

## How to verify a Customer Account in the Mobilum Pay app?

### - instructions

1. Log into the app and use the menu to go to the Home Page (Home Icon).
  2. In the "Payment Cards" section, you will see the Virtual Card and under it the "Activate" button. Click the button.
  3. Prepare documents to prove your identity. Acceptable are ID cards or Passports and click the "Ok" button. You will be redirected to the Verification Form.
  4. Fill in your personal and address details. Confirm by clicking "Confirm". You will be redirected to the selection of verification documents. 5.
  5. Enter the information and accept all approvals. This is the only way to proceed to the next step. Confirm with the "Submit" button. You will be redirected to the income source selection.
  6. Select your source of income. You may enter several sources. Confirm with the "Confirm" button. You will be redirected to the Declaration of tax residence. 7.
- Select the country in which you are resident and confirm by clicking "Confirm". You will be redirected to the camera.
8. according to the instructions of the application, prepare the front of your personal document and place it in the centre of the frame. Take a photo. If the photo is clear, confirm with the "Confirm" button, if not, use the "Repeat" button and repeat this step.
  9. According to the application's instructions, prepare the back of the personal document and place it in the center of the frame. Take a photo. If the photo is clear confirm with the "Confirm" button, if not use the "Repeat" button and repeat this step.
  10. prepare to create a Selfie according to the requirements given in the application. Take a photo. If the photo is clear, confirm with the "Submit" button, if not, use the "Repeat" button and repeat this step.
  11. Once you have gone through all the steps, a screen will appear to inform you that the verification procedure has been completed. If you have entered the correct data, send it for verification by confirming with the "Send" button. If in doubt, use the "Cancel" button.
- \*Remember that photos and other data that do not meet the formal requirements will be rejected in the verification process, thus your account will be rejected, and you will have to go through it again.