

Resolving Duplicate People

Annual Returns have now been replaced by Confirmation Statements. In the days of Annual Returns, different levels of information had to be sent in for each individual involved in a company depending on their status e.g. if you were a Director of a company you had to inform Companies House of your full name including middle names, whereas if you were a company secretary you had to give your first and last name and if you were a shareholder you just had to give your first initial and your surname.

This has convoluted records at Companies House due to the fact that if a person's name is not exactly the same they will assume it is a completely different person. For example if you have an individual named Brett Rupert Sinclair, who is a director at one company his full name will have to be documented but if Brett also has shares in another company his name would be documented as B Sinclair. Creating two different people where there is only one.

As our software downloads companies information directly from Companies House, these duplicate entries can find their way into our system. This can create problems when dealing with information e.g. if the wrong Brett Sinclair is selected you may transfer shares he doesn't seem to have for that version of himself.

Process for Resolving Duplicate People

- There are two ways to get to the Resolve Duplicate Page:
- Go to the top bar, **Select All > People > People for Live Companies** and there you can click in a link by the name (resolve)

OR

- **Person > Resolve duplicate person** (please read the information first)
- You will then be presented with a table with every person from every company.
- If you begin to scroll you may notice that some people have been highlighted in **Green** or **Red**
- If an individual is highlighted in **Green** it means that the software is positive that this is a possible duplicate person.
- If someone is highlighted in **Red**, the software is positive that this is a duplicated person.
- If a person is highlighted **Green** you will notice that the software will tell you why it thinks it's a duplicate person underneath the name e.g. "first and last name are the same"
- Select one of the duplicates as the **Master** (this is the version with the most information e.g. shareholdings, connected companies etc.)
- It is important to check if there are any details (middle names, email, residential address) from the **Secondary** profile (the one that you have not selected as **Master**) that are not in the **Master** profile, as these will have to be re-entered after you resolve the

duplication. It is important to remember the main purpose of resolving duplicate people is not to combine their details but to combine the information e.g shares, the companies they are connected to, their dividends and so on.)

- After the **Master** is selected next, select the **Secondary** profile from the list of people. You will notice that the version that you selected as **Master** has the word **Master** next to it.
- Click **Resolve**