

The tool is down. Verification is not.

Keep this beside the phone. Follow every step in order.

- 1

CHECK STATUS
Open status.vericode.com.au. Then follow every step below whenever Vericode is impaired, whether or not the status page confirms it.
- 2

CALL BACK SAFELY
Tell the caller you will call back. Hang up. Call the client on the number already held in your firm's records. Never use a number supplied in the current email or call.
- 3

RECORD IT
Complete the manual record on this card. Keep it with the matter file.
- 4

BACKFILL
When Vericode returns, enter the manual verification so the audit trail has no gap.

5. Never skip verification because Vericode is down.

Manual verification record

CLIENT / MATTER

STAFF MEMBER

DATE AND TIME

NUMBER CALLED (FROM FIRM RECORD)

OUTCOME / WHO ANSWERED

FOLLOW-UP NEEDED