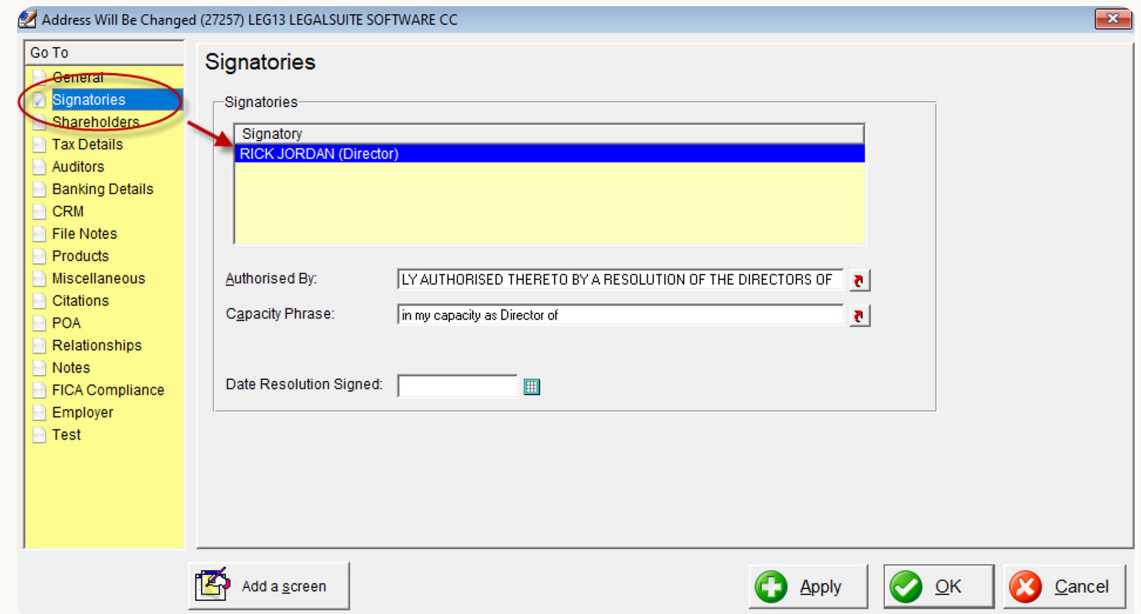


Uploading a Party (Juristic) to nCino KYC from the Address Book

The uploading of a Juristic Entity such as a PTY or a CC works in the same way as uploading an individual, save for information that must be completed on the Signatories tab of the party.

For example, if you are uploading a CC, your template will most likely specify that you have to have a duly authorised signatory.

To capture this information, double-click on the party in the address book and click on Signatories on the left.



The screenshot shows a software window titled "Address Will Be Changed (27257) LEG13 LEGALSUITE SOFTWARE CC". On the left, a "Go To" sidebar lists various tabs: General, Signatories, Shareholders, Tax Details, Auditors, Banking Details, CRM, File Notes, Products, Miscellaneous, Citations, POA, Relationships, Notes, FICA Compliance, Employer, and Test. The "Signatories" tab is selected and highlighted with a red circle. A red arrow points from this tab to the main content area. The main area is titled "Signatories" and contains a list of signatories with "RICK JORDAN (Director)" selected. Below the list are three input fields: "Authorised By:" with the text "LY AUTHORISED THERETO BY A RESOLUTION OF THE DIRECTORS OF", "Capacity Phrase:" with the text "in my capacity as Director of", and "Date Resolution Signed:" with an empty date field. At the bottom of the window are buttons for "Add a screen", "Apply", "OK", and "Cancel".



Uploading a Party (Juristic) to nCino KYC from the Address Book

When you add the Signatory, the Position must reflect the wording Primary Contact as reflected in the screenshot.

This is very important as when you are uploading the juristic entity to nCino KYC, we use this information to ensure that the signatory is uploaded with the juristic entity.

If the "Primary Contact" wording is missing from the Position field, it will cause an error uploading.

All of the information that you would ordinarily capture for an individual must be captured for the Primary Contact, for example First Name, Last Name, ID Number, Mobile Number (must be captured in international format on the signatory only, e.g. 27825556633), Email Address etc. (this information has been left out of the screenshot below for privacy purposes)

Changing a Signatory

Entity: Adult

Signatory

First Name: RICK

Last Name: JORDAN

Title

Date of Birth: OR ...

Identity Number: [REDACTED]

ID Type:

Email Address:

Mobile No:

Business Unit:

Position: Primary Contact

This Signatory does not sign the Documents

Marital Details

Include the spouse's details when describing this Signatory?

Marital Status:

Spouse's Name:

Spouse's ID No:

OK Cancel



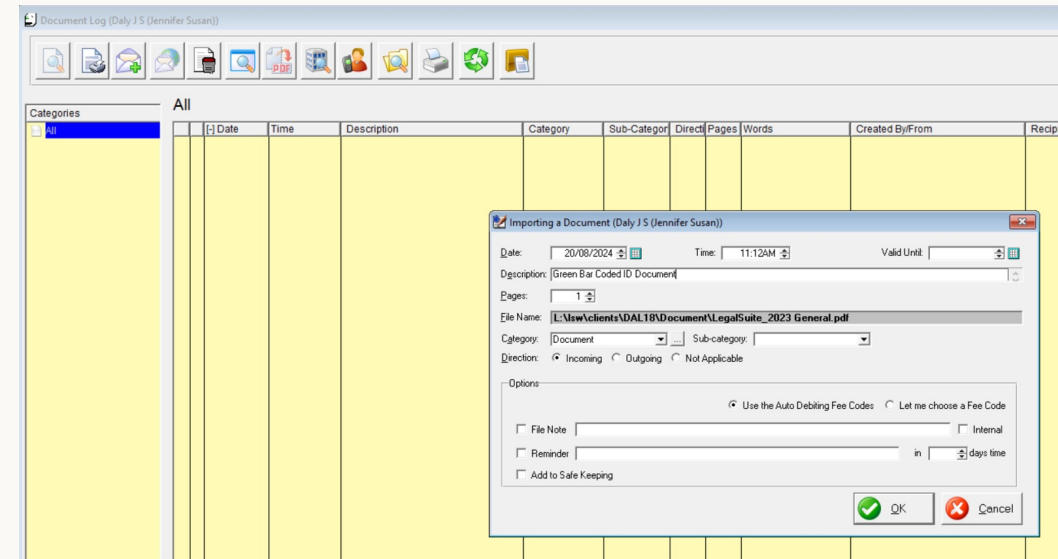
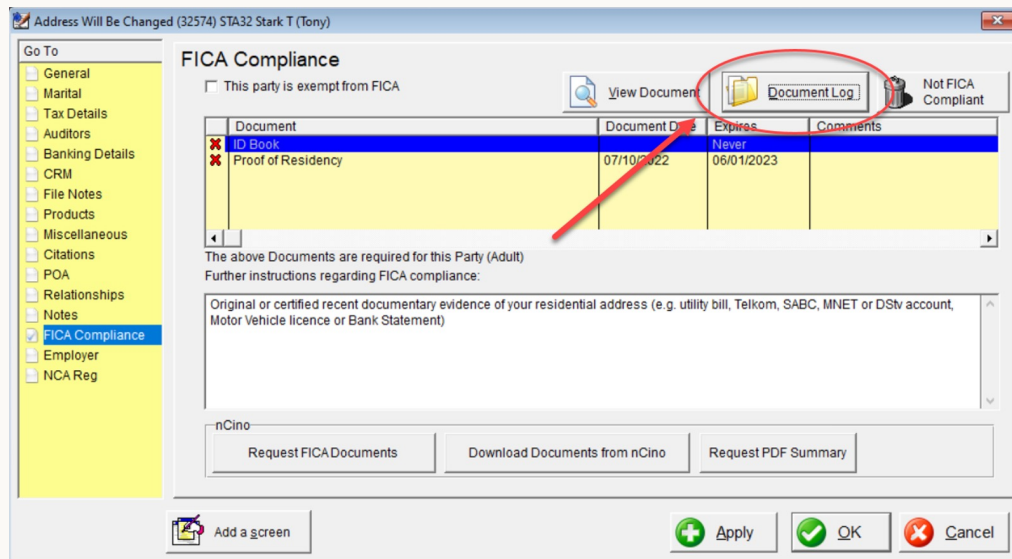
Uploading Documents



Uploading Documents to nCino KYC from the party's document log

If you have received FICA documents for the Party you have uploaded, they must be added to the Document Log of the Party.

- Double-click on the Party and click on the FICA Compliance tab, then click on the Document Log icon.

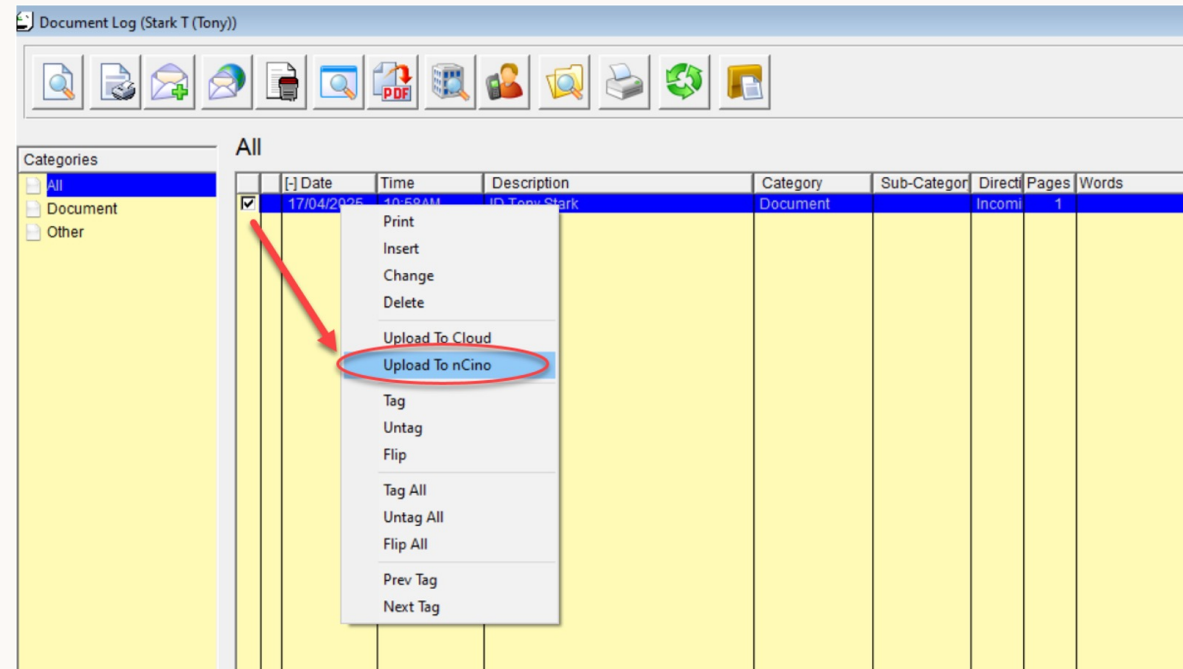


- Drag and drop your saved FICA document into the party's Document Log and name it appropriately and click on OK so that the document is added.



Uploading Documents to nCino KYC from the party's document log

- **Tag the entry, right-click and click on Upload to nCino** (*documents have to be uploaded individually*).
- A window will then open asking you details on the Document you are uploading. **Follow the on screen prompts and once the document has successfully been uploaded to nCino KYC, it will appear with an arrow next to it in the Document Log.**
- *Verification of the document uploaded must then be done on the nCino KYC system.*



Requesting Documents



Requesting FICA Documents

Once a party has been uploaded to nCino, the icons on the FICA Compliance tab changes. The Send to nCino button no longer appears as you cannot upload the same party twice and in it's place, the following two icons are now shown:

- **Request FICA Documents.**
- **Download Documents from nCino.**

Request FICA Documents - when you click on this button, an email is generated from nCino KYC and addressed to the party you uploaded.

Document	Document Date	Expires	Comments
ID Book		Never	
Proof of Residency	07/10/2022	06/01/2023	

The above Documents are required for this Party (Adult)
Further instructions regarding FICA compliance:
Original or certified recent documentary evidence of your residential address (e.g. utility bill, Telkom, SABC, MNET or DStv account, Motor Vehicle licence or Bank Statement)

nCino
Request FICA Documents Download Documents from nCino Request PDF Summary

Apply OK Cancel

Notice that once you have clicked on the Request FICA Documents button, the button then changes to "Cancel Request for FICA Documents". If you have sent the request for documents in error, clicking on Cancel Request for FICA Documents will cause the link in the email that was sent to the Party to become invalid so they will not be able to upload any documents:



Requesting FICA Documents

The party will receive an email with a link that they can click on and they can upload the required FICA documents (this email is generated from nCino KYC - any changes to the layout and wording of the email must be done through nCino KYC)

When the party clicks on the CLICK HERE or GET STARTED link in the email message, they will be taken to nCino KYC's document submission portal.

*The email & nCino KYC client portal will be white-labelled with your branding



ACME

Jess McNamara from ACME for Training
requires some information from you.

GET STARTED

Hi Tony Stark,

In order to proceed with the next steps there is information we will require from you. Clicking on the above or below links will direct you to a secure portal where you will be able to provide the requested information for us to review.

By uploading or providing the requested information you also consent to our processing thereof as required by the Protection of Personal Information Act 4 of 2013.

If you have any questions whatsoever, please reach out to me directly or reply to this email.

Click [here](#) to get started.

Kind regards,
Jess McNamara

ACME



Requesting FICA Documents

The party is shown a list of documents to upload. The information displayed on this screen is determined by the Entity that was uploaded. In other words, a South African Citizen will have different FICA requirements to a Close Corporation.

The screenshot displays a user interface for ACME. On the left is a dark teal sidebar with the ACME logo at the top, the user name 'Tony Stark', a button for 'Application Details' with a red dot and '2 Incomplete Tasks', and a 'Log out' link. The main content area is light blue and features a security notice at the top: 'Your security is important to us. All information is protected.' Below this is a welcome message: 'Welcome to the Personal Details Page for Tony Stark'. The 'Documents' section, titled 'To be uploaded', lists two items: 'Proof Of Identity' and 'Proof Of Address', each with a 'Pending Upload' status and a 'Begin Upload' button. The 'Personal Details' section shows 'Tony Stark' with a 'Completed' status.



Requesting FICA Documents

When the party clicks on the “Begin Upload” link, they are prompted to select the type of document they are uploading.

For example, if they are uploading a Proof of Address, the following options will appear for them to choose from.

The screenshot displays the ACME application interface. On the left is a dark teal sidebar with the ACME logo at the top, the user name 'Tony Stark', and a section for 'Application Details' showing '1 Incomplete Task' and a 'Log out' button. The main content area is light blue and features a security notice at the top: 'Your security is important to us. All information is protected.' Below this is the 'Upload Documents' heading and a 'Back to Application Details' button. The 'Proof Of Address' section contains a 'Type of document' dropdown menu with the text 'Select evidence type'. A list of document types is shown below the dropdown: Bank Statement, Cellular or Telephone Invoice, Government Issued Document, Investment Statement, Lease or Rental Agreement, Letter from Municipal Representative, and Letter from Traditional Authority.



Requesting FICA Documents

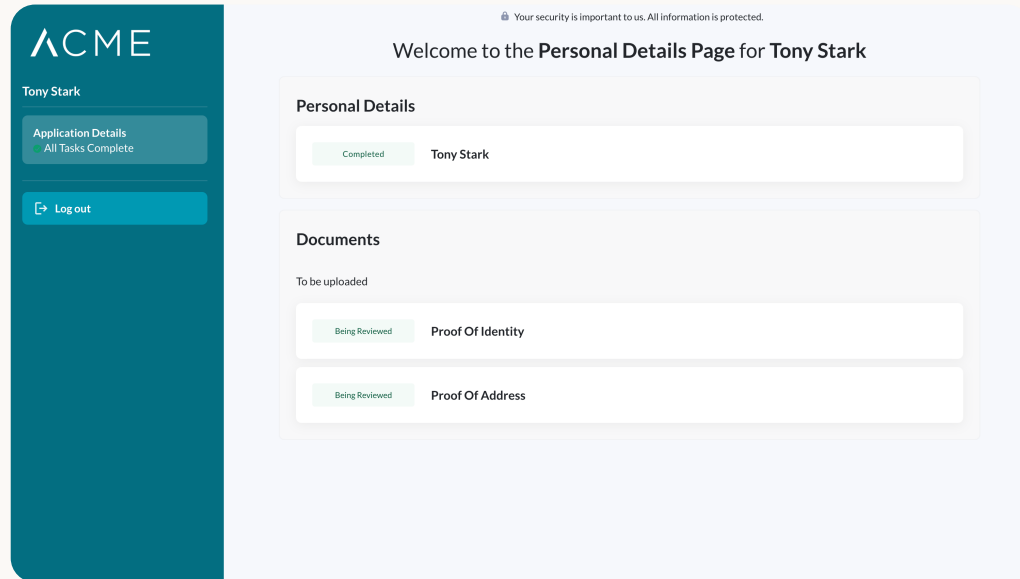
Specific guidelines are given on documents.
For example, "Document must have been issued within the last 3 months" is a guideline for an address document.

The screenshot displays a user interface for ACME. On the left is a dark teal sidebar with the ACME logo, the user name 'Tony Stark', and navigation options: 'Application Details' with a sub-item '1 Incomplete Task', and 'Log out'. The main content area is light blue and features a security notice at the top: 'Your security is important to us. All information is protected.' Below this is the heading 'Upload Documents' and a 'Back to Application Details' button. The current document type is 'Proof Of Address', and a dropdown menu shows 'Municipal Rates and Taxes' selected. A 'Guidelines' section lists requirements: accepted file types (JPG, JPEG, PNG, PDF, XLSX), a 10 MB size limit, full view requirements, readability, physical address presence (excluding PO boxes), and a 3-month age limit. At the bottom is a large dashed-line box for document upload with a file icon.

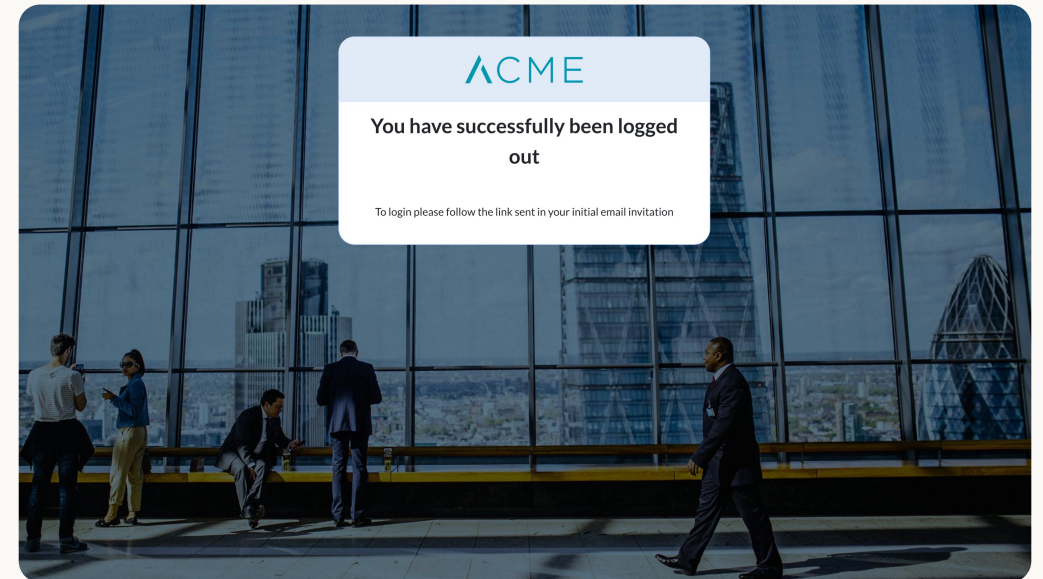


Requesting FICA Documents

Once all required actions have been completed, the party can log out.



If the party needs to return, they can follow the link in the email invitation



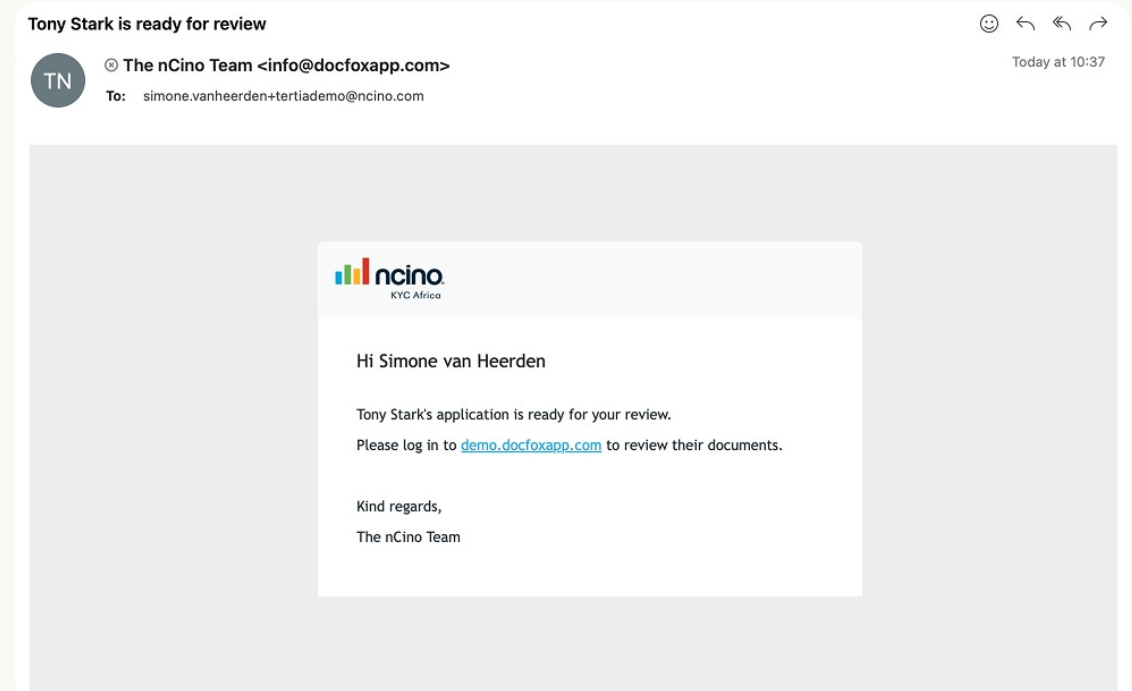
Approving FICA Documents

Once the party has uploaded their FICA documents, nCino KYC automatically validates these documents in the background and compares them to 3rd party data sources.

Documents that do not pass the analysis are rejected back to the party who can then upload alternative documents.

Once document validation is complete, the person in your firm who is assigned to receive notifications from nCino KYC, will get an email advising them that the application is ready for review.

They can log directly into nCino KYC by clicking on the link in the email, and proceed to approve the documents and the application.



Perform the rest of the FICA process

Complete your screening and risk rating within nCino KYC by working from top to bottom through the tabs.

The screenshot displays the nCino KYC Africa interface for a customer named Tony Stark. The interface is divided into a top navigation bar, a main content area, and a left sidebar. The top navigation bar includes the nCino logo, 'UPDATES', and 'LOG OUT'. The main content area shows the customer's name 'Tony Stark', entity type 'South African Citizen', and risk rating 'Risk Rating pending'. A 'Ready for Review' button is visible. The left sidebar contains a list of tabs: Profile, Liveness, Documents, Forms, Identity, Address, Additional, Screening, Watchlist Hits, Media Search, Risk Rating, Bank Details, Tasks, PDF Summary, and Audit Trail. The main content area is titled 'Profile Information' and is divided into four sections: NAMES, NUMBERS, CONTACT INFORMATION, and ADDITIONAL DETAILS. The NAMES section shows First Names: Tony and Last Names: Stark. The NUMBERS section shows ID Number with Value: 7612238413087. The CONTACT INFORMATION section shows Primary Contact Information (Email: simone.vanheerden@ncino.com, Mobile Number: +27 81 339 2132) and Onboarding Contact Information (First Names: Tony, Last Names: Stark, Email: simone.vanheerden@ncino.com, Mobile Number: +27 81 339 2132). The ADDITIONAL DETAILS section shows Business Relationship Type: Ongoing Relationship. A 'Chat' button is located in the bottom right corner of the main content area.

ncino
KYC Africa

UPDATES LOG OUT

< All Customers < Tony Stark + ADD COMMENT

Tony Stark INVITE MORE

Entity Type: South African Citizen Risk Rating pending

Ready for Review

Profile Information

NAMES	NUMBERS
First Names: Tony	ID Number Value: 7612238413087
Last Names: Stark	
CONTACT INFORMATION	ADDITIONAL DETAILS
Primary Contact Information Email: simone.vanheerden@ncino.com Mobile Number: +27 81 339 2132	Business Relationship Type: Ongoing Relationship
Onboarding Contact Information First Names: Tony Last Names: Stark Email: simone.vanheerden@ncino.com Mobile Number: +27 81 339 2132	

Chat

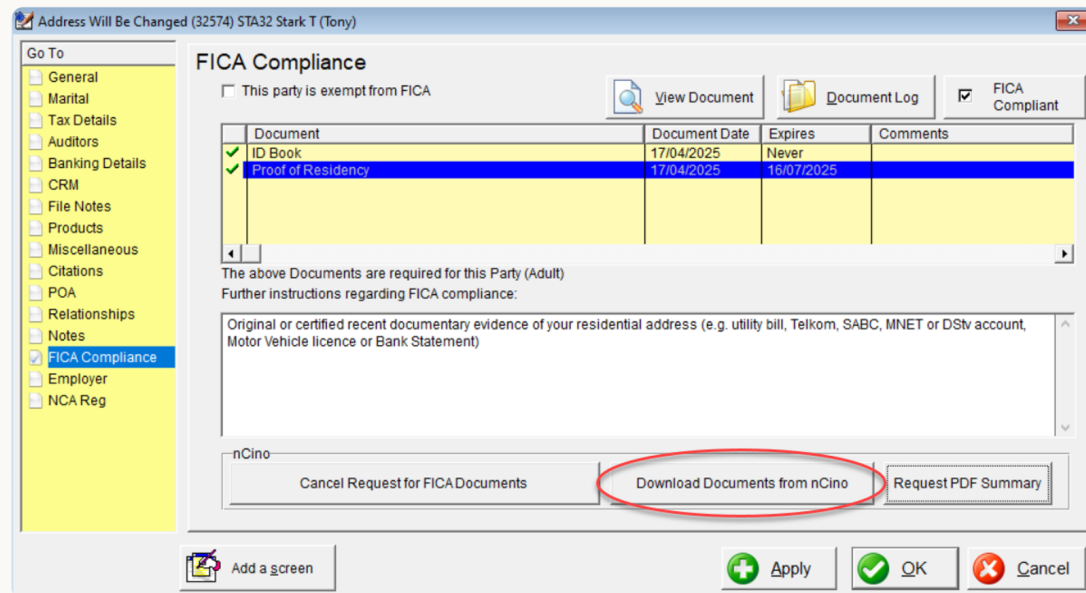


Downloading Documents



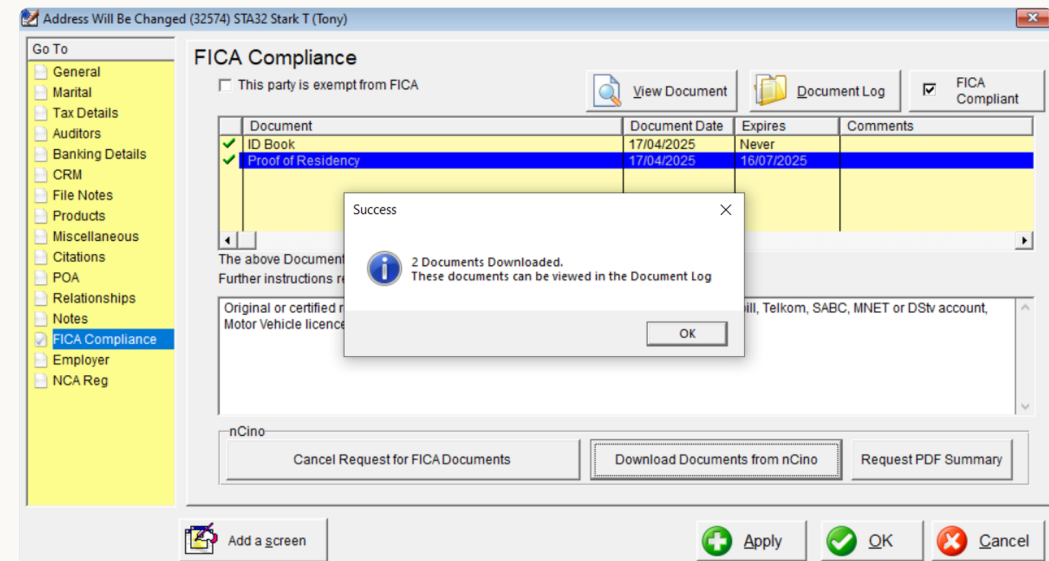
Downloading FICA Documents

Once you have approved the documents on the nCino KYC platform, If you click on the Download Documents from nCino button on the Party, the documents that have been approved on nCino KYC will be downloaded and added to the Document Log for that Party. Downloading the documents from nCino KYC may take a while depending on the size and number of documents.



The screenshot shows the nCino FICA Compliance interface for a party named 'Address Will Be Changed (32574) STA32 Stark T (Tony)'. The interface includes a 'Go To' sidebar with categories like General, Marital, Tax Details, Auditors, Banking Details, CRM, File Notes, Products, Miscellaneous, Citations, POA, Relationships, Notes, FICA Compliance (selected), Employer, and NCA Reg. The main area is titled 'FICA Compliance' and contains a table of documents. The table has columns for Document, Document Date, Expires, and Comments. Two documents are listed: 'ID Book' with a document date of 17/04/2025 and 'Never' expiration, and 'Proof of Residency' with a document date of 17/04/2025 and an expiration date of 16/07/2025. Below the table, there is a section for 'Further instructions regarding FICA compliance' with a text area containing instructions about providing residential address evidence. At the bottom, there are three buttons: 'Cancel Request for FICA Documents', 'Download Documents from nCino' (circled in red), and 'Request PDF Summary'. The interface also includes a 'View Document' button, a 'Document Log' button, and a 'FICA Compliant' checkbox.

Document	Document Date	Expires	Comments
✓ ID Book	17/04/2025	Never	
✓ Proof of Residency	17/04/2025	16/07/2025	



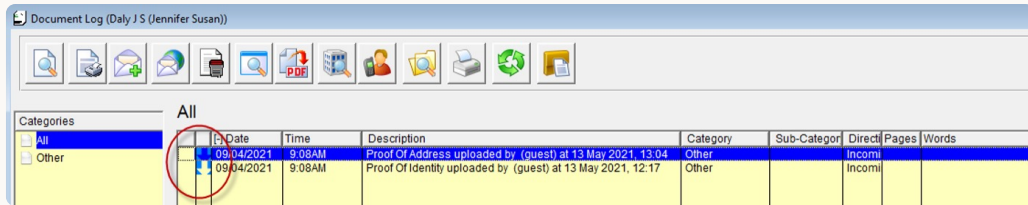
The screenshot shows the nCino FICA Compliance interface for the same party. A success message dialog box is displayed in the foreground, stating 'Success' and '2 Documents Downloaded. These documents can be viewed in the Document Log'. The dialog box has an 'OK' button. The background interface is the same as the previous screenshot, but the 'Download Documents from nCino' button is no longer visible, and the 'FICA Compliant' checkbox is checked. The interface also includes a 'View Document' button, a 'Document Log' button, and a 'FICA Compliant' checkbox.

Once the documents have been downloaded, a message will appear advising the user of the number of documents that have been downloaded and that they can view then in the Document Log for the Party

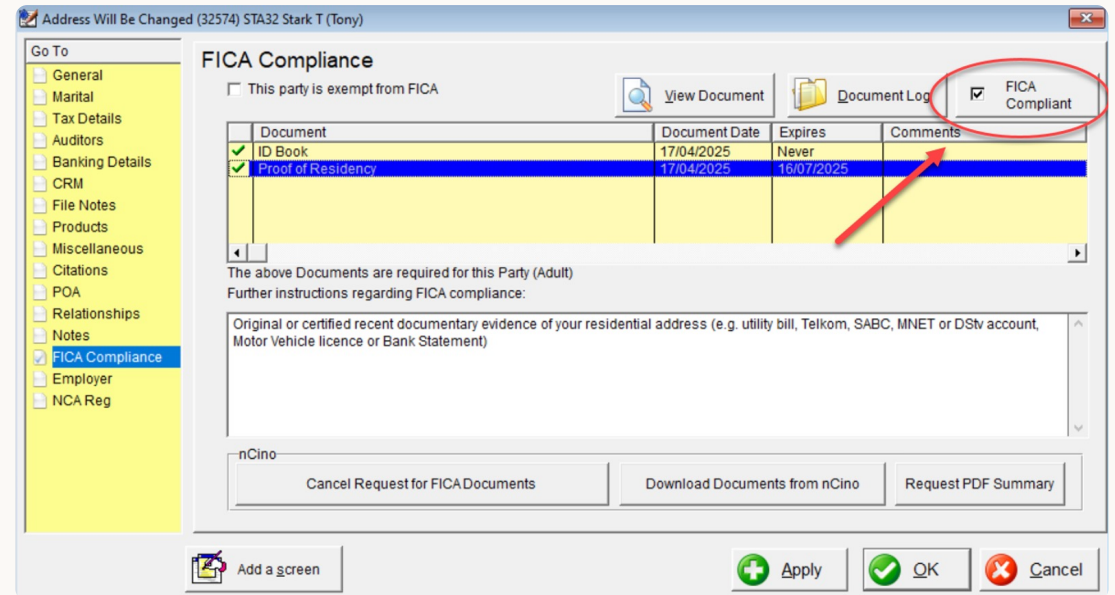


Downloading FICA Documents

To view the downloaded documents, click on the Document Log icon. Documents that have been downloaded from nCino KYC appear with a blue and white arrow next to them



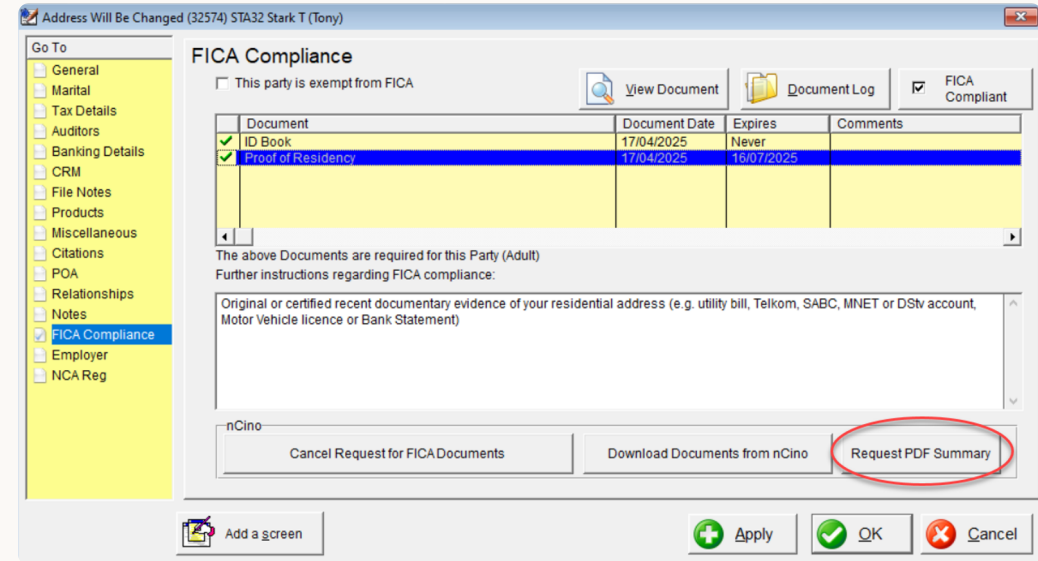
The party in LegalSuite is marked as FICA compliant if the FICA requirements setup for that entity have been met.



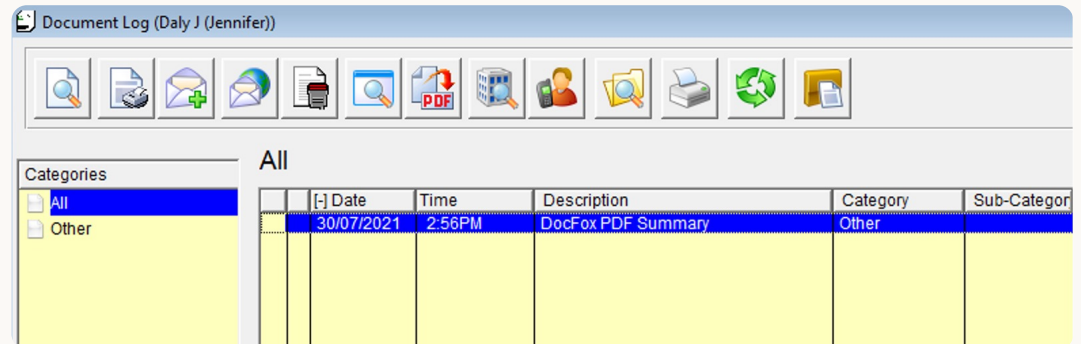
Requesting a PDF Summary

A PDF summary request can be sent through to nCino KYC by clicking on the Request PDF Summary button.

Once the request for the PDF Summary has been processed on nCino KYC's side, it will be available for download. To download the PDF summary, click on the Download Documents from nCino button. If it has been processed and is available to download, a message will appear advising you.



The PDF summary appears in the Document Log:



Contact Us



Email

kyc africa.sales@ncino.com

Visit

kyc africa.ncino.com

The logo for Legalsuite Software is a gold-colored, metallic-looking badge with a slightly distressed texture. The badge has a rectangular shape with rounded corners and small circular details on the left and right sides. The words "LEGALSUITE" and "SOFTWARE" are embossed on the badge in a bold, sans-serif font, with "LEGALSUITE" on the top line and "SOFTWARE" on the bottom line.

Email

info@legalsuite.co.za

Visit

legalsuite.co.za