

CLIENT GUIDE

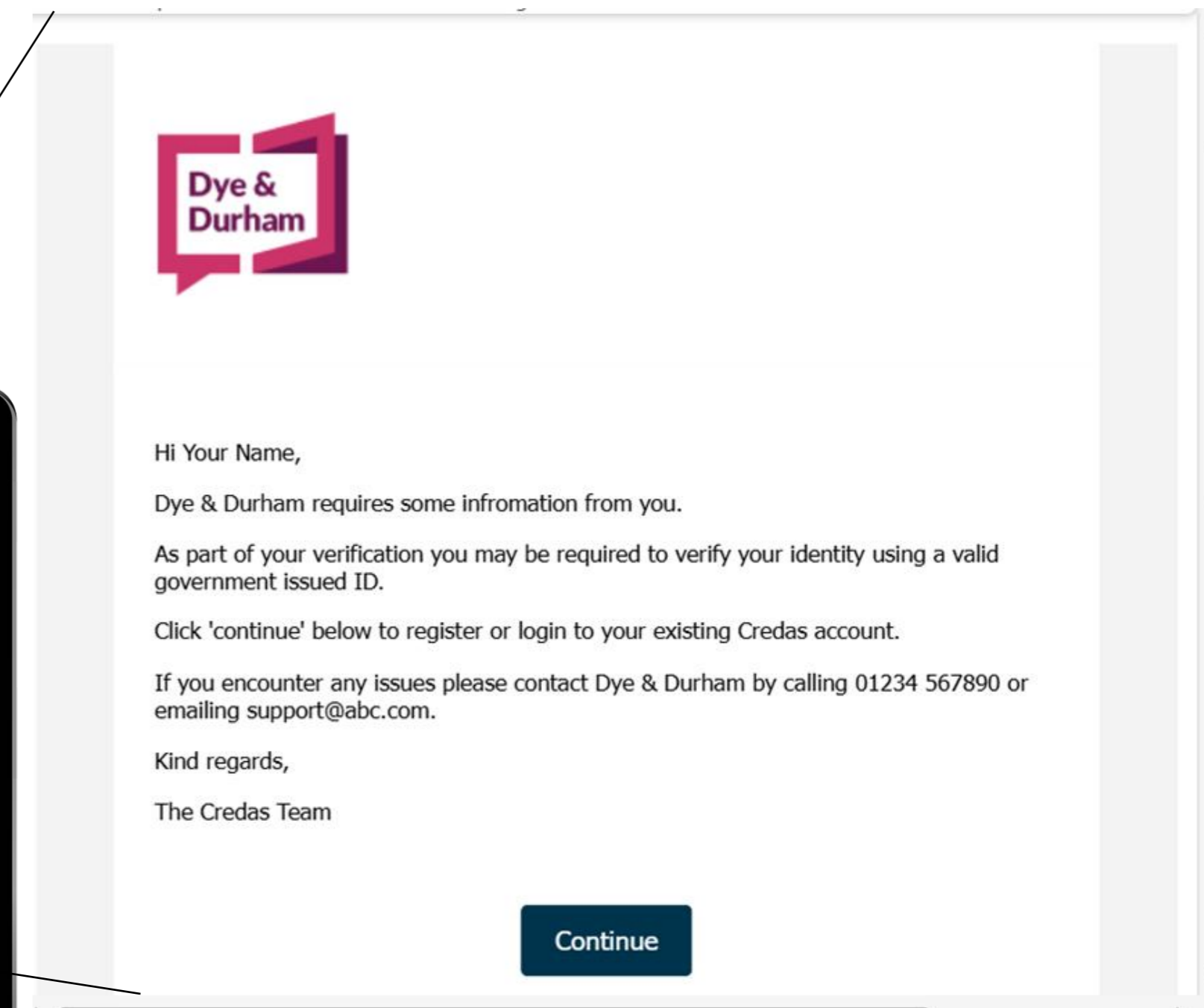
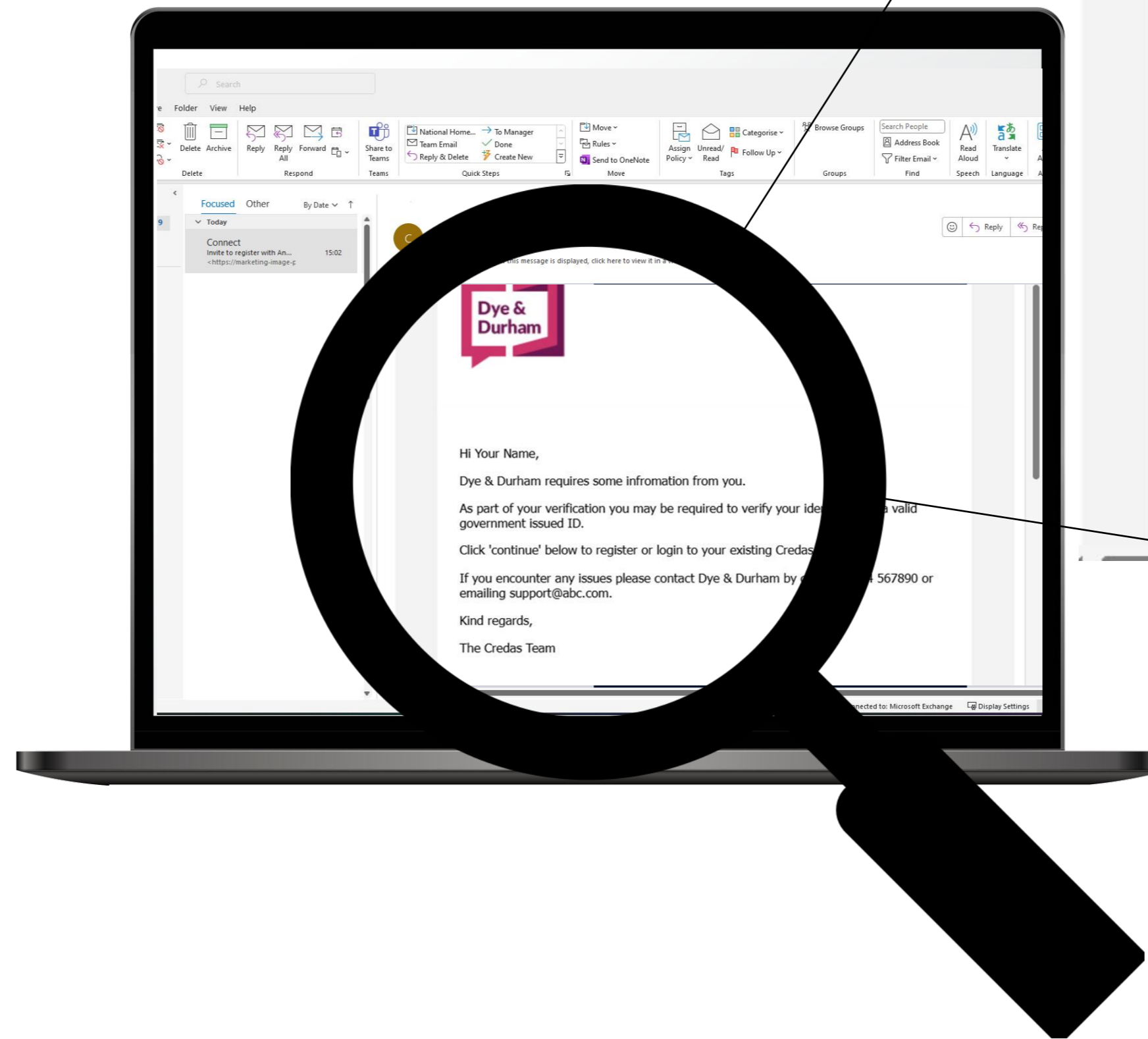
How to complete your onboarding checks with us

This guide helps you through the below:

- Logging in to complete your checks
- KYC/AML Identity Check
- FAQs/Support

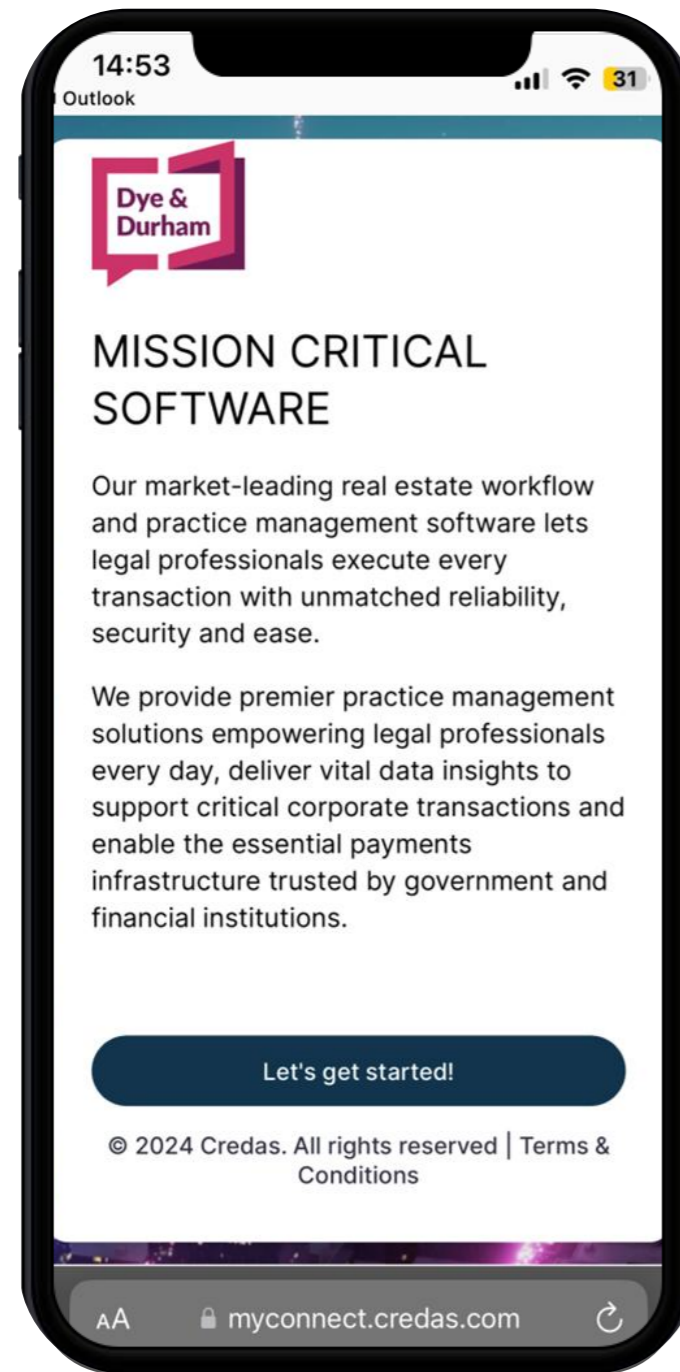


Logging In

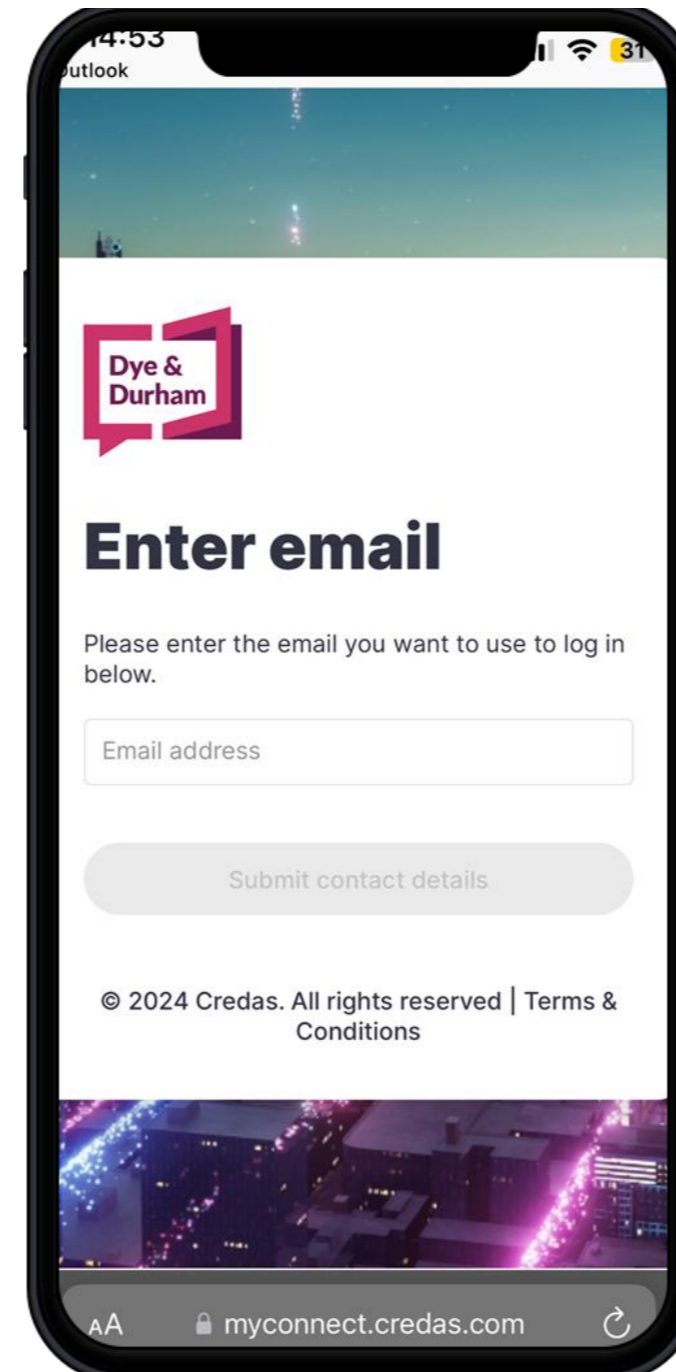


1. You will receive a SMS and/or email asking you to complete your check with us. Click the 'Continue' button to start your check with us or follow the link.

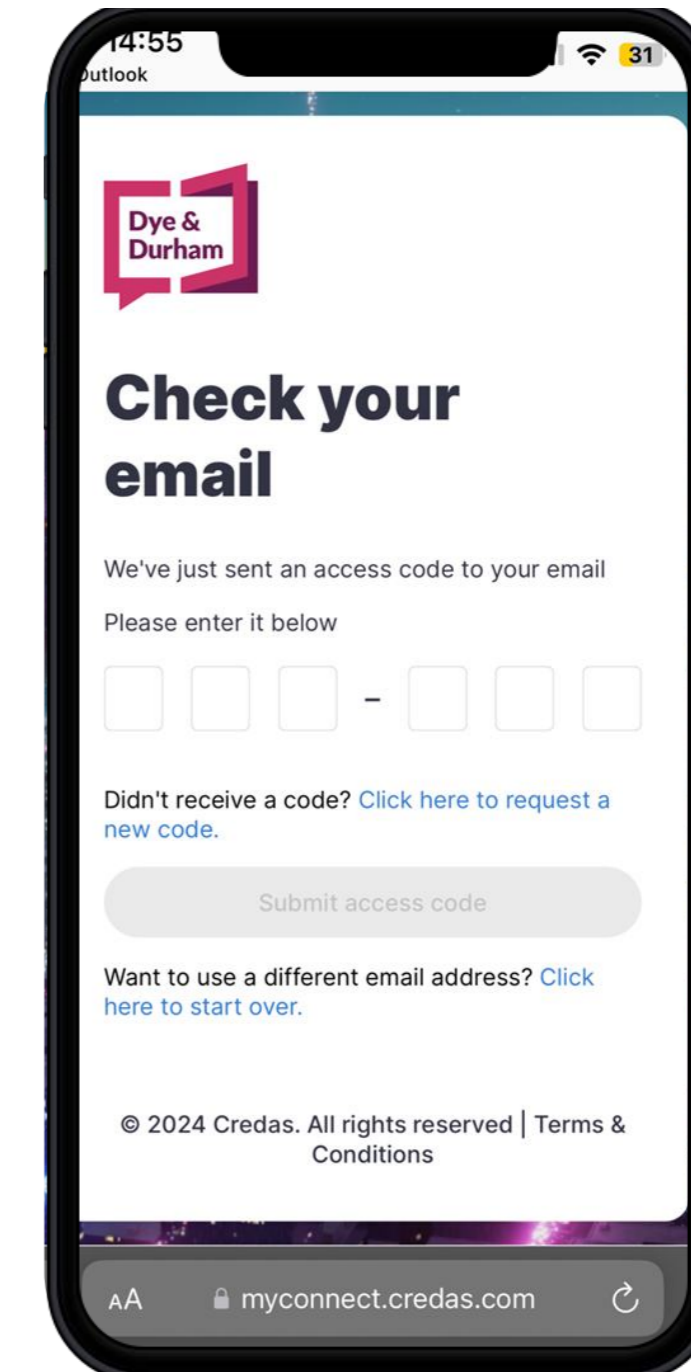
Logging In



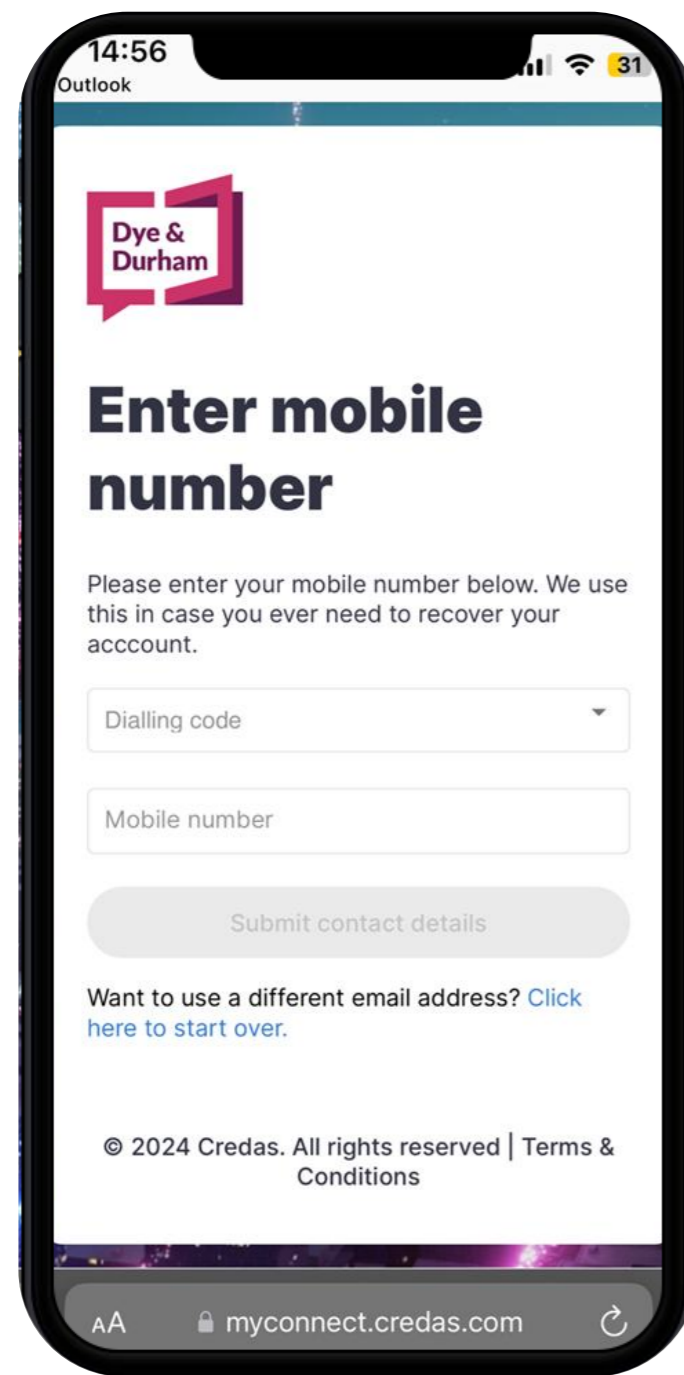
2. Click 'Let's get started'.



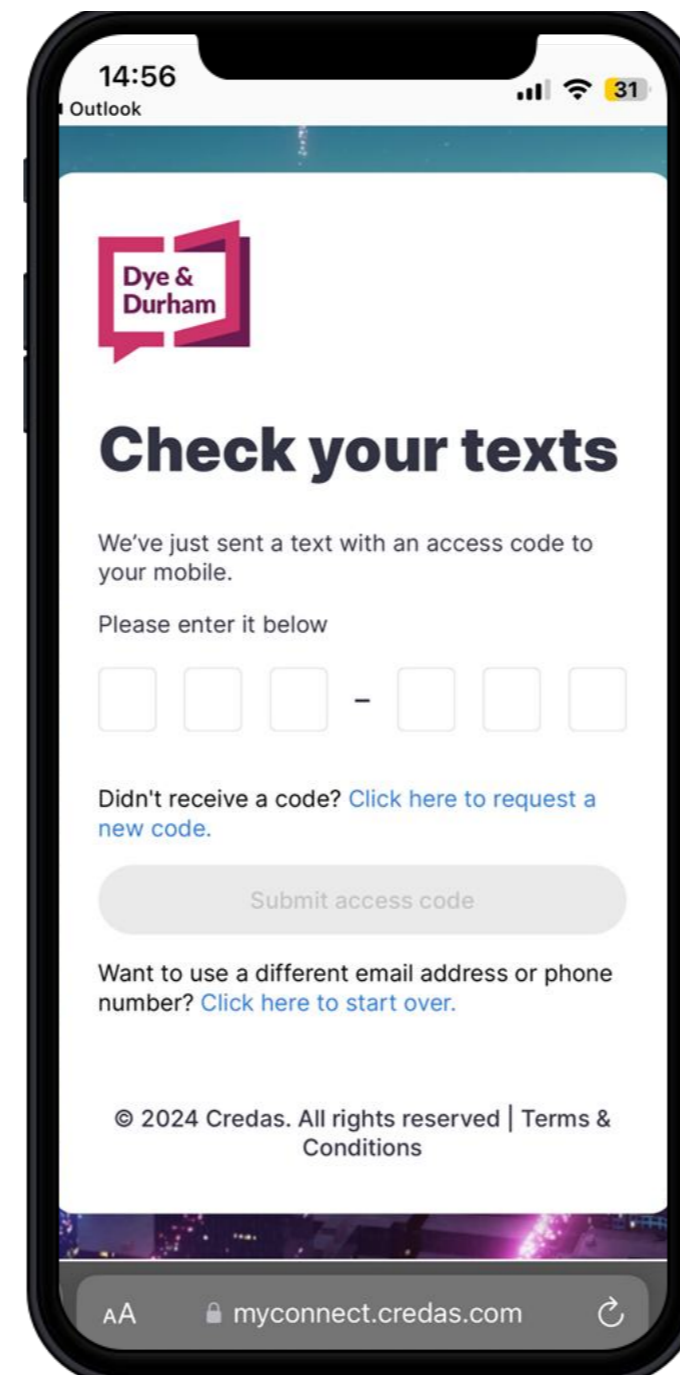
3. After entering your email, you will then receive a code sent to your email address.



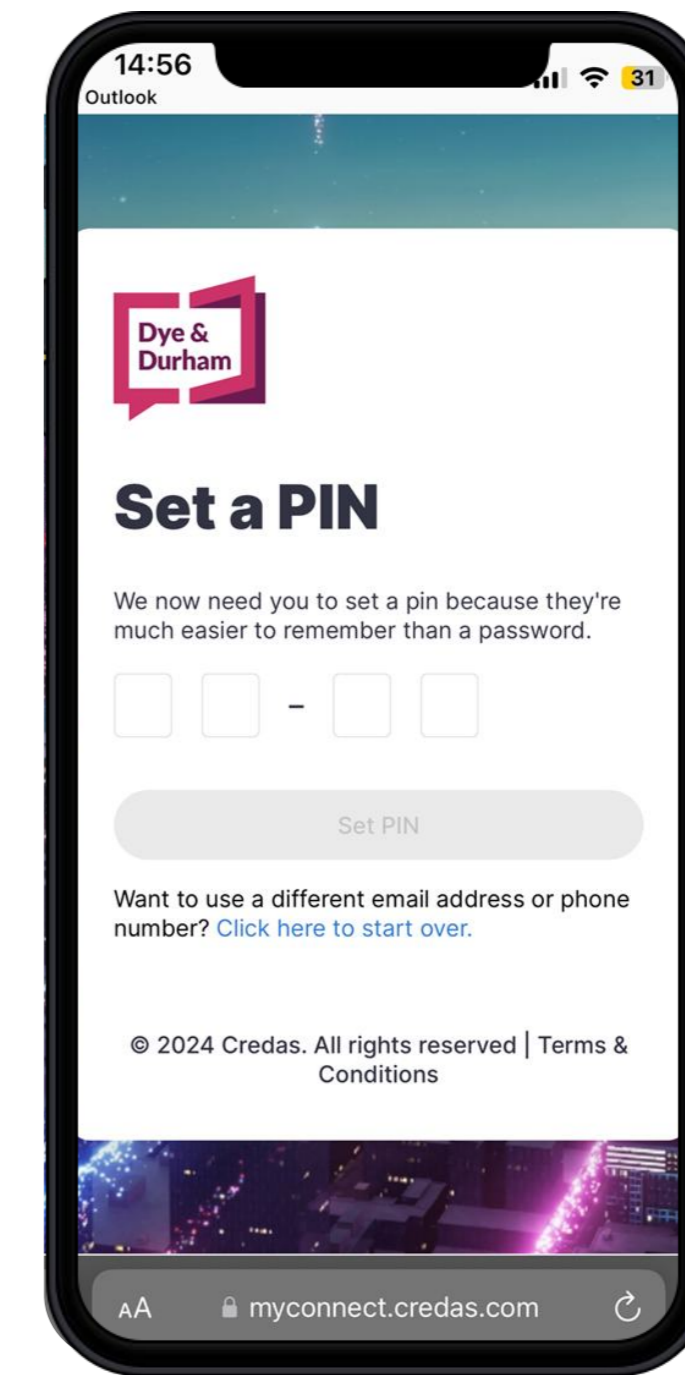
4. Input the code you received via email.



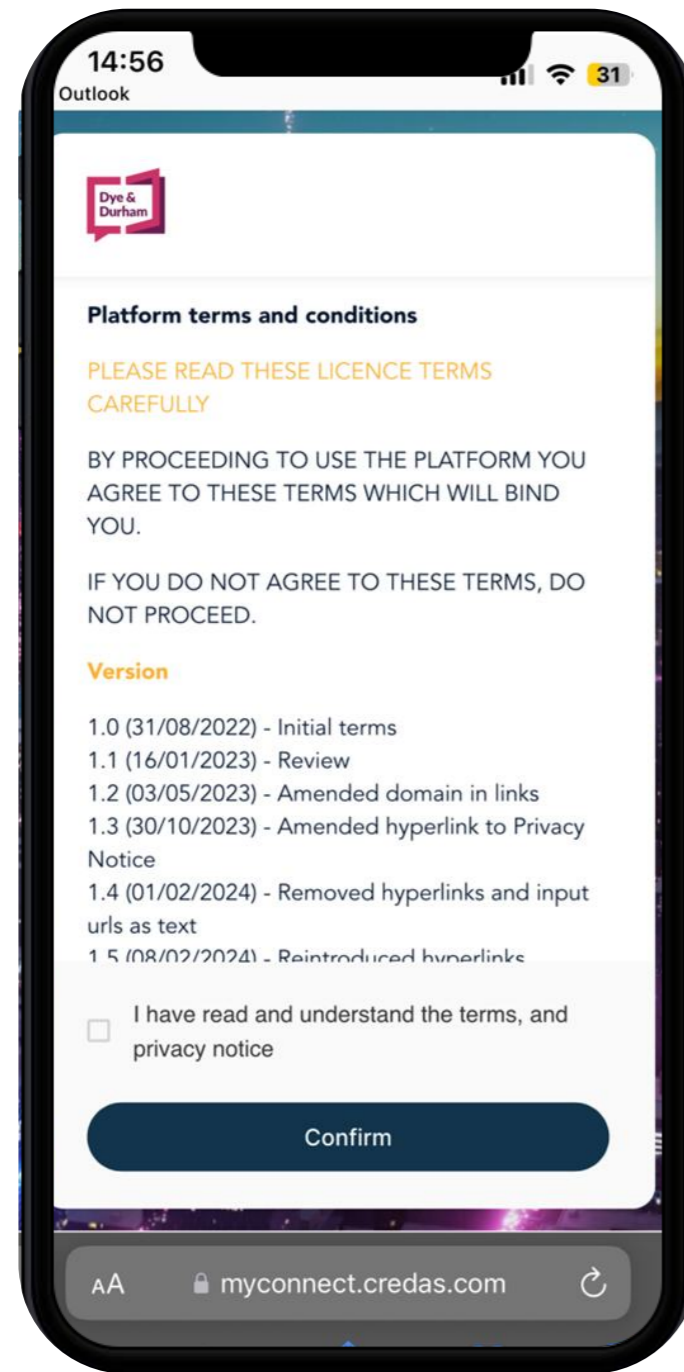
3. After entering your mobile number, you will then receive a code sent to your mobile phone.



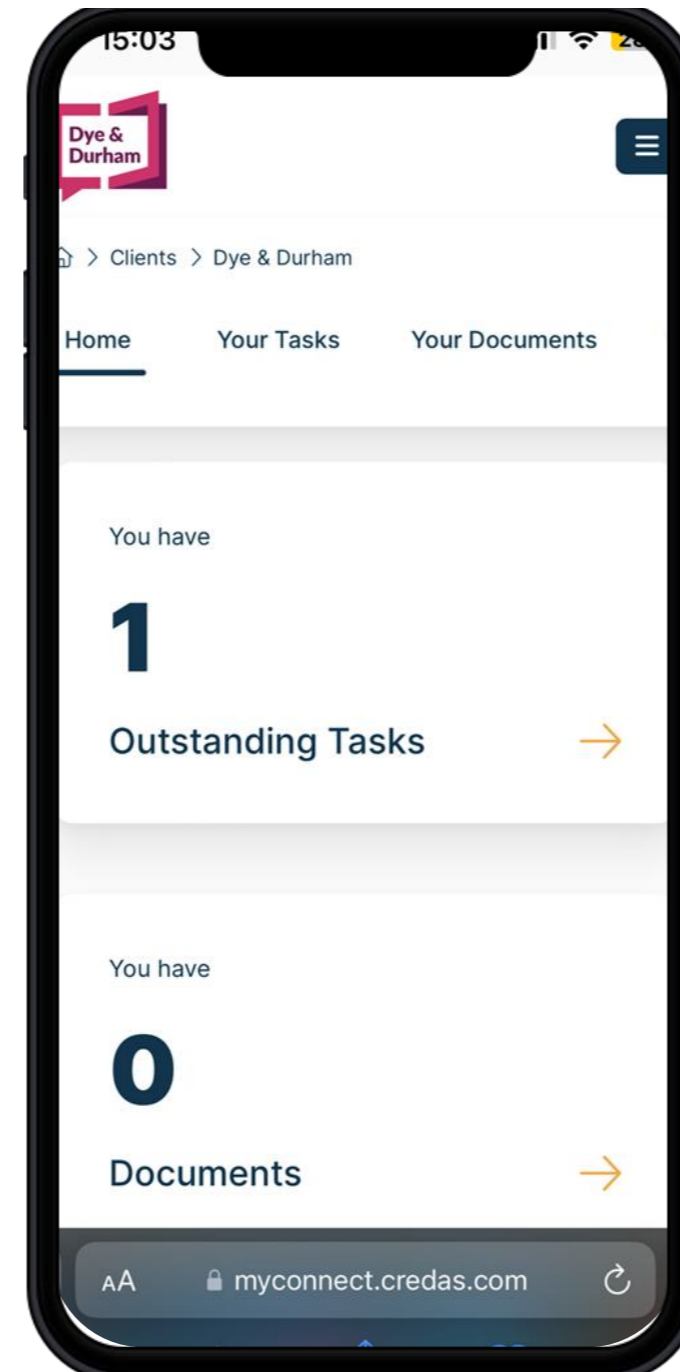
6. Input the code you received via SMS.



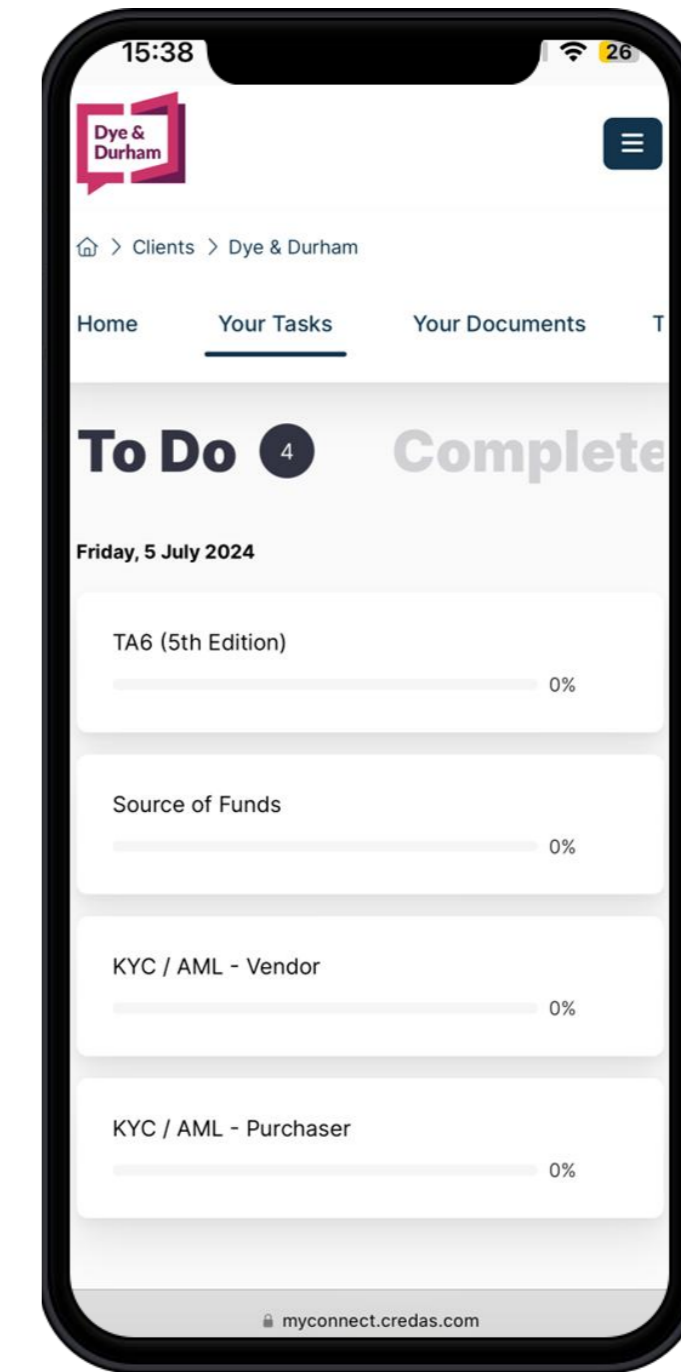
7. Set yourself a pin. This will need to be memorable, as you will need this if you need to login again.

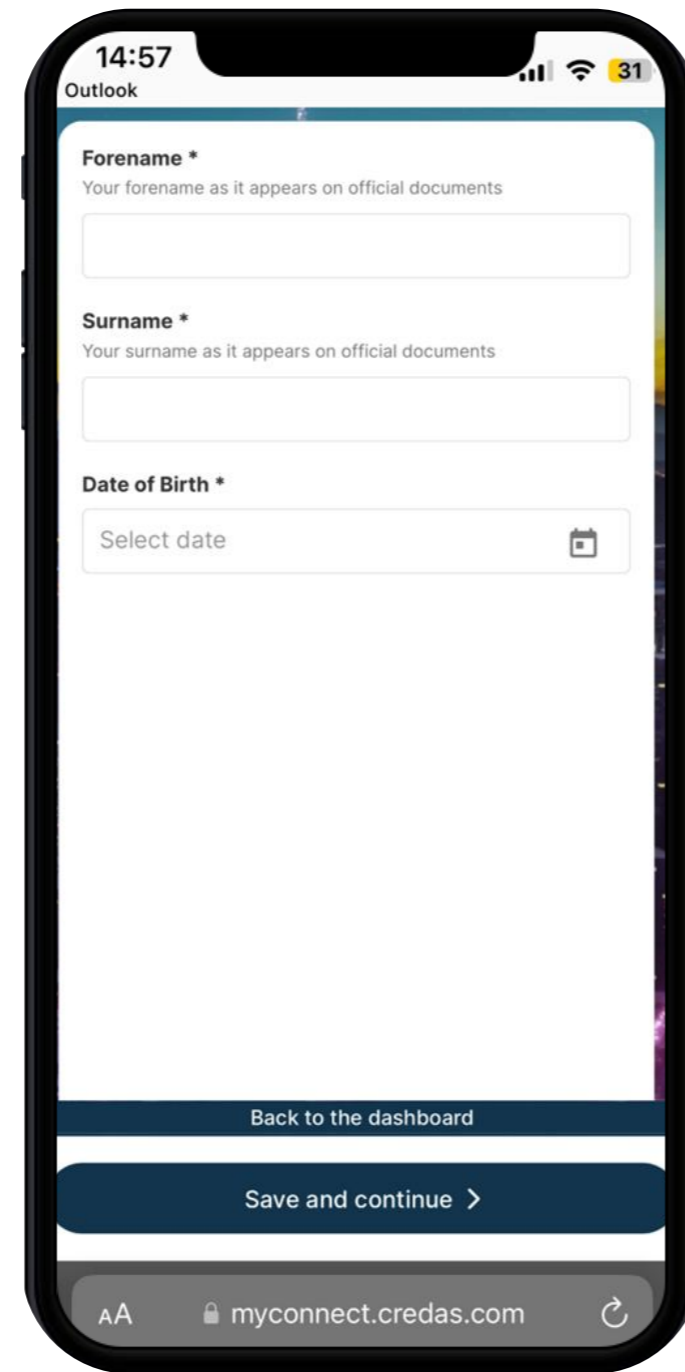


8. Read through and accept the T & C's.

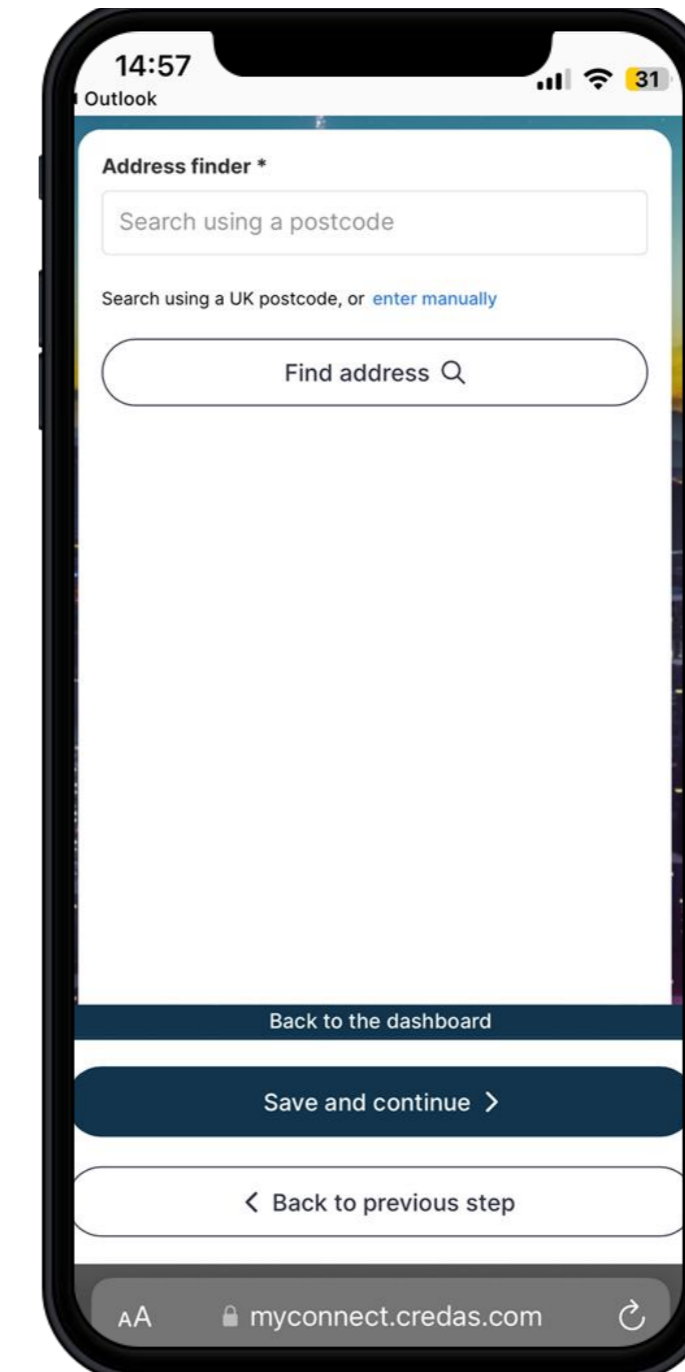


9. You will either be taken to your first task automatically, or you can click the 'dashboard' button to review all your tasks.



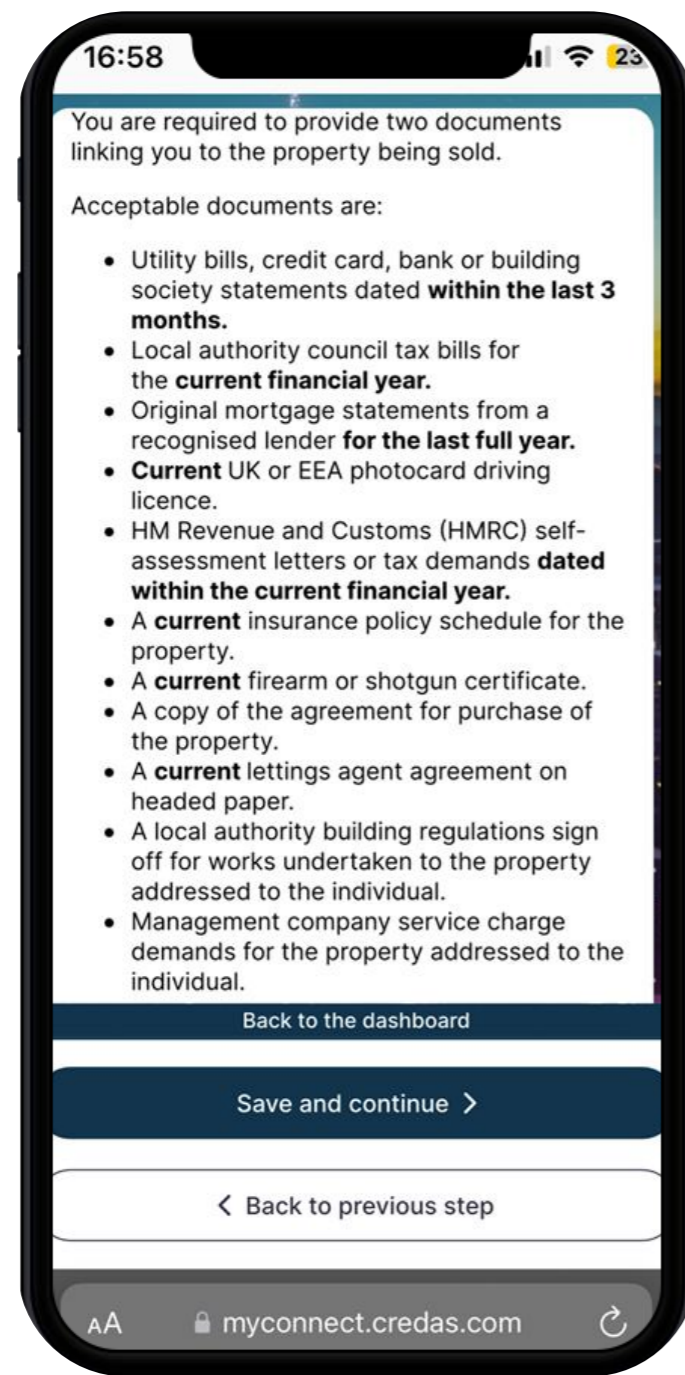


1. Fill out your personal details.

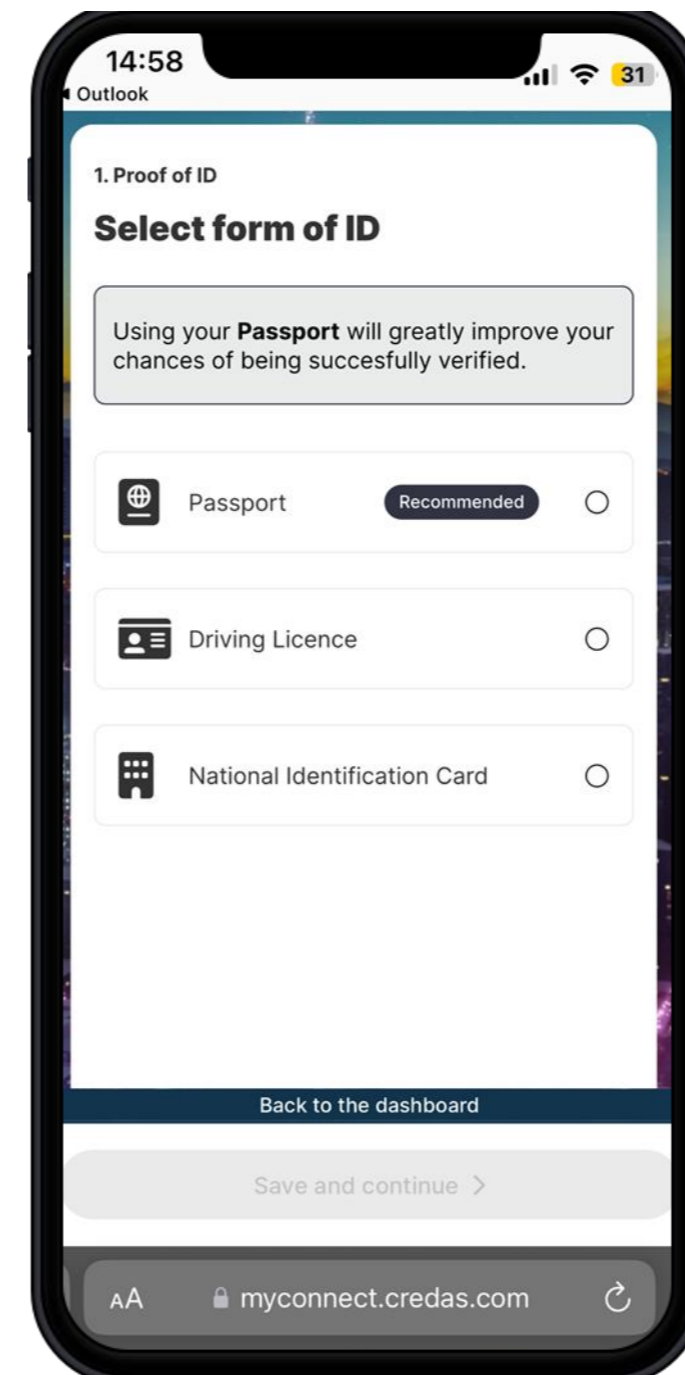


2. Find your address using either the postcode lookup, or you can enter it manually.

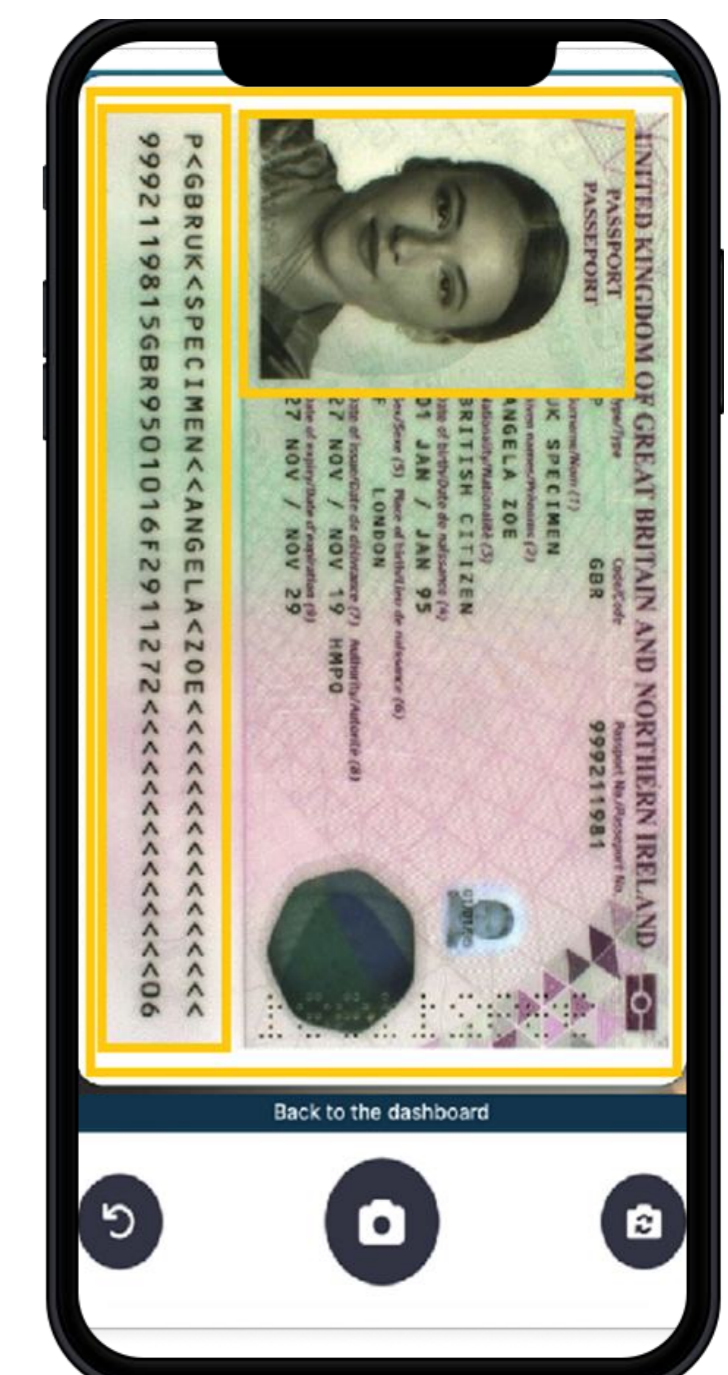
Submitting your ID



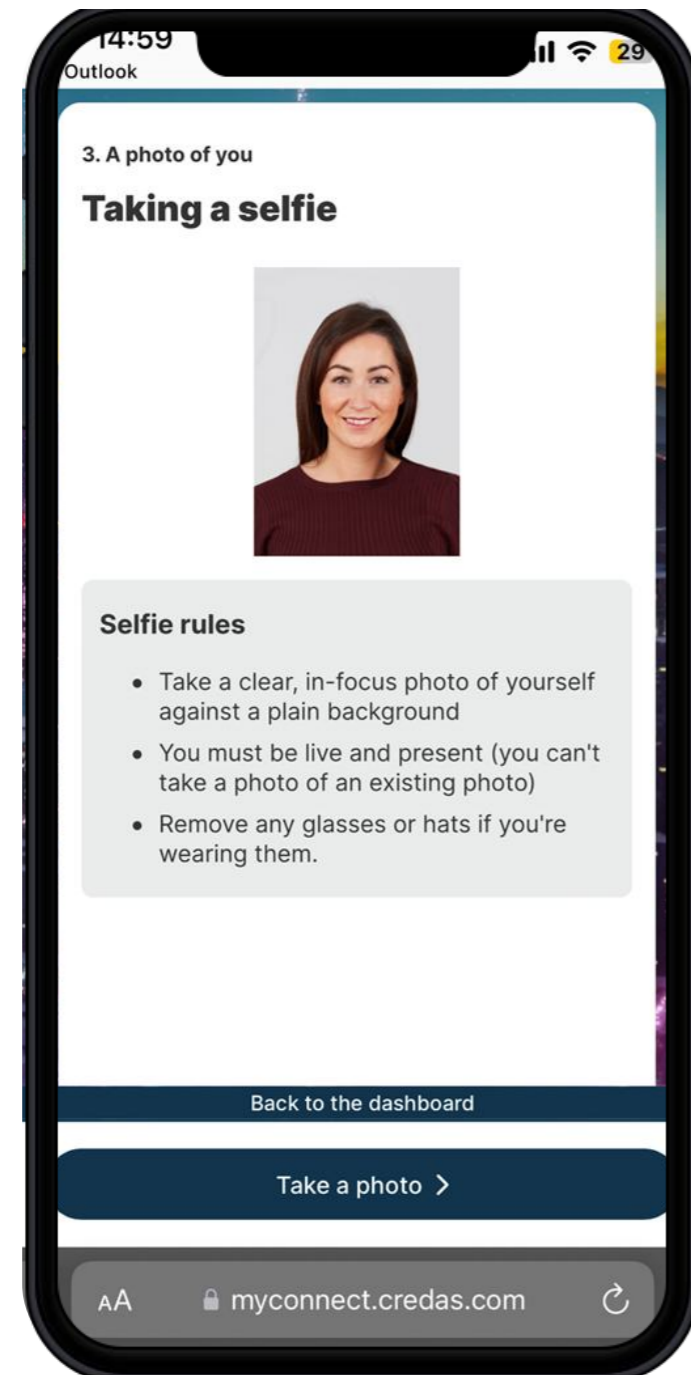
3. If you are **selling** a property, you will soon be asked to provide two linking documents to this property. Please get these ready now.



4. Choose the ID you wish to capture. To meet the highest standard of ID check, we recommend using your passport.



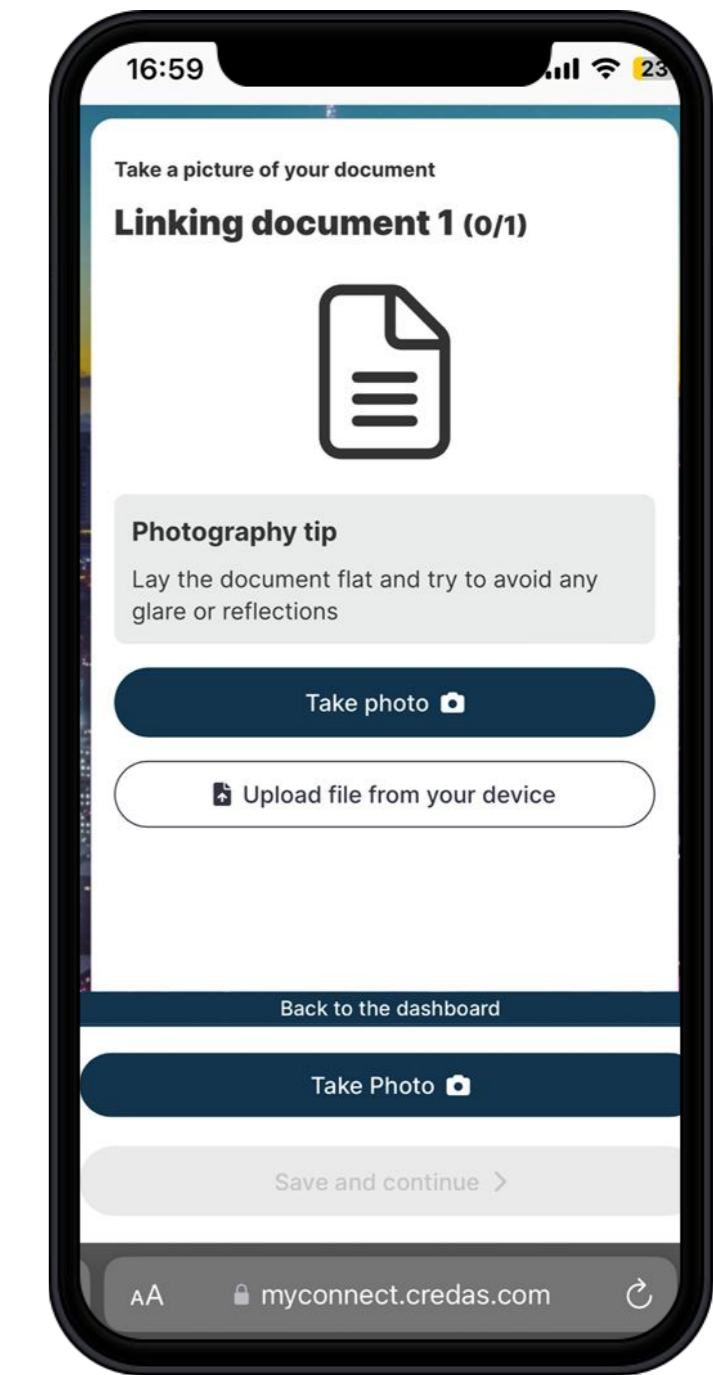
5. Capture a picture of your ID document using the outlines as guidance.



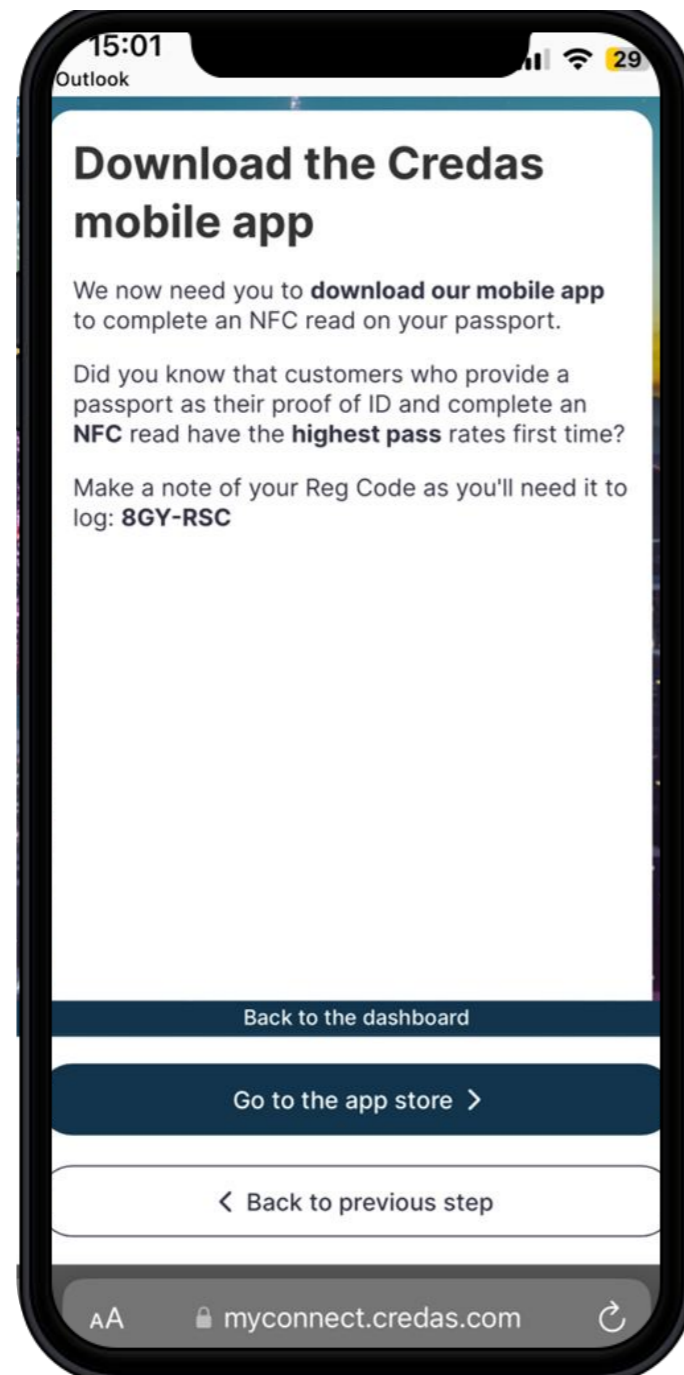
6. You will now be asked to take a picture of yourself to confirm you are live and present.



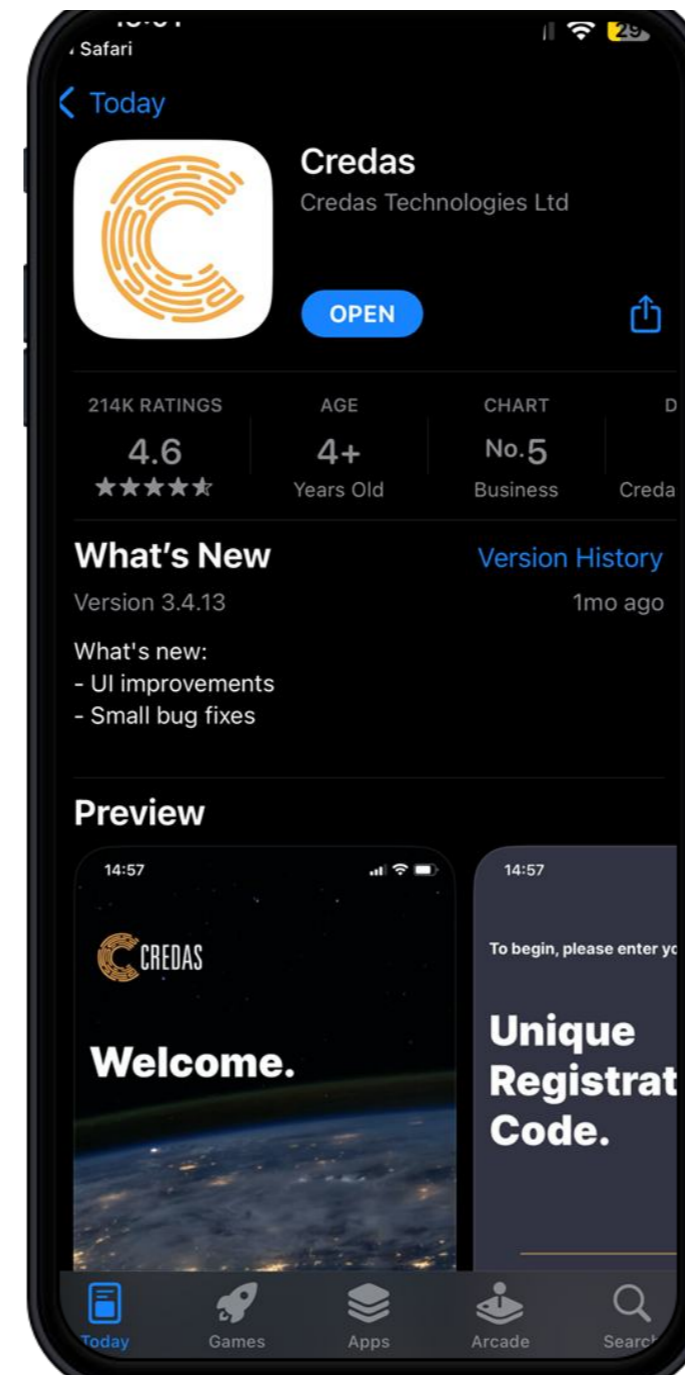
7. Please follow the guidance on the screen, ensuring your eyes and face line up with the gridlines to take the best picture possible.



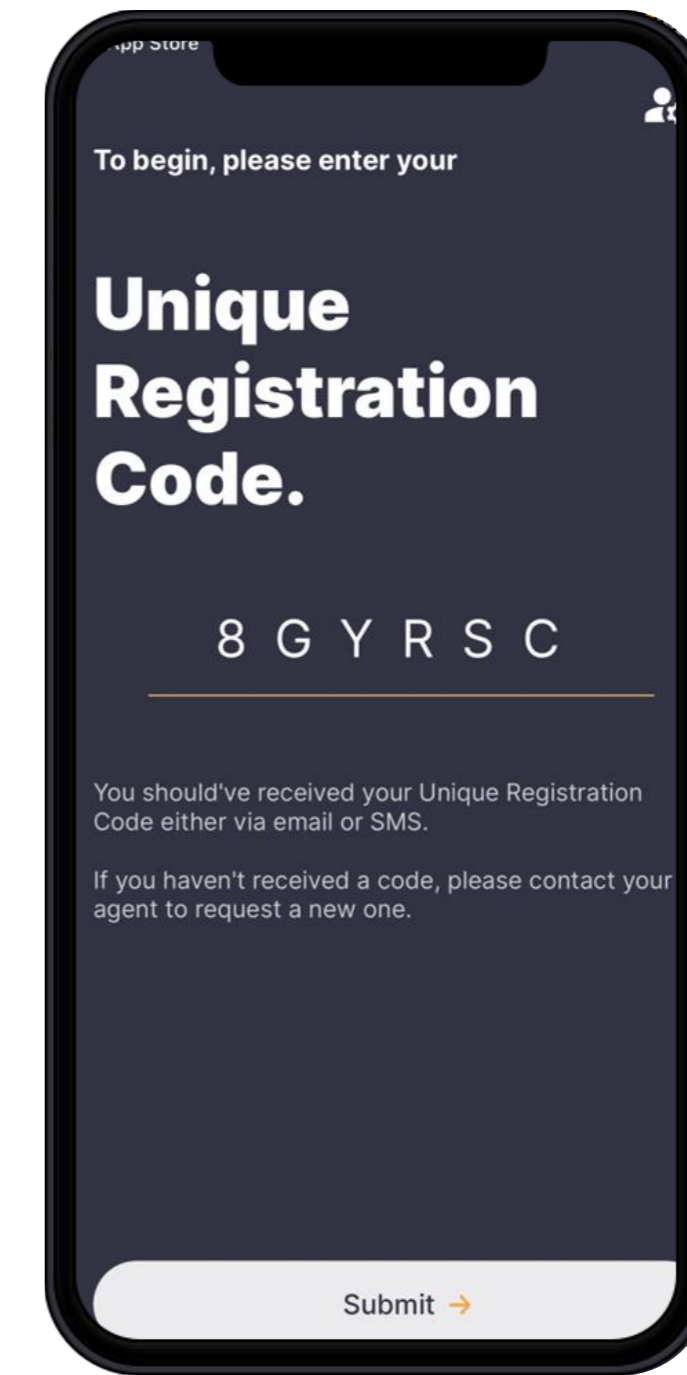
8. If you are selling your property, you will now be asked to capture/upload the two linking documents.



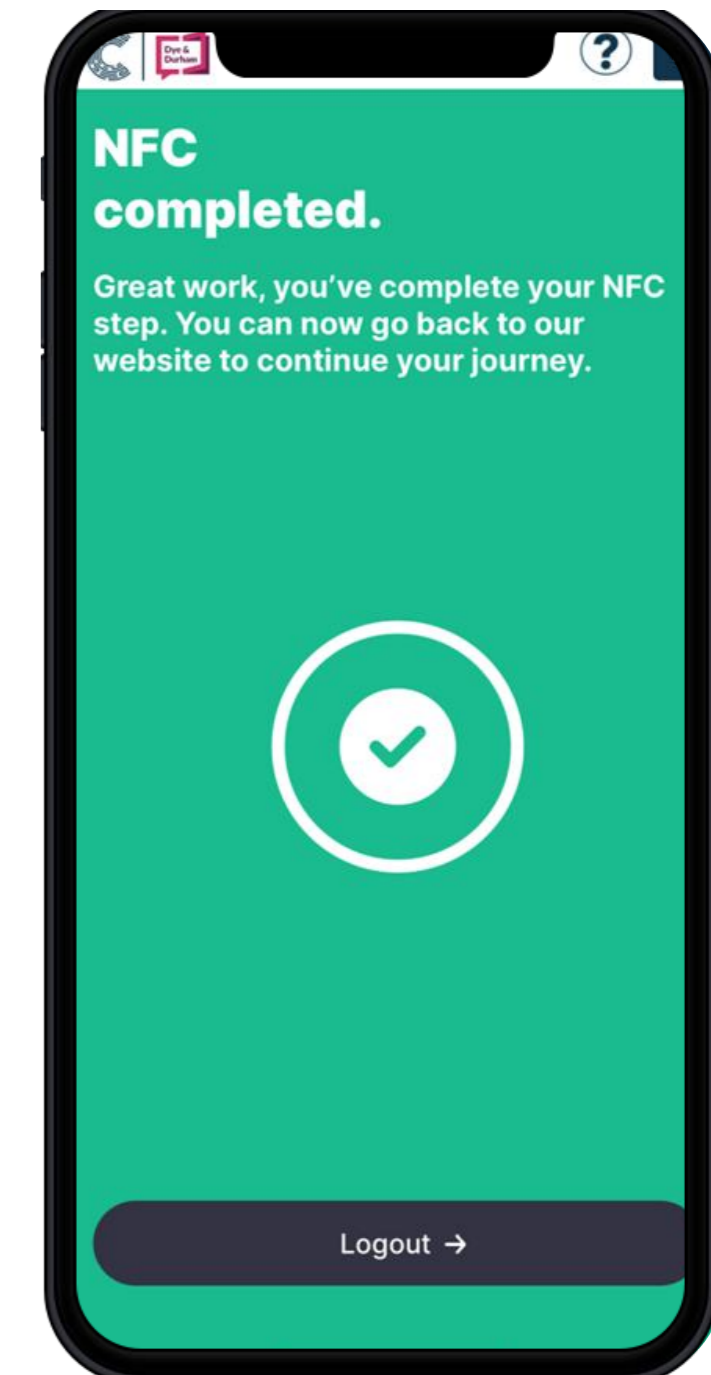
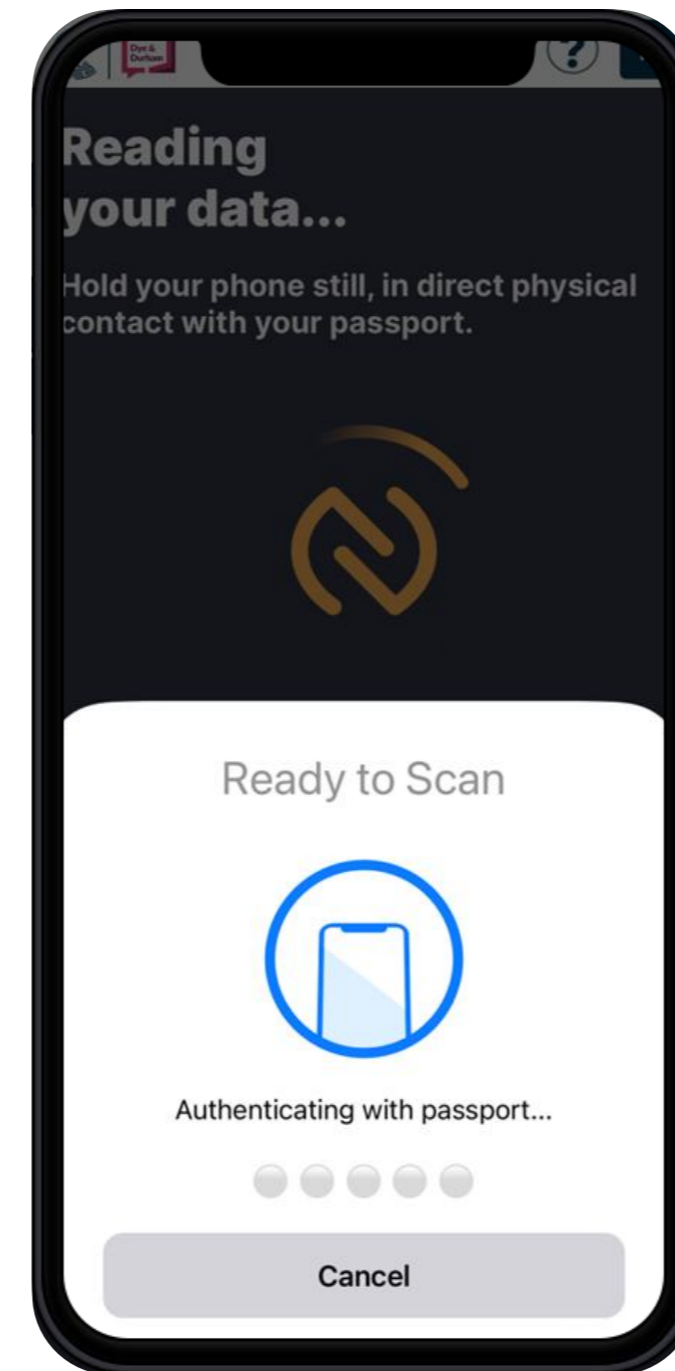
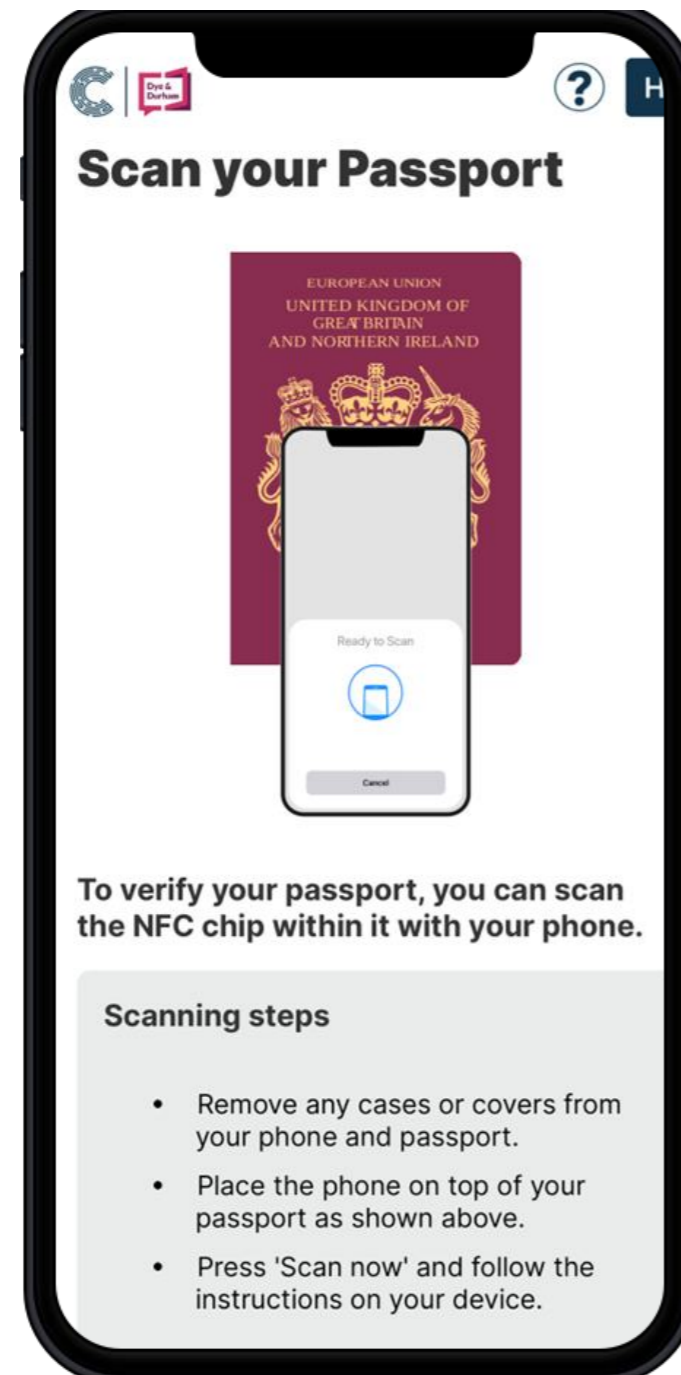
9. If you submitted a passport, you will now be asked to download the 'Credas' App to scan your NFC chip. Scanning your NFC will increase your chances of passing your ID check. Please take note of the six character unique code you are given here. You will need this to log into the app.



10. Download the App from the Apple/ Google play store.



11. Enter your six character unique code.



12. Please read the guidance on the app on how to scan your passport chip. the chip scan works the same as if you were using Apple/Google pay. You will need to hold your phone flat on your passport and wait for the scan to finish. If you have a case/wallet on your phone and passport, these may also need to be removed.

13. You have now finished your identity check. If you have been asked to complete other checks such as Source of Funds, please return to the web page to complete this by going back to the dashboard,

My phone number is not available?

When logging in, if your mobile dialling code is not available, please contact the firm who issued you your checks in order to find another way to verify yourself.

I do not have a UK address?

If you do not have a UK address, please click 'enter your address manually' and input your address this way

I do not have an ID document from the list provided?

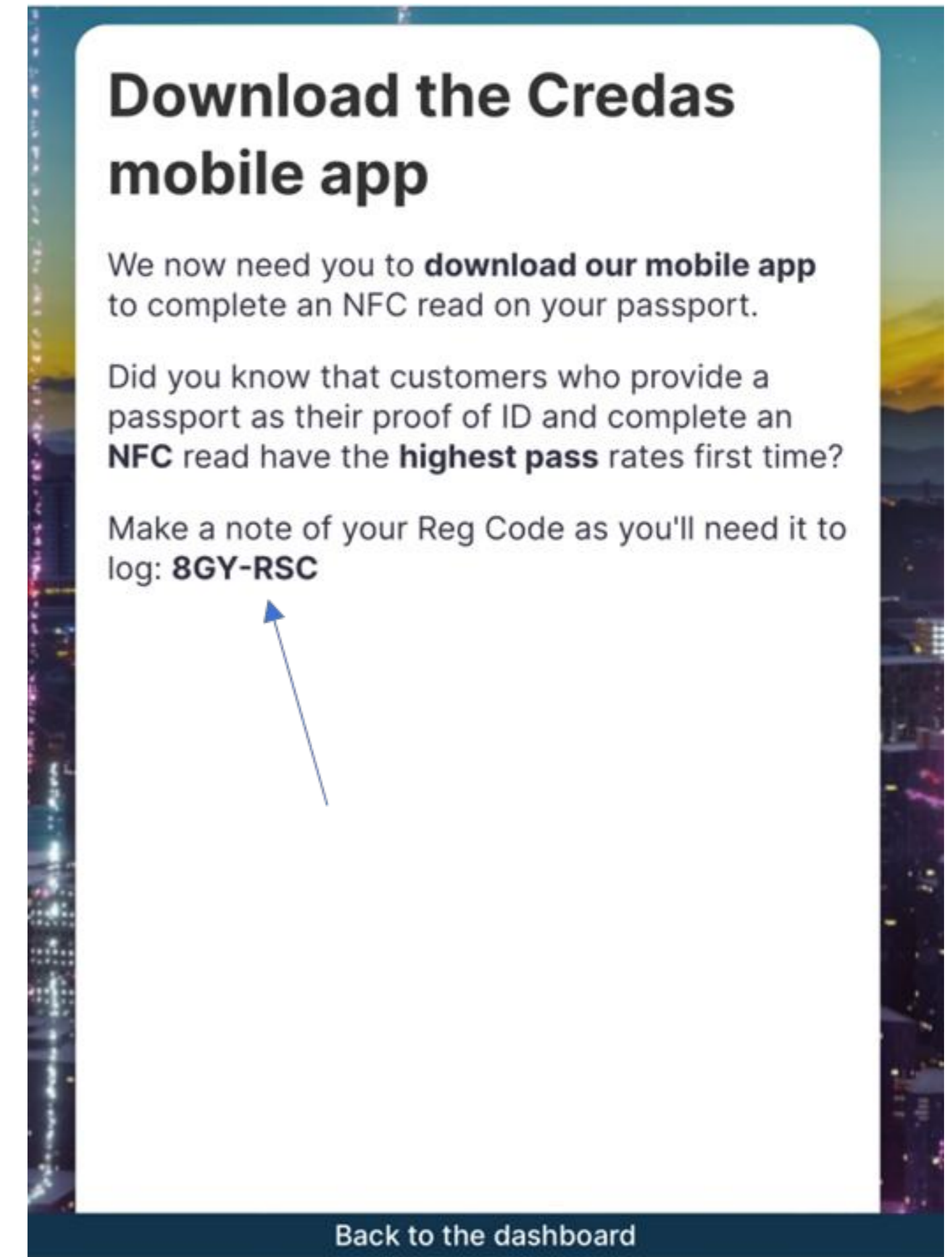
If you do not have an ID document on the list provided, please contact the law firm who issued you your checks in order to find another way to verify yourself.

My code is not working when I input it into the app?

Please check you are using the code pointed to in the image, if you are still experiencing issues, please reach out to your law firm for support

I need help, what do I do?

If you need any help with any of the process, please contact the firm who issued you your checks in order to find another way to verify yourself



Go to the app store >

< Back to previous step

What is a NFC scan?

NFC (Near Field Communication) scanning for passports is a technology that allows you to read the information stored in the passport's chip by simply holding the passport close to a compatible device, like a smartphone or NFC reader. Modern passports have an embedded NFC chip that stores your personal information, such as your name, date of birth, and passport number, along with your photograph. You can scan this in the same way you would when using Apple Pay or Google Pay to pay at a store.

If you are struggling to scan your NFC, please follow the below tips:

- Remove any covers, case or wallet from your passport and phone
- Lay your passport on a hard and flat surface such as a table and lay your phone flat against the passport. There should be no gap between the two items
- If the app is indicating that the scan has not begun, move your phone slowly across the surface of the passport until the phone shows the scan has started, as can be seen in the below screenshot. Once the scan has started, hold your phone completely still until complete

