

Overseas Client Process

What to expect when you win a client outside of the UK

Requesting paperwork

The overseas client process is similar to that of a UK client however we will require more information at the outset. To help speed up this process we ask that prior to requesting any paperwork you obtain a company share structure document and an incorporation document along with the usual paperwork request excel sheet.

Why do we need this?

All countries operate differently when it comes to accessing company information, unlike the UK companies house other countries do not provide free transparent information. This can make it extremely difficult to obtain the relevant information needed to complete the LOE and our KYC requirements.

By asking for this information prior to sending your paperwork request to us it will help to speed up the process of getting your paperwork sent out and signed by the client.

If we don't receive this information, it may cause delays in getting your paperwork sent on time as we will have to undergo our own research and may require contact with the client.

It is absolutely essential we have an understanding of the ownership within the business before sending your paperwork out, this falls under our legal obligation under AML Legislation.

Can I keep the client?

If The CFO Centre has no presence in the country where the client is based then the engagement can continue as normal, if The CFO Centre is located in that country then the client will need to be passed over to the relevant country leader.

It will be down to the country leader as to whether they choose to use the CFO you have put in front of the client or use a local CFO of their choice.

Communication is key during this process between the countries so that both sides are kept updated with what's going on.

Points to note:

Overseas clients will not be able to go onto Direct Debit, they will automatically be put onto Payment in Advance.

If a drivers license is provided as a form of ID for an overseas individual we will need to obtain a copy of both sides of the license – this is due to a system setting in SmartSearch which makes it a mandatory requirement in order for an effective match to be made.

Travel arrangements will need to be considered so that the client understands if this is included in the cost or an additional charge to the rates.

Process:

