



BondFICA

CAPABILITY BRIEF · COMMERCIAL MUST-HAVE

Firm-Assisted Onboarding Brief

Serve clients who cannot use the portal. Upload FICA documents on their behalf with declaration, attribution, and the same checklist-to-pack pipeline.

Version

1.0

Date

30 July 2026

Audience

Sales, partners & prospects

Demo

<https://bondfica.co.za>

FICA compliance for South African conveyancers and bond attorneys

Purpose

Many clients cannot or will not use a self-service portal. BondFICA lets firm staff collect and upload FICA documents on the client's behalf — while keeping a clear, auditable record of who obtained and uploaded what.

METHOD

Self-service or firm-assisted

Each party has an onboarding method. Switch to Firm-assisted when the client attends your offices.

UPLOAD

Upload on behalf of client

Select document type, attach the file, accept the declaration, and optionally note that originals were sighted.

BADGE

Clear attribution

Firm uploads show an "Uploaded by firm" badge in the UI and are labelled in the audit pack.

SAME PIPELINE

Checklist → KYC → risk

Firm-uploaded documents count toward completeness and feed the same verification and Risk Engine path.

Declaration (required)

"I confirm that these documents were obtained from the client and are true copies of the originals / information provided by the client."

What gets recorded

- Upload source: **CLIENT** or **FIRM**
- On behalf of client flag
- Uploading user and timestamp
- Declaration acceptance user and timestamp
- Optional internal note
- Immutable audit log entry

Demo story

Walk-in purchaser, no laptop

1. Add party as **Firm-assisted**
2. Complete the questionnaire on the matter screen (stored as firm-entered)
3. Upload SA ID and proof of residence with the declaration
4. Approve documents, run VerifyNow, review risk
5. Generate the pack — each file shows “Firm on behalf of client”

Commercial importance

This capability is a must-have for real conveyancing practice in South Africa. It keeps assisted collection inside BondFICA instead of parallel email, WhatsApp or paper processes — without weakening the audit trail.

See it live

Explore the product at <https://bondfica.co.za> · Demo firm: attorney@capetown.test