

Frequently Asked Questions

Subscriptions

1. How can I view my user group's entities of interest?

To view your entities of interest navigate to the 'Entities' page and select 'Your Subscriptions'.

The 'Your subscriptions' facet allows you to view all the Avox records (entities) your user group is subscribed to. These include Avox Records that Avox has linked to your client record(s) and Avox Records that have been subscribed to through AvoxData.

Entity Search

2. How can I conduct a Keyword search against my entities of interest?

This is achieved by conducting a keyword search and then filtering the search results by selecting 'Your Subscriptions' from the Search Facets.

If 'Your Subscriptions' is not displayed after conducting a keyword search this means that none of your entities of interest contain the keyword(s) you entered.

3. Why is there a legal entity in my search results that does not include the search term I entered?

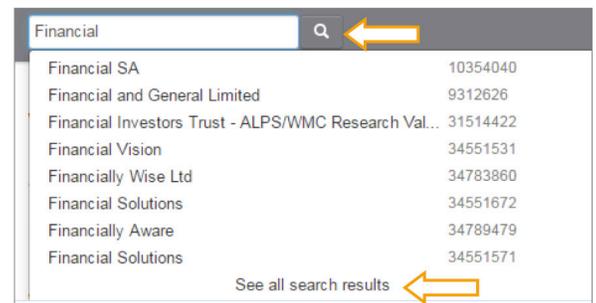
The search term is queried against the legal name, previous name and trades as name of each Avox record. The search term entered may exist within a previous name or trades as name.

The Previous name and Trades as name can be viewed in the search results table by selecting 'More'.

4. The lookahead pop-up displays multiple entities of the same name or does not list the entity I am interested in.

Please enter the first 2-3 words of the entity name. If the entity of interest is either not displayed or there are multiple instances of the name please click on the magnifying glass to be directed to the search results page.

Selecting 'See all search results' from the bottom of the lookahead pop-up will also direct you to the search results page.



Search Facets

5. Why does my entity of interest have a Change Type of 'Legal Name' when no previous name is held against the Avox ID?

If a previous name is not held against the Avox ID this means that the legal name has been translated or re-formatted.

6. Does Avox return Legal Entity Identifiers (LEI) from other Local Operating Units (LOU) other than the Global Markets Entity Identifier (GMEI) Utility?

Yes, Avox has a dedicated LEI mapping team who will return LEI data from all LOUs. This is done as an ongoing process to ensure that the LEI data is up to date. Subscribing to a record will also show the ROC Status for the LOU that has issued the LEI for that entity.

7. How can I identify entities with LEIs?

To identify an entity with an LEI select 'lei Assigned' from the Category search facets.

8. What does an Entity Type of unverified indicate?

An Entity Type of unverified indicates that definitive ownership information is not disclosed on publically available authoritative sources.

9. What does it mean if the Country of Incorporation is unverified?

The Country of Incorporation can be published as unverified for one of several reasons.

- A Country of Incorporation is not applicable for the type of legal entity. This applies to un-incorporated entities such as the Government of the United Kingdom
- An online business register does not exist in the jurisdiction in which the entity is incorporated
- An online business register is available for the relevant jurisdiction and is subject to a usage fee

Export to PDF

10. How can I view the PDF in a new browser window or tab?

When selecting the 'Export to PDF' function please use the middle-button of the mouse or right-click and select 'Open in New Tab'.

Tickets

11. How can I view the status of a Challenge or Request Reverification which I have raised?

To view a list of all the challenges or requests that you have raised navigate to the 'Tickets' page. A status is displayed for each ticket. You can also click on the Ticket ID to view the details held against the ticket.

12. When will I be able to view the Avox Record which was created as a result of a Request an Entity submission?

The Ticket status will be updated when the Avox Record has been created. The Avox Record will be published on AvoxData the next business day.

13. When will I be able to view the amendments that have been committed to an Avox Record as a result of a valid Challenge?

The Ticket status will be updated when the Challenge has been investigated. If the Challenge is valid then the amendment to the Avox Record will be published on AvoxData the next business day.

Accounts

14. I have not received the email invitation which was initiated by the administrator for the user group.

The invitation may have been automatically transferred to your Junk folder. The senders address will be avoxdata.noreply@avox.info. If you are unable to locate the email please contact the administrator of your user group.

Privacy Statement

15. Where can I find information about how Avox ("VEDaaS") will use my data?

All information received from or about you from your use of AvoxData will be used by Avox ("VEDaaS") in accordance with the Thomson Reuters Privacy Statement.

You can read the Thomson Reuters Privacy Statement and find contact details for our Data Protection Officer at thomsonreuters.com/en/privacy-statement.html

Contacts

If you have any additional questions about the AvoxData service or have encountered a potential defect please send an email to the relevant address provided below:

Technical and Usability Support avoxdata.support@avox.info

Sales Enquiry sales@avox.info

Visit risk.thomsonreuters.com/en/products/org-id-kyc-compliance.html

