

**ID – PAL (App for sending ID documents)**

**THE PROPERTY SERVICES (REGULATION) ACT 2011 (“The Act”) and CUSTOMER DUE DILIGENCE**

Dear Customer

Please note we use an app named “**ID – PAL**” to help with the fulfilling of our Customer Due Diligence requirements as required by the above regulations.

We will either send you a link via SMS to your phone or alternatively via email containing a letter explaining why we need this from you. After you download the app, it allows you to take a photo of your ID documents (Photo ID and Evidence of Address) which are then sent to us via a secure link. We can assure you all IDs submitted are secured and held by us in a confidential manner.

Please do not hesitate to contact any of our finance team should you have any queries or need any assistance in this regard.