



Onboarding/KYC Process & Required Documents Guide

Introduction

Successful Onboarding/KYC process and document collection is the crucial part of your account approval and IBAN issuance. Hence, the payswix team has established essential requirements to properly assess the information provided, perform a full application review, and make a final decision. It is important to note that payswix does not enter into a business relationship with any parties who did not complete the KYC requirements during the onboarding process.

Online Registration Form

While filling out an online registration form, please make sure to put the correct and up-to-date information only, and double-check it if necessary. Attention to detail (contact information, company managers' data, documentation, etc.) will ensure a smoother and faster onboarding process of your account.

ID Verification

ID verification system provides the ability for you to confirm your identity, which is an inseparable part of the onboarding/KYC process. The identity verification procedure includes taking a live picture of yourself and your international passport or EU national ID card. When performing the ID verification please make sure that:

- You take a photo of your face and shoulders;
- Use a valid document for the verification (only a valid EEA national ID card or an international passport are acceptable);
- If you have an identity card, take one photo of the front side, and one of the back side of it;
- If you have a passport, take a picture of the main passport page with the photo;
- All text on the document is visible and readable, otherwise, we will not be able to accept it.

Please see **Appendix 1** of this Guide for visual ID Verification instructions.

Notarization vs. Apostille, vs. Legalization

There are requirements set for when the submitted documents must be notarized, apostilled, or legalized. Please see them below:

- EU/EEA jurisdictions must provide documents with a Notary Stamp;
- Non-EU/EEA but *Hague convention jurisdictions must provide documents with a Notary Stamp + Apostille;
- Non-EU/EEA and non-Hague convention jurisdictions must provide documents legalized by the Ministry of Foreign Affairs.

The exception is applied to Cyprus as the country does not have a notary. Therefore, documents must be stamped by a certifying officer and apostilled.

Important note: in case of document legalization, it must be legalized in the country of the company's incorporation (the exception is applied to the Power of Attorney document).

***Members of the Hague Convention:** Albania, Andorra, Antigua, Argentina, Armenia, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Barbados, Belarus, Belgium, Belize, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Brunei Darussalam, Bulgaria, Burundi, Cape Verde, Chile, China (Hong Kong), China(Macao), Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, Estonia, Fiji, Finland, France, FYR of Macedonia, Georgia, Germany, Greece, Grenada, Guatemala, Guyana, Honduras, Hungary, Iceland, India, Ireland, Israel, Italy, Jamaica, Japan, Kazakhstan, Korea, Republic of - (South Korea), Kosovo, Kyrgyzstan, Latvia, Lesotho, Liberia, Liechtenstein, Lithuania, Luxembourg, Malawi, Malta, Marshall Islands, Mauritius, Mexico, Monaco, Mongolia, Montenegro, Morocco, Namibia, Netherlands, New Zealand, Nicaragua, Niue, Norway, Oman, Panama, Paraguay, Peru, The Philippines, Poland, Portugal, Republic of Moldova, Romania, Russian Federation, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Serbia, Seychelles, Singapore, Slovakia, Slovenia, South Africa, Spain, Suriname, Swaziland, Sweden, Switzerland, Tajikistan, Tonga, Trinidad and Tobago, Tunisia, Turkey, Ukraine, United Kingdom of Great Britain and Northern Ireland, United States of America, Uruguay, Uzbekistan, Vanuatu, Venezuela.

Guidelines for Corporate Documentation

Please be aware that all documents provided to payswix must be in English or Lithuanian languages or officially translated to English/Lithuanian accordingly (proof of the official translation must be visible in the submitted document). The documents provided must be visible and readable, none of the parts can be covered or hidden.

The documents must be provided via an online registration form or by replying to the initial email request.

Below, please find a list of general corporate documentation requirements, including cases of when Notarization, Apostille, or Legalization ('N. A. or L. needed' column) is needed, as well as the validity period. In case we can access the state registry to get required company documents we would do so for your convenience and would ask you to provide the documents which are not publicly available.

Type of document	Validity period	N. A. or L. needed
Deed of Establishment/Incorporation document	Not older than 3 months	✓
Articles of Association/Memorandum	Not applicable (unless changes were made)	✓
Shareholders & Directors Register	Not older than 3 months	✓
Power of Attorney (when applicable)	Not applicable	✓
Signed and dated company structure chart	Not applicable	
The lasted annual (audited if required) financial statement of the company (when applicable)	Depends on when the audit was carried out	
Company's account bank statement (if the company has an open bank account elsewhere)	Not older than 3 months	
Signed agreements with business partners + 2 invoices each (when applicable)	Not applicable	

Signed agreements with clients + 2 invoices each (when applicable)	Not applicable	
UBO(s), Director(s), Shareholder(s), Authorized signatory identity documents (valid passport or ID card)	Not applicable	
Nominee and Trustee agreements (when applicable)	Not applicable	
Proof of address (POA) of authorized person(s), shareholders, and beneficial owner(s) (acceptable forms of POA: water, gas, phone, internet, council tax);	Not older than 3 months	
Proof of website domain ownership (invoice) (when applicable)	Not applicable	
Company's utility bill (acceptable forms of POA: water, gas, phone, internet, council tax) (when applicable)	Not older than 3 months	
Additional documentation for licensed institutions only:		
Operating License (link)	Not applicable	
Letter from Gambling Commission (when applicable)	Not applicable	
AML policy and controls (when applicable)	Not applicable	
Signed agreements with AML solutions (when applicable)	Not applicable	
AML Questionnaire (when applicable, sent by payswix KYC team)	Not applicable	
Wolfsberg Questionnaire (when applicable, sent by payswix KYC team)	Not applicable	

Depending on your business industry and jurisdiction the KYC team may request you to provide different Corporate Documents.

Source of Wealth

In some cases, to understand how and which activities generated your source of wealth, the payswix KYC team will send you a separate questionnaire to fill out and provide supporting documentation. If you receive one, please make sure that:

- You indicate your Name, Surname, Date of Birth, and Occupation;
- You provide a clear explanation of how the source of funds has been accumulated;
- Based on your explanation, you provide supporting documentation from the list mentioned in the form.

Additional Information Request

To better understand the business model of your company, as well as the scope of the future transactions, the payswix KYC team will send you an Additional Information request form. When filling out the form, please make sure to indicate:

- Your Name, Surname, and the Company's name;
- Expected transaction number and volume;
- Incoming and outgoing recipients' countries;
- Business Partners' names;
- Detailed purpose of account;
- Details business model.

APPENDIX 1. VISUAL ID VERIFICATION INSTRUCTIONS

Identity Verification Process

With identity card:



In the first step you have to take a photo of your face and shoulders.



In the second step you have to take a photo of the front side of your identity card.



In the third step you have to take a photo of the backside of the identity card.

With passport:



In the first step you have to take a photo of your face and shoulders.



In the second step you have to take a photo of the main passport page with the photo.

- ⓘ Please be aware that only an international passport, or an identity card issued in EEA are suitable for verification.
- ⓘ Please make sure that the picture you are taking is not blurry and all the information on the document is clearly visible.
- ⓘ If you are having a problem with fitting the document into a frame, try holding your phone horizontally.