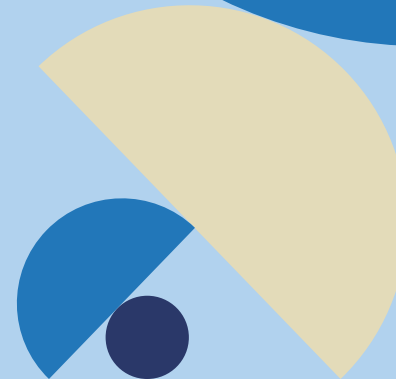


Confirming  
your identity  
via Zurich  
Verify



# Proof of identity

The following documents are acceptable proof of identity, please choose one from the list below.

## Passport

Please ensure that the copy of the page(s) you submit include the following:

1. your photograph
2. passport number
3. signature
4. and if applicable, endorsements (e.g. all US and Japanese passports).

Depending on your passport this information may be found on numerous pages and it is important that all necessary copies are submitted.

## Government issued ID card

This should include your photograph.

## Current driving licence

This should include your photograph.

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**Please ensure that your documents are valid and in date.**

**Please make sure your document clearly shows your signature.**



# Proof of residential address



The following documents are acceptable proof of residential address, please choose one from the following.

## Letter from employer

- The letter needs to be an original letter, from your employer, on company headed paper.
- It should confirm that you are an employee and state your current residential address.
- The letter should be signed by a person of authority, with the name and capacity of the person who has signed the letter clearly shown.
- You must have been in employment of the company within the last six months and the letter must be less than six months old when we receive it.

## A utility, rates or council tax bill

- This must clearly state the date of issue, the name and address of issuing authority and your name and address which must correspond with the address on our records.
- It must be dated within the last six months.
- Mobile telephone and satellite TV bills are not acceptable as proof address.

## A valid driving licence

- This must include your name and address, date of issue, date of expiry, and name of issuing authority.
- If there are two parts to your driving licence then certified copies of both parts of the licence must be provided.
- If you are using your driving licence as proof of identity, we will require a different document to confirm your residential address.

# Proof of residential address



continued

## A government issued ID card

- The card must have your address on it.
- If you are using your government ID card as proof of identity, we will require a different document to confirm your residential address.

The following are not acceptable as proof of address documents:

- UAE ID Card
- Qatar ID card

## Account statement from a regulated bank account, bank credit card or mortgage company statement

- The statement needs to be from a bank, credit card or mortgage company with whom you have an account, and it needs to confirm your current residential address. The statement cannot be a photograph of the screen, it has to be downloaded and saved.
- The statement should be dated within the **last six months** when we receive it.
- Non-bank cards, such as store cards, are not acceptable as proof address.

## Correspondence from an official central or local government department or agency in an equivalent jurisdiction

For example: Tax Assessment document, Personbevis, a state pension benefit book or other government produced document showing benefit entitlement.

- This document must include your name and residential address.
- The statement should be dated within the **last six months** when we receive it.
- This document must have been received in the post. Email correspondence is not acceptable.

# Help with the app

## Zurich Verify will only support the following OS versions:

- a. On Apple devices, iOS 12, and iOS 15 or newer
- b. On Android devices, Android 9 or newer

If your device is not supported, please contact Zurich to go down the certification route.

## If you already have the ID-Pal or Zurich Verify app installed on your phone, please delete it. Then do the following:

- Restart your device.
- Clean your camera lenses on the front and back of your device.
- Click on the link that was sent to you and re-install the Zurich Verify app.

## When capturing your Identity Document/ Liveness Test:

- Avoid overhead lights to reduce glare.
- Place your ID on a high contrast background (a different, solid colour).
- When taking your selfie you need to have a clear/plain background with no other persons in the shot.
- If the auto-capture isn't capturing your document, wait a few seconds and you will be offered a manual capture option.
- If capturing manually as above, **fill as much of the screen with the ID card as possible without cutting it off** as this will help with lower resolution cameras.
- If the above doesn't work, please forward the link to a different device, and try again from that device.



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For more support, please watch this [video](#).

# We're here to help

Please click on the link below to contact the Zurich Corporate HelpPoint team

[www.zurichinternational.com/contact/corporatesavings](http://www.zurichinternational.com/contact/corporatesavings)



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