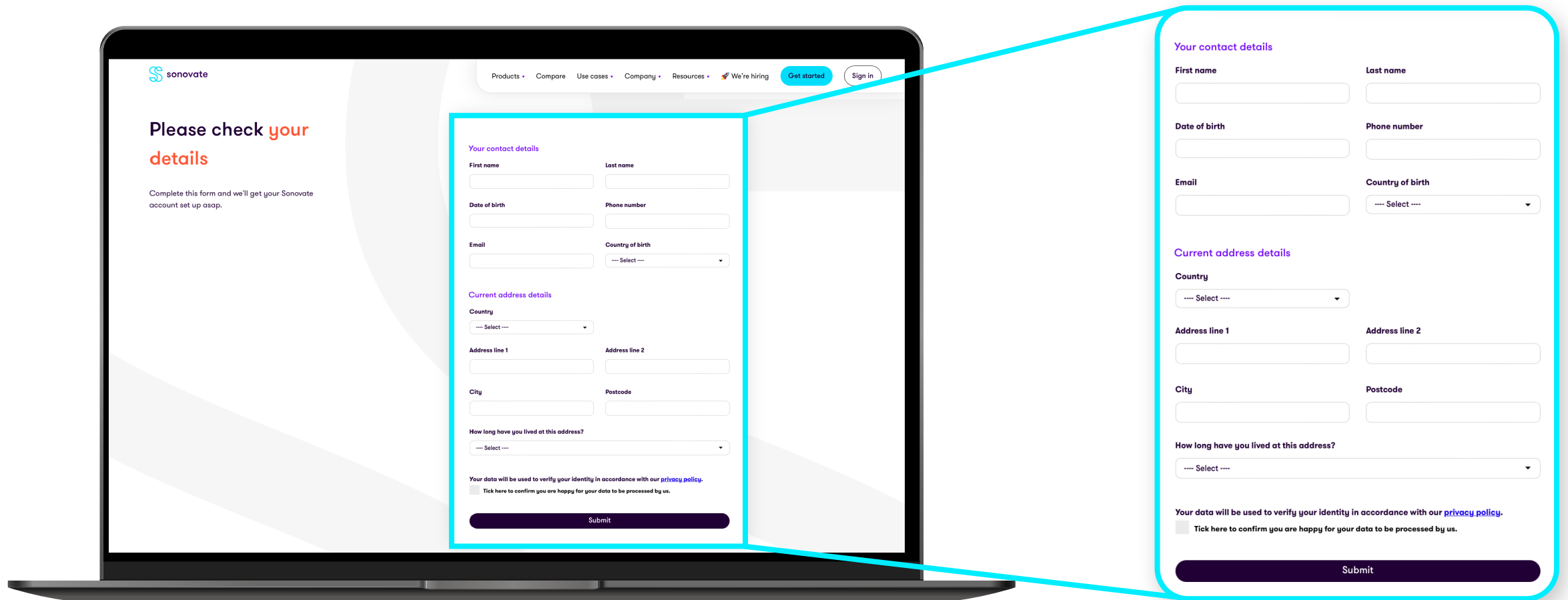




Guide for agencies: How to complete the KYC process

KYC Landing page

You will receive an email from ids@sonovate.com with a URL link individual to you. First name, last name and email address are pre populated, please complete ALL other fields before clicking submit.



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Please check **your** details

Complete this form and we'll get your Sonovate account set up asap.

Your contact details

First name Last name

Date of birth Phone number

Email Country of birth

Current address details

Country

Address line 1 Address line 2

City Postcode

How long have you lived at this address?

Your data will be used to verify your identity in accordance with our [privacy policy](#).

☐ Tick here to confirm you are happy for your data to be processed by us.

[Submit](#)

Your contact details

First name Last name

Date of birth Phone number

Email Country of birth

Current address details

Country

Address line 1 Address line 2

City Postcode

How long have you lived at this address?

Your data will be used to verify your identity in accordance with our [privacy policy](#).

☐ Tick here to confirm you are happy for your data to be processed by us.

[Submit](#)

KYC Landing page (continued)

Commonly missed fields that will generate an error message if trying to submit without completion:.

The screenshot shows the Sonovate KYC landing page. A callout box highlights the 'Your contact details' and 'Current address details' sections. The 'Your contact details' section includes fields for First name, Last name, Date of birth, Phone number, Email, and Country of birth. The 'Current address details' section includes fields for Country, Address line 1, Address line 2, City, Postcode, and How long have you lived at this address?.

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Products • Compare Use cases • Company • Resources • We're hiring [Get started](#) [Sign in](#)

Please check **your** details

Complete this form and we'll get your Sonovate account set up asap.

Your contact details

First name	Last name
<input type="text"/>	<input type="text"/>
Date of birth	Phone number
<input type="text"/>	<input type="text"/>
Email	Country of birth
<input type="text"/>	<input type="text"/>

Current address details

Country	Address line 1	Address line 2
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	Postcode	
<input type="text"/>	<input type="text"/>	
How long have you lived at this address?		
<input type="text"/>		

Your data will be used to verify your identity in accordance with our [privacy policy](#).

☐ Tick here to confirm you are happy for your data to be processed by us.

[Submit](#)

This block provides a detailed view of the 'Your contact details' and 'Current address details' sections. The 'Your contact details' section includes fields for First name, Last name, Date of birth, Phone number, Email, and Country of birth. The 'Current address details' section includes fields for Country, Address line 1, Address line 2, City, Postcode, and How long have you lived at this address?.

Your contact details

First name	Last name
<input type="text"/>	<input type="text"/>
Date of birth	Phone number
<input type="text"/>	<input type="text"/>
Email	Country of birth
<input type="text"/>	<input type="text"/>

Current address details

Country	Address line 1	Address line 2
<input type="text"/>	<input type="text"/>	<input type="text"/>
City	Postcode	
<input type="text"/>	<input type="text"/>	
How long have you lived at this address?		
<input type="text"/>		

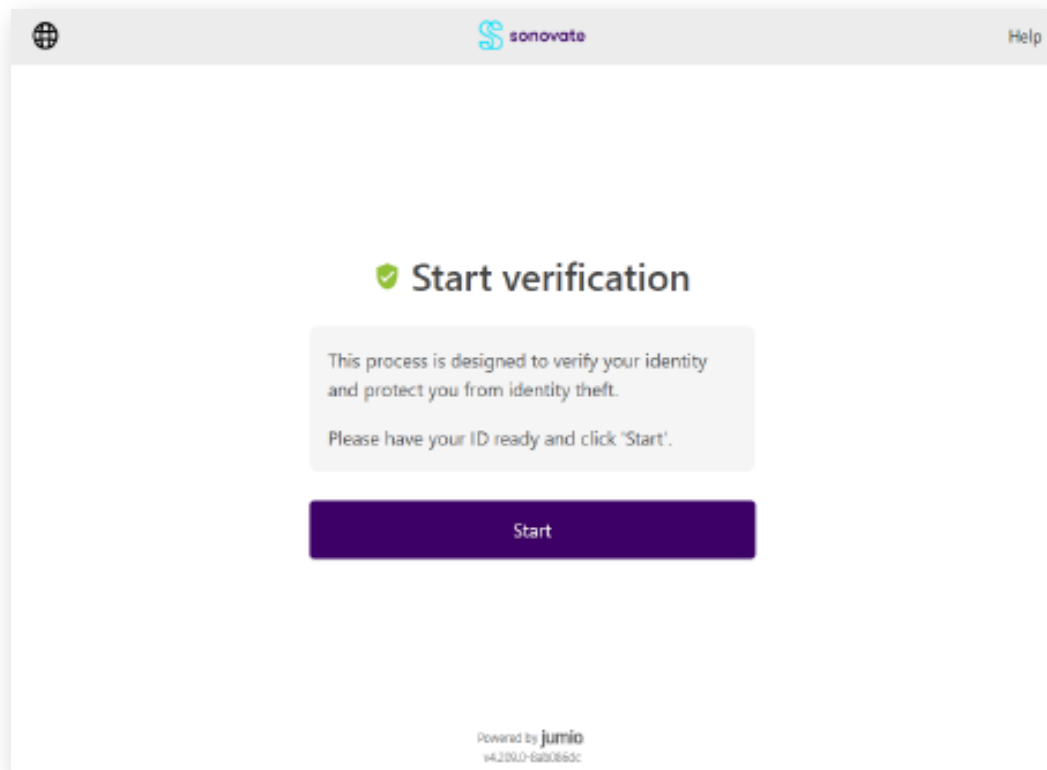
Your data will be used to verify your identity in accordance with our [privacy policy](#).

☐ Tick here to confirm you are happy for your data to be processed by us.

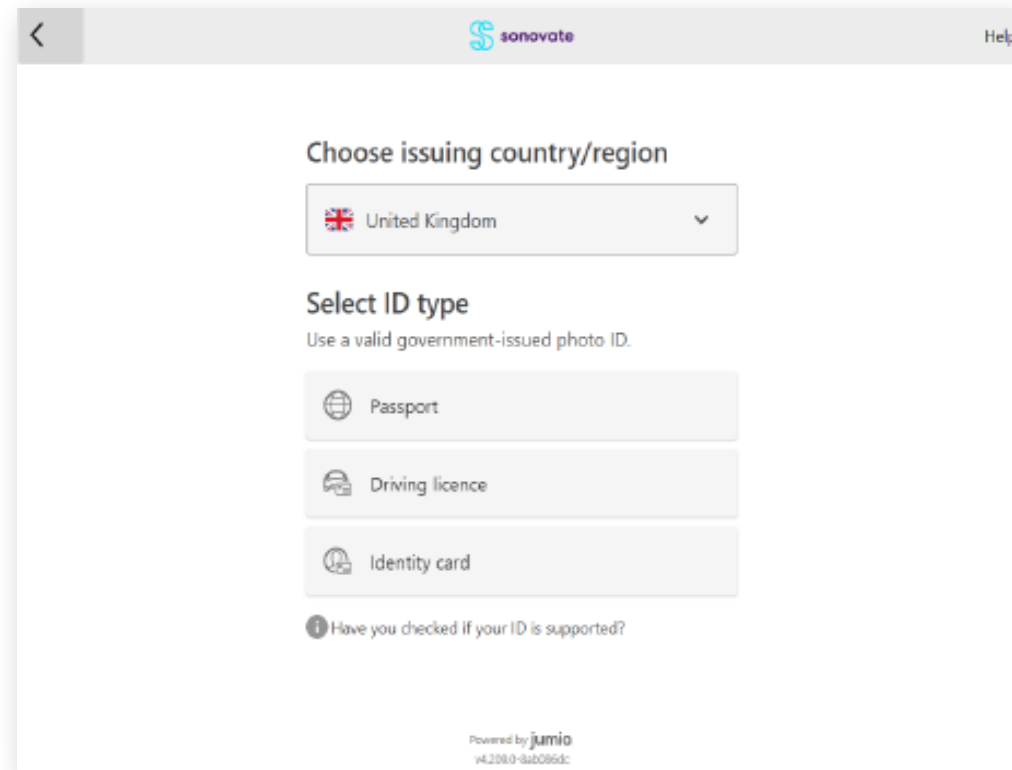
[Submit](#)

ID Verification Page

After submitting your details, the following screens will appear:



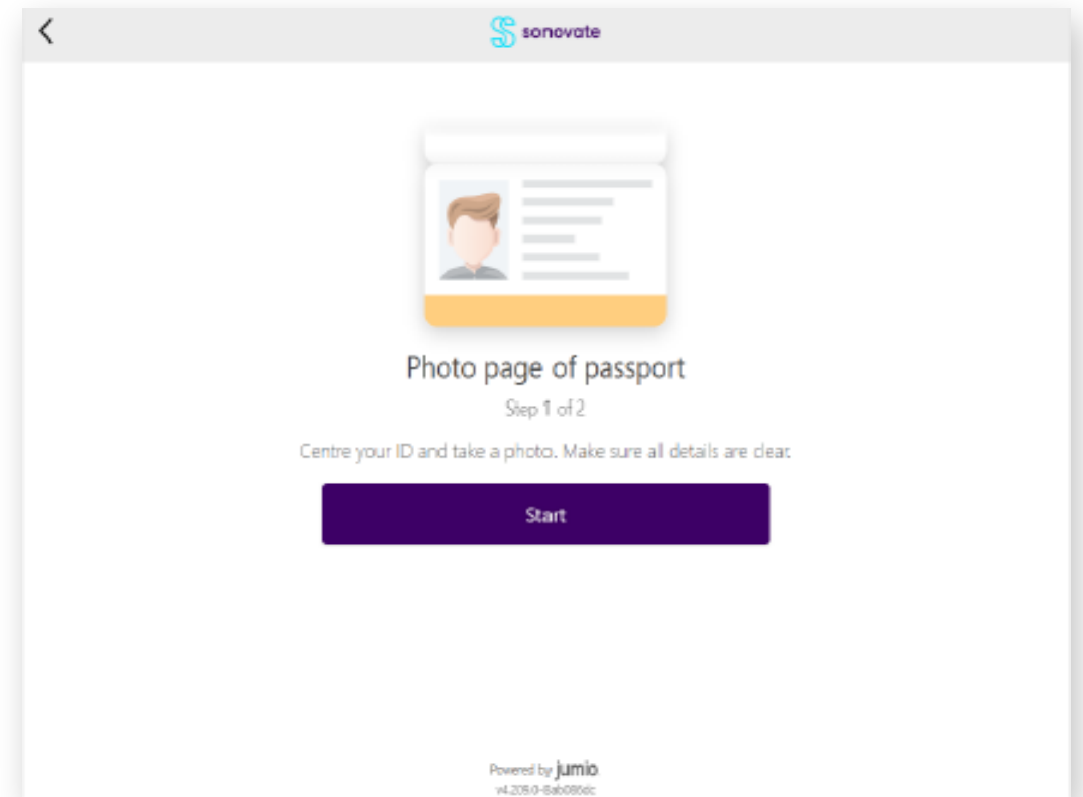
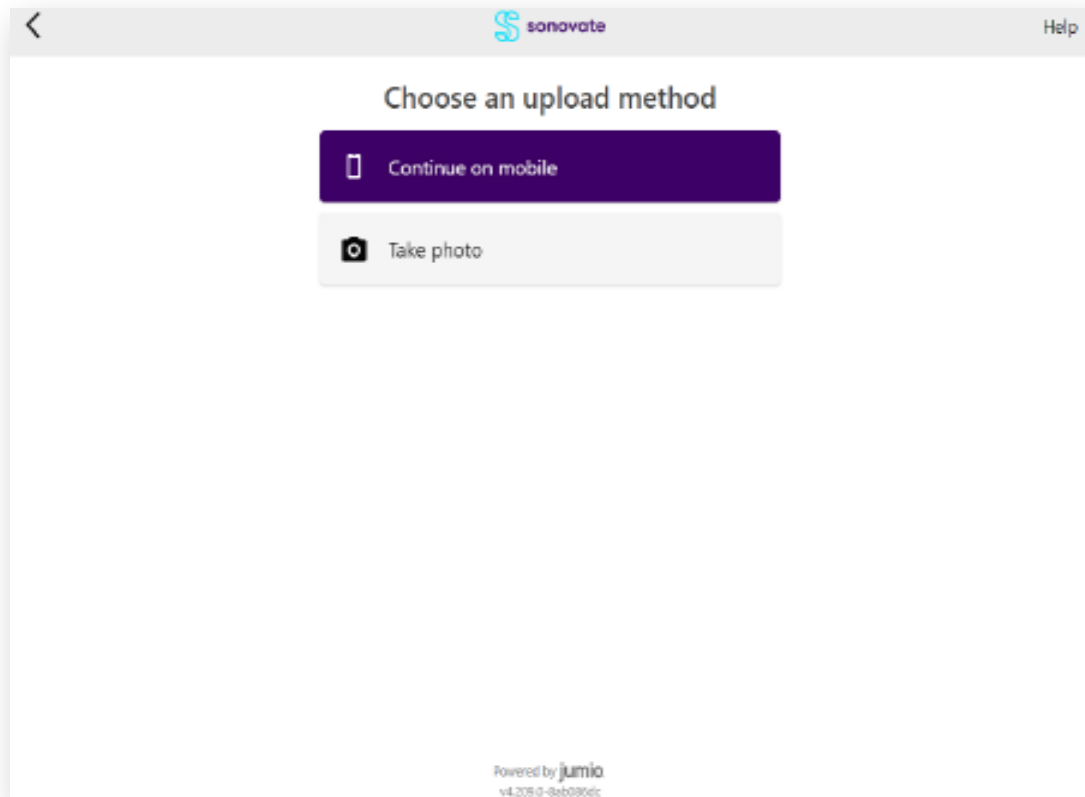
This screenshot shows the initial 'Start verification' screen. At the top, there is a header bar with a globe icon, the 'sonovate' logo, and a 'Help' link. The main content area features a green checkmark icon followed by the text 'Start verification'. Below this, a light gray box contains the text: 'This process is designed to verify your identity and protect you from identity theft. Please have your ID ready and click "Start".' A large purple button labeled 'Start' is positioned below the text box. At the bottom of the page, it says 'Powered by jumio' and 'v4.200.0-8a2086dc'.



This screenshot shows the subsequent steps in the ID verification process. The header bar remains the same. The first section is 'Choose issuing country/region', which includes a dropdown menu currently showing 'United Kingdom' with a flag icon. The second section is 'Select ID type', with the instruction 'Use a valid government-issued photo ID.' Below this are three selectable options: 'Passport' (with a globe icon), 'Driving licence' (with a license icon), and 'Identity card' (with a card icon). A small information icon and the text 'Have you checked if your ID is supported?' are located below these options. The footer at the bottom of the page is identical to the first screen, stating 'Powered by jumio' and 'v4.200.0-8a2086dc'.

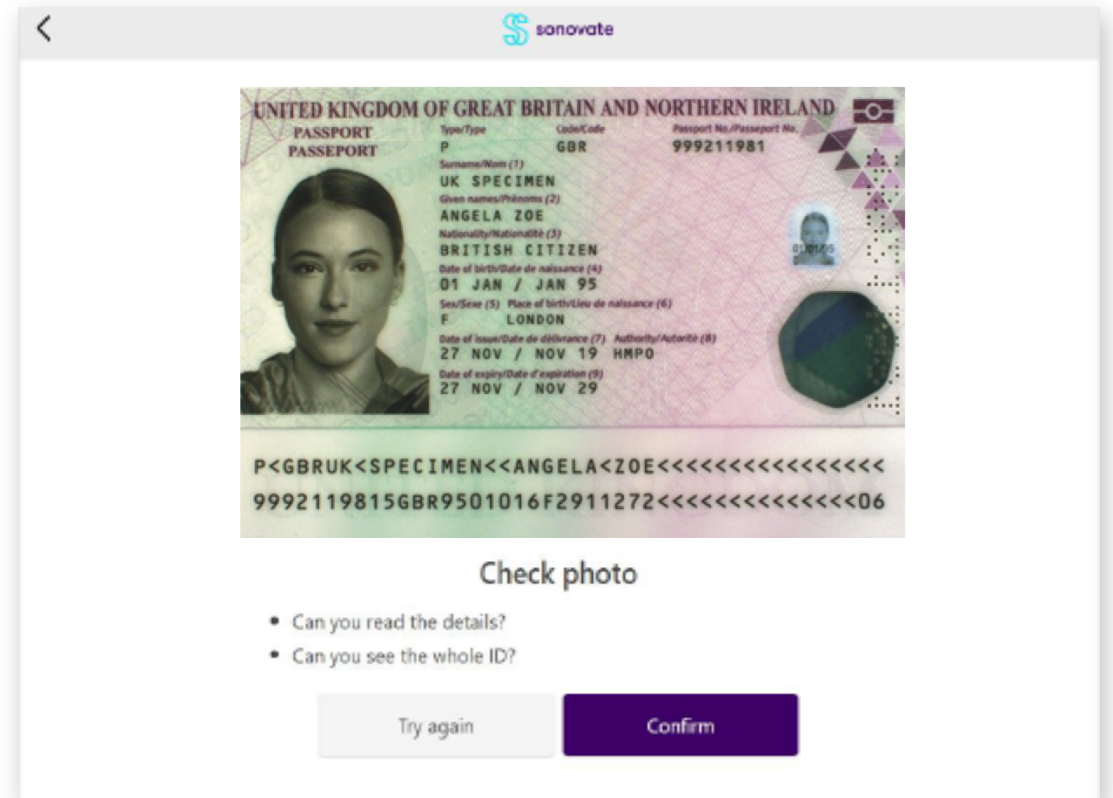
ID Verification Page (continued)

After you select an ID document, these screens will appear:



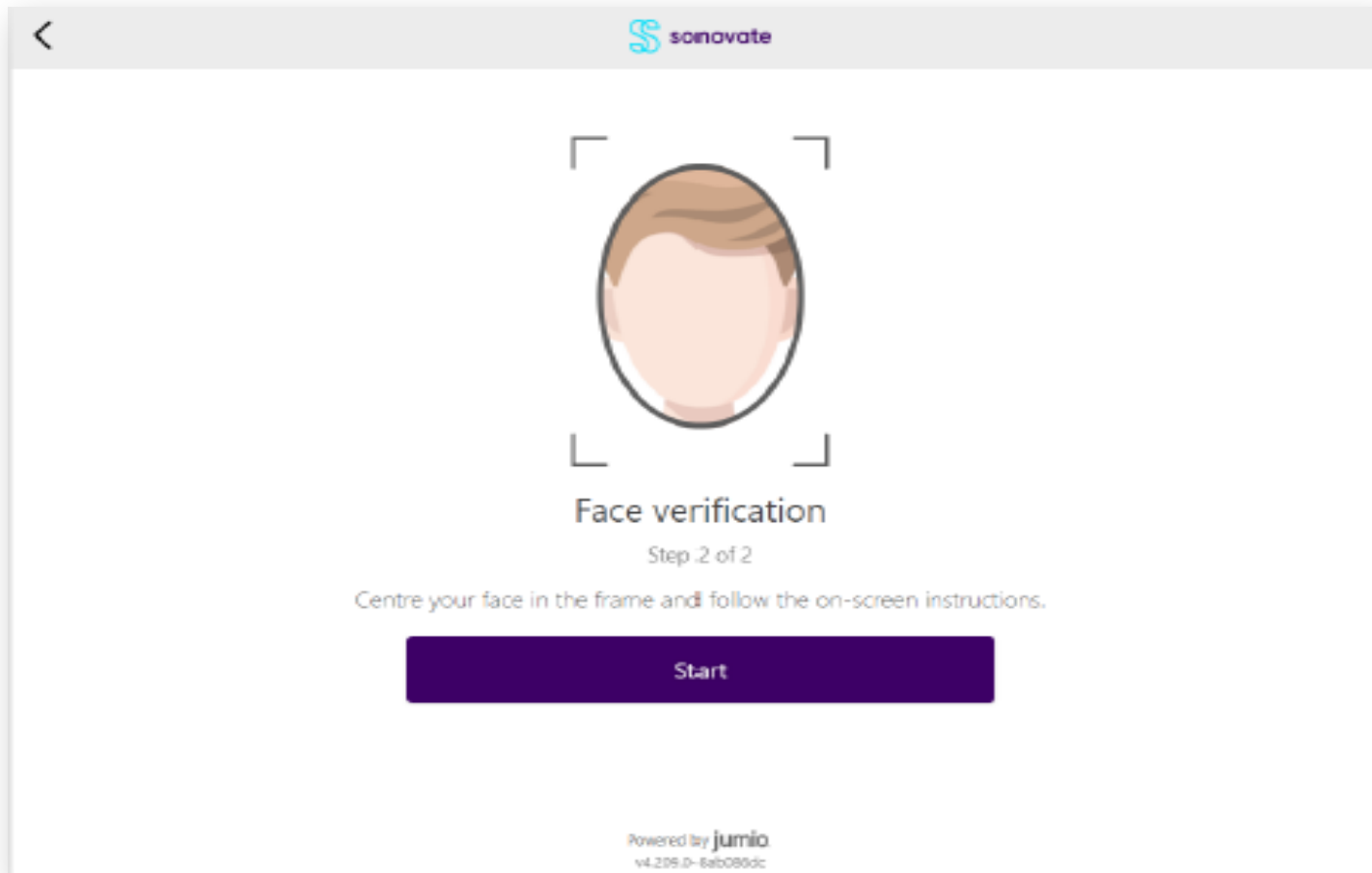
ID Verification Page (continued)

This is where you take and upload a photo of your ID document



ID Verification Page (continued)

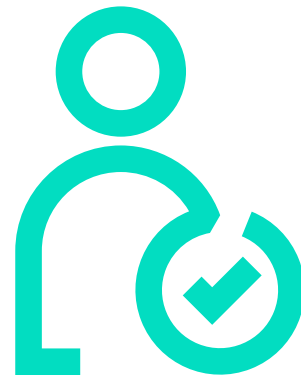
This is where you submit a 'selfie'



A photo will be taken automatically as soon as your face fits in the box. A message will then appear either asking to retake the selfie, or confirming the checks are complete (see next page for example).

ID Verification Page (continued)

Final Page:



Everything looks good

We have everything we need and will continue setting up your account.

100

The database that runs the KYC pages is nearly full, so is sometimes a little slow. If you've completed all the steps and the page is still freezing, please come back to the page later in the day or the following morning and try again.

When submitting your ID document, please complete ALL the steps, including the 'selfie', as this is required to complete the biometric check.

If using a passport as your ID document, please include the whole of the page, including the **Machine Readable Zone (MRZ)** at the bottom:

Two tips:

1. Please use Google Chrome or your mobile (better cameras) where possible.
2. Ensure you are in a well-lit space for the selfie



MRZ



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