

Hello [Customer],

Symantec is unable to verify the order details you have provided in our currently available public resources. To continue processing your code signing certificate for [Organization], Symantec needs to receive a Professional Opinion Letter from your legal counsel or an independent professional accountant.

Organization: [Organization Name]

Order number: [Order Number]

The opinion letter template and instructions are provided for your convenience below the dotted line. Please have your legal counsel or an independent professional accountant submit the letter to Symantec.

#### HOW TO SUBMIT DOCUMENTATION

Please e-mail the completed POL to the following address: [partnersupport@symantec.com](mailto:partnersupport@symantec.com)

Once the opinion letter is received, Symantec will contact the regulatory agency that issued your legal counsel or independent professional accountant's license to verify their professional standing. Using the contact information they have on record, Symantec will then contact them to confirm the accuracy of the opinion.

Your prompt attention to this matter is greatly appreciated!

Thank you,  
Customer Support

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#### Americas:

Telephone: 1-877-438-8776 or 1-520-477-3102

E-mail: [auth\\_support@symantec.com](mailto:auth_support@symantec.com)

Chat: [go.symantec.com/login](https://go.symantec.com/login)

#### Australia and Asia Pacific:

Telephone: +61 3 9674 5500

E-mail: [auth\\_support\\_apac@symantec.com](mailto:auth_support_apac@symantec.com)

Chat: [go.symantec.com/login-au](https://go.symantec.com/login-au)

#### Europe, Middle East, and Africa:

Telephone: +353 1 793 9053

E-mail: [emea\\_auth\\_support@symantec.com](mailto:emea_auth_support@symantec.com)

Chat: [go.symantec.com/login-ch](https://go.symantec.com/login-ch)

#### Symantec Global Contact Details:

<https://knowledge.symantec.com/support/ssl-certificates-support/index?page=content&id=SO16193>

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Dear Legal/Accounting Practitioner, or Government Official,

You have been asked by your client to provide a legal opinion to aid them in obtaining a Publicly-Trusted Symantec Code Signing Digital Certificate. The Publicly-Trusted Code Signing Certificate standard is intended to provide an improved level of authentication of entities that request digital certificates for securing transactions on their Web sites. A new vetting format, which all issuing Certification Authorities (CAs) must comply with, ensures a uniform standard for certificate issuance. This means that all CAs must adhere to the same high security standards when processing certificate requests.

Because of the heightened assurance level of this product, Symantec must take added steps, as detailed in the current version of the industry standard CA/Browser Forum Publicly-Trusted Code Signing and SSL Certificate guidelines: [http://www.cabforum.org/Baseline\\_Requirements\\_V1.pdf](http://www.cabforum.org/Baseline_Requirements_V1.pdf)

The legal opinion can be used to verify any or all of the following items:

- State/Province, Locality, and Address of the place of business
- Organization Name and/or Organizational Unit of client
- Telephone number at place of business
- The name, title, authority, agency, and contact information of organizational contact

The information above must be verified by yourself. The Guidelines allow lawyers/accountants/government officials to include customary limitations and disclaimers for opinion letters in their jurisdiction, "provided that the scope of the disclaimed responsibility is not so great as to eliminate any substantial risk (financial, professional, and/or reputational) to you should the legal opinion prove to be erroneous." An example of such disclaimer language that Symantec could not accept, other than for the authorization of the Organizational Contact is, "We have assumed the accuracy of the oral or written statements and other information of public officials, and officers and representatives of our Client, without having made independent investigation of factual matters". Any such disclaimers of investigation and/or your knowledge of facts could nullify the opinion. Once the Professional Opinion Letter for Code Signing is submitted, Symantec will contact the regulatory agency that issued your license to verify your professional standing.

#### HOW TO SUBMIT DOCUMENTATION

Please e-mail the completed POL to the following address: [partnersupport@symantec.com](mailto:partnersupport@symantec.com)

Should you have any questions, contact Symantec Customer Support using the contact information in the email signature.

Thank you,  
Customer Support

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Americas:  
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Europe, Middle East, and Africa:

Telephone: +353 1 793 9053

E-mail: [emea\\_auth\\_support@symantec.com](mailto:emea_auth_support@symantec.com)

Chat: [go.symantec.com/login-ch](http://go.symantec.com/login-ch)

Symantec Global Contact Details:

<https://knowledge.symantec.com/support/ssl-certificates-support/index?page=content&id=SO16193>

-----PLEASE PRINT PROFESSIONAL OPINION LETTER FOR CODE SIGNING BELOW -----

Professional Opinion Letter for Code Signing

To: Symantec Corporation

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Instructions for completion of Opinion

1. This opinion may be completed by either:

(a) Applicant's legal counsel (or an in-house legal counsel employed by the Applicant), who must be properly registered with the appropriate authorizing agency in the country of the Applicant's Jurisdiction of Incorporation or any jurisdiction where the Applicant maintains an office or physical facility.

(b) An independent professional accountant retained by and representing the Applicant (or an in-house professional accountant employed by the Applicant), who is a certified public accountant, chartered accountant, or equivalent licensed by a full member of the International Federation of Accountants (IFAC) to practice accounting in the country of the Applicant's Jurisdiction of Incorporation or any jurisdiction where the Applicant maintains an office or physical facility.

(c) A Public Officer or Employee of the Government appointed or employed with a Government department in the jurisdiction of certificate enrollment.

2. If you are unable to attest to any fact below, you may indicate so by striking a line through the relevant section.

3. Symantec will contact you to verify your legal opinion.

----- BEGIN PROFESSIONAL OPINION LETTER FOR CODE SIGNING -----

Re: Code Signing Certificate Order Number: [Insert Order Number]

Client: [Exact Organization Name of Client] Organizational Contact: [Exact name of Organizational Contact]

To Symantec Corporation:

I represent the Organization ('Client') that has submitted the Code Signing certificate order ('Code Signing Certificate Order Number') referenced above. I have been asked by my Client to present you with my opinion as stated in this letter. My opinion below is based on my familiarity with the relevant facts and the exercise of my professional judgment and expertise.

[Optional: Insert customary preliminary matters for opinion letters in your jurisdiction.]

On this basis, I hereby offer the following opinion:

1. [name of Organizational Contact] is employed by my client as \_\_\_\_\_ [enter client job title], with an email address of \_\_\_\_\_ [enter client email address], and has the necessary authority to act on behalf of my Client to:

(a) Provide the information about my Client's organization that is required for issuance of the Code Signing Certificates as referenced above

(b) Request one or more Code Signing Certificates and to designate other persons to request Code Signing Certificates

(c) Agree to the relevant contractual obligations contained in the Symantec Code Signing Certificate Subscriber Agreement. A copy of the agreement is available at <https://www.symantec.com/content/en/us/about/media/repository/code-signing-subscriber-agreement.pdf>

2. My client has a physical presence and its principal place of business at the following location:

Address : \_\_\_\_\_

City : \_\_\_\_\_

State : \_\_\_\_\_

ZIP/Postal Code : \_\_\_\_\_

Telephone [Area Code] \_\_\_\_\_ [Number] \_\_\_\_\_

3. Client conducts business under the organization name(s) \_\_\_\_\_. The business name(s) is active and registered with \_\_\_\_\_ [registration agency where organization name is filed].

[Optional: Insert customary limitations and disclaimers for opinion letters in your jurisdiction.]

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

License Number: \_\_\_\_\_

Professional Capacity (check one): ( ) Lawyer ( ) Accountant ( ) Government Official

Contact information for the authorizing agency where Symantec may verify your authority to practice(e.g. a bar association or a board of accountancy):

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[1] This must be the Client's exact corporate name, as registered with the relevant Incorporating Agency in the Client's Jurisdiction of Incorporation. This is the name that will be included in the Code Signing Certificate.

----- END PROFESSIONAL OPINION LETTER FOR CODE SIGNING -----