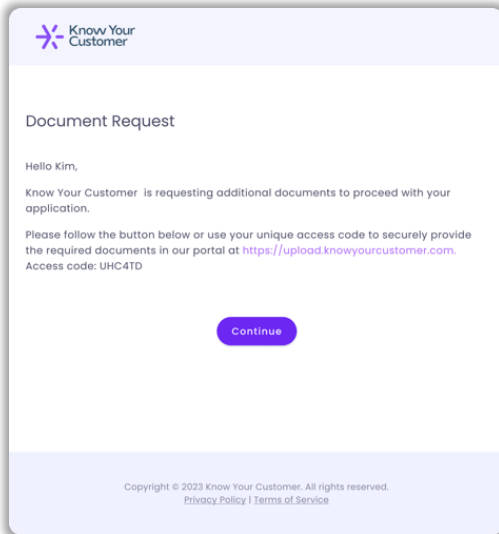




How to Get Verified via the Know Your Customer Web Portal



Step 1: Look out for an email notification

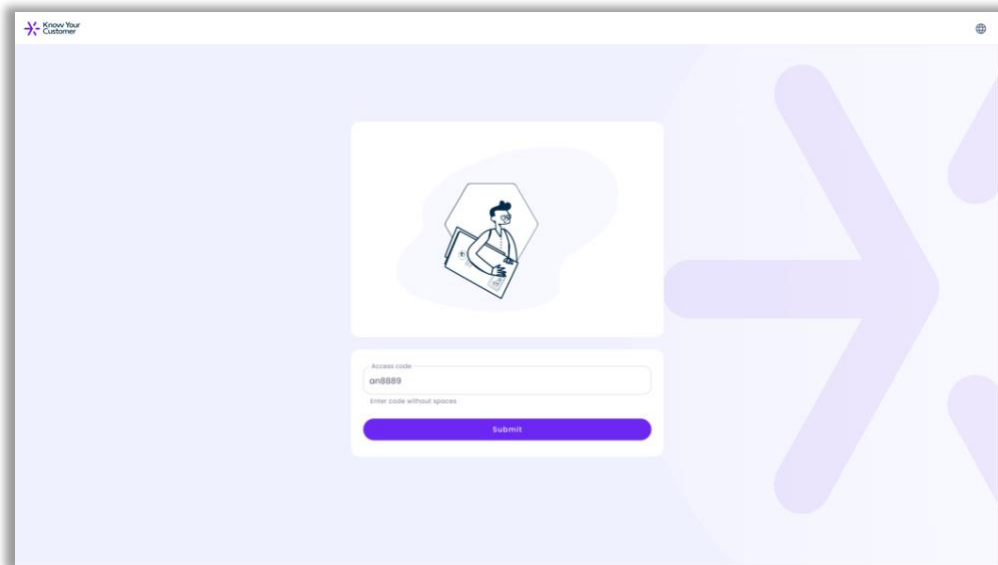


The process starts when you receive an email with important information and links to access the Know Your Customer web portal.

Step 2: Proceed to the portal

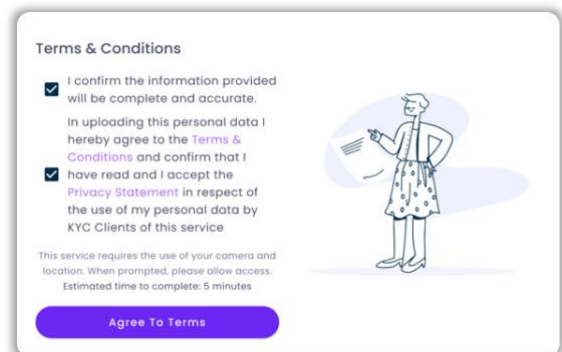
You can access the portal by clicking the “Continue” button in the email notification.

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.



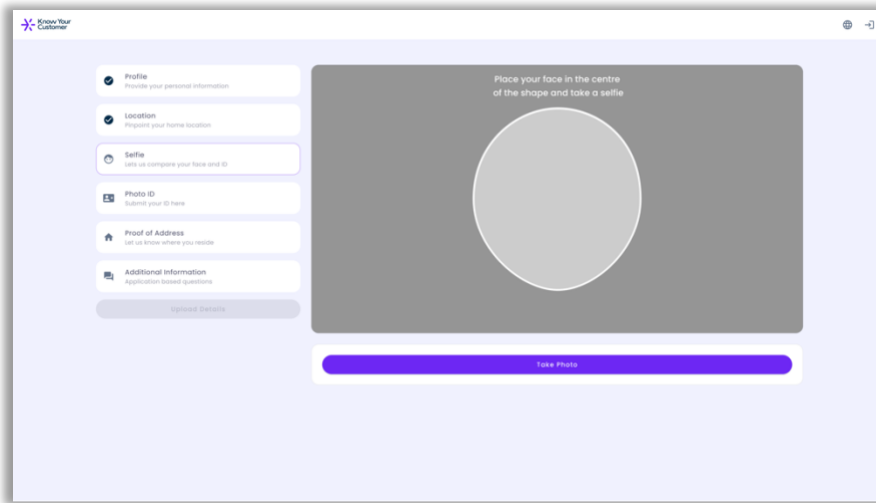
Step 3: Accept the Terms & Conditions

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 note 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.



Step 4: Take & Upload a Selfie

You will first be prompted to take a selfie.

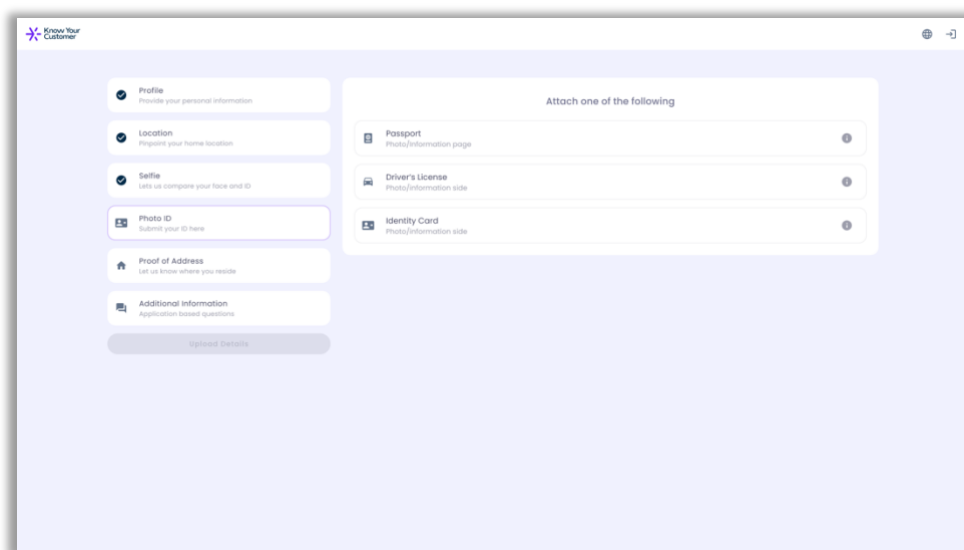


Once you have taken a selfie and are happy with this image, click on “I’m Happy” to proceed to the next step.



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.



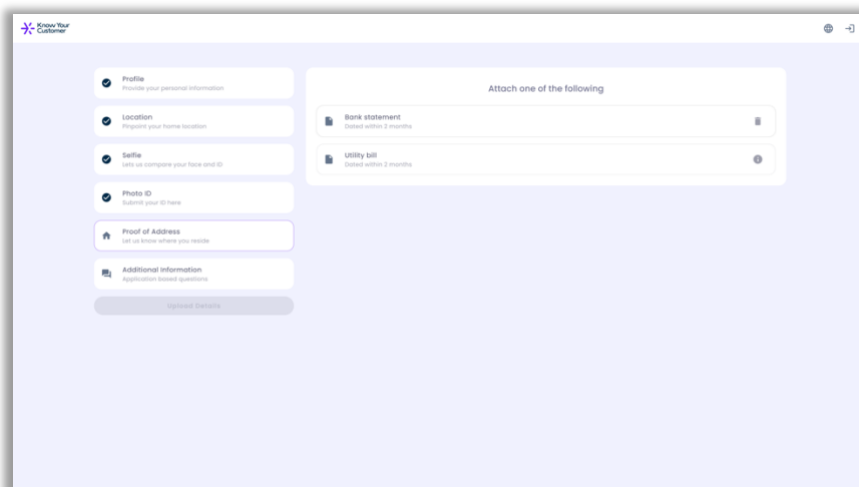
When completing this step, please make sure:

- 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.



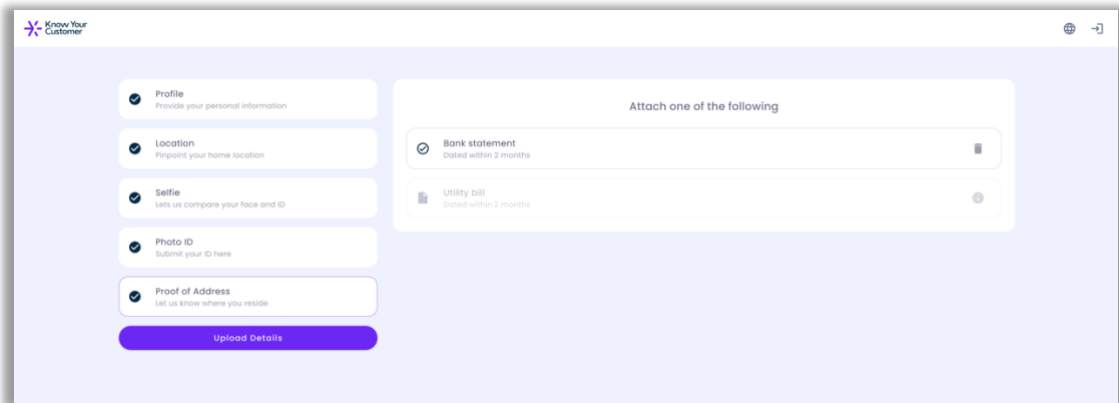
Step 6: Upload a utility bill

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

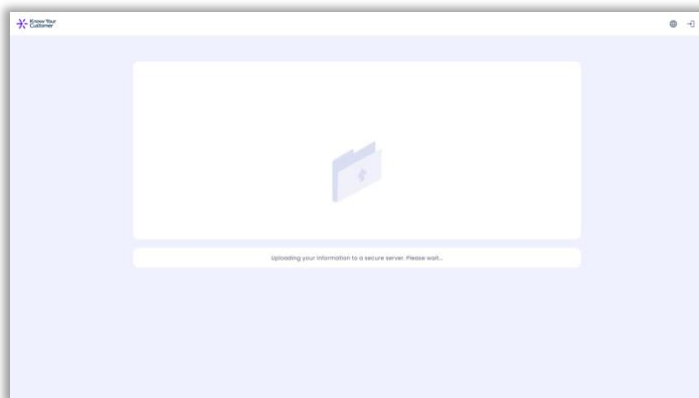


Step 7: Uploading all documents to be reviewed.

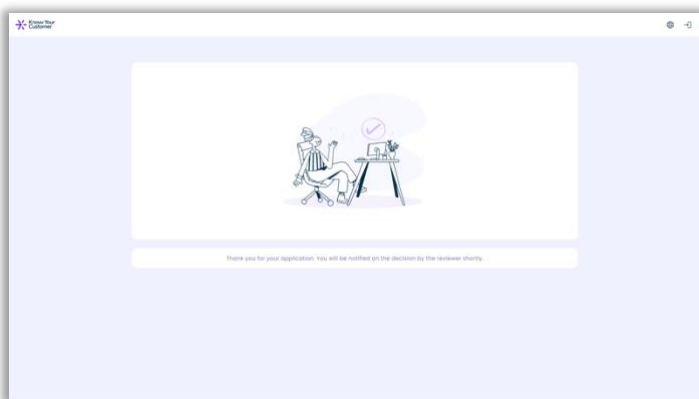
Once all requested items have been provided, the button Upload Details will become visible: click on this to upload all documents to be reviewed.



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.