

Financial services companies are legally obliged to verify the identity of their clients using the documents named in the KYC/AML requirements of the international regulators.

It sounds complicated but we do all we can to simplify and speed up the process. Two to three minutes of your time and a few of photos is all it takes.

We've created this helpful guide to help you understand key stages of the verification process and avoid the most common mistakes.

Step One - Identity verification:

For a standard risk account we can accept:

Certified identity documents OR A 'selfie' style photo of the client holding their identity documents

For high risk accounts we can only accept certified documents.

Option 1 - Certified Documents:

1. Any official government document can be used for this including: ID card, passport or driving license.

2. To have these documents certified you will need to take your document to a certifier. Suitable certifiers are limited to the following:

- Judge
- Accountant
- Lawyer
- Embassy Consulate
- Public Notary
- Director/Manager/Secretary of a regulated financial services firm in a jurisdiction equivalent to Isle of Man
- Director, Company Secretary or Manager of a trusted person*



3. The certifier will need to provide the following:

- Declaration: "I certify that this is a true copy of the original and that the photograph is a true likeness of the individual concerned"
- Date of certification
- Printed name and signature
- Position they hold, telephone number and address of the company
- Any registration numbers if applicable.

4. Once you have the certified document, you can either scan or take a photo of the ID certification but make sure that:

- All corners of ID are visible
- The text is easy to read
- There are no marks on the photo
- Two-sided documents require both sides to be uploaded
- The document must be valid for a month
- Edited pictures or scans will be rejected
- Only Jpeg or PDF files larger than 500KB will be accepted

5. Once you have a page like one of the three examples below, please upload:



Option 2: “Selfie” Verification

Instead of certifying documents, a selfie-style photo of you with your identification can also be accepted.

1. Firstly you'll need to upload the document you intend to use e.g. ID card, passport or driving license. You can either scan or take photo of the ID but make sure that:

- All corners of ID are visible
- The text is easy to read
- There are no marks on the photo
- Two-sided documents require both sides to be uploaded
- The document must be valid for a month
- Edited pictures or scans will be rejected
- Only JPEG or PDF files larger than 500KB will be accepted



2. Take a photo of yourself with the document as shown on the following page and upload.

- The photo should be bright and clear and show your entire face
- The text on the document must be easy to read and the photo clearly visible

Please be aware that if the selfie verification is not deemed sufficiently clear or there are any issues raised, we will potentially have to request certified documents instead.



Step Two - Verification of Address:

For a standard risk account we can accept:

Certified proof of address documents OR A 'selfie' style photo of the client holding their proof of address documents

For high risk accounts we can only accept certified documents

Certified documents:

1. To verify an address we can accept:

- Utility bill
- Bank statement
- Tax invoice (not accepted in South Africa)
- Other government issued residential statements/ certificates

2. To have these documents certified you will need to take your document to a certifier. Suitable certifiers are limited to the following:

- Judge
- Accountant
- Lawyer
- Embassy Consulate
- Notary Public

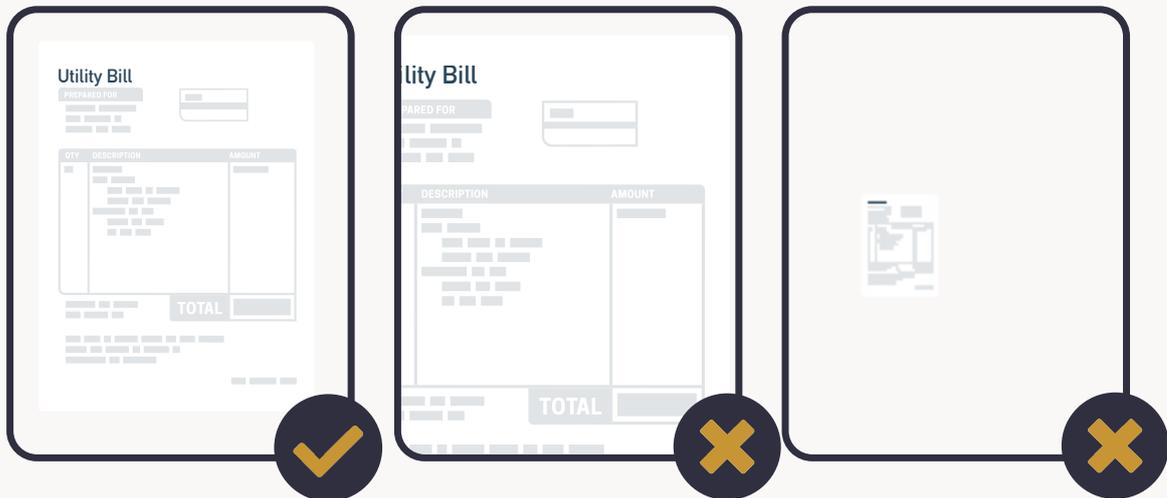
- Director/Manager/Secretary of a regulated financial services Firm in a jurisdiction equivalent to Isle of Man
 - Director, Company Secretary or Manager of a trusted person*
3. As well as the document itself you will need to upload the following declaration and information from the certifier:
- Declaration: *"I certify this is a true copy of the original"*
 - Date of certification
 - Printed name and signature
 - Position they hold, telephone number and address of the company
 - Any registration numbers if applicable
4. Once you have the certified document you can either scan or take a photo of the document but make sure that:
- All corners of the document are visible
 - The text is easy to read
 - There are no marks on the photo/scan
 - Two-sided documents require both sides to be uploaded
 - The document must be valid for a month
 - Edited pictures or scans will be rejected
 - Only Jpeg or PDF files larger than 500KB will be accepted
5. Please upload your scanned or photo. It should look like the example below:



'Selfie' Verification

Instead of certifying documents, a selfie-style photo with the proof of address document can also be accepted.

1. Firstly you'll need to upload a scan of the document you intend to use e.g : bank statement, utility bill etc. as shown in the example on the following page.



2. Take a photo of yourself with the document. The photo should be clear with your entire face and all of the text on the document clearly visible.



Please be aware that if the selfie verification is not deemed sufficiently clear or there are any issues raised, we will potentially have to request certified documents instead.

If you have any issues or need further guidance, please speak with your relationship manager.

*What is a trusted person? A trusted person is anyone of the following:

- A regulated person;
- A nominee company owned by a regulated person, where the regulated person is responsible for the company's compliance with the AML/CFT legislation;
- An advocate within the meaning of the Advocates Act 1976 or a registered legal practitioner within the meaning of the Legal Practitioners Registration Act 1986 and who is registered as a designated business for those activities;
- An accountant who is registered as a designated business for this activity;
- A person who acts in the course of external regulated business; or
- A nominee company owned by a person who acts in the course of external regulated business where that person is responsible for the nominee company's compliance with AML/CFT requirements at least equivalent to those in this code.

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