

How to Get Verified via the Know Your Customer Web Portal



Know Your Customer

Step 1: Look out for an email notification



The process starts when you receive an email with important information and links to access the Know Your Customer web portal.

Step 2: Proceed to the portal

You can access the portal by clicking the "Continue" button in the email notification.

To enter the portal, you can also click on the link included in the email. Before doing so, make sure to copy the Access code you have been provided. When you click on the link you will be navigated to the upload portal and requested to enter your unique Access code as received in your email.



Step 3: Accept the Terms & Conditions

Upon entering the upload portal, you will be required to confirm the information you submit is complete and accurate and accept the Know Your Customer Terms and Conditions. Please not that you cannot proceed until both terms are agreed.Upon acceptance, you can then begin the process of uploading a Selfie, Photo ID and Proof of Address document.



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Step 4: Take & Upload a Selfie

You will first be prompted to take a selfie.

Prote Prote Protect programmed informative Property programmed informative Property provide models Property provide models Property provide models	None Place your face in the centre of the shape and take a selfle
Photo ID Submit your ID hare Proof of Address Let us know where you reside	
Additional Information Application Dased questions Uptoad Detail	
	Take Photo

Once you have taken a selfie and are happy with this image, click on "I'm Happy" to proceed to the next step.

Take Again I'm Happy	Take Again	I'm Нарру
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Step 5: Upload a photo of your ID

You will then be prompted to upload a photo ID document. Choose one of the 3 pre-defined options and upload the chosen document. Upon successful upload, you will see a purple tick mark within the Photo ID tab and be navigated to the final step.

Know Your Customer				⊕ →
		Profile		
		Provide your personal information	Attach one of the following	
	۲	Location Pinpoint your home location	Possport Photo/Information page	
	۲	Selfie Lets us compare your face and ID	Driver's License Photo/entormation side	
		Photo ID Submit your ID here	Identity Card Photo/entormation side	
	ń	Proof of Address Let us know where you reside		
	2	Additional Information Application based questions		

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When completing this step, please make sure:

- The uploaded photo depicts an official ID document, including both the picture and the text.
- The image is in one of the following file formats: BMP, JPG, GIF, TIF and PDF.
- The image file is between the size of 50KB and 10MB.
- The image resolution is at least 640x480 px.
- The photo is in focus and clear.
- All written information is legible and your photo is visible.
- Glare on the document is minimised.
- The document is valid and not expired.



Step 6: Upload a utility bill

To upload a proof of address, click on one of the pre-defined options as per below and upload your chosen document.

Know Your	-				-	-	•	-0
							-	
	0	Profile Provide your personal information		Attach one of the following				
	۰	Location Pingoint your hame location	Bank statement Dated within 2 months					
	۰	Selfie Lets us compare your face and ID	Utility bill Dated within 2 months		0			
	۰	Photo ID Submit your ID here						
	•	Proof of Address Let us know where you reside						
	P .	Additional Information Application based questions						

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Step 7: Uploading all documents to be reviewed.

Once all requested items have been provided, the button Upload Details will become visible: click on this to upload all documents to be reviewed.

Know Your Customer			⊕ →]
	Frafile Provide your personal information	Attach one of the following	
	Location Pripoint your home location	Bonk statement Dated within 2 months	
	 Selfie Lets us compare your face and ID 	Utity bill Dosed within 2 months	
	Photo ID Submit your ID here		
	Proof of Address Let us know where you reside		
	Upload Details		

Step 8: Process Completion



You will then be alerted that the documents are being uploaded to be reviewed.



Upon successful upload, the process is completed and you can now leave the upload portal.

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