

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, Singapore and Japanese passports).

Government issued ID card

This should include your photograph and the reverse of the card.

Current driving licence

This should include your photograph and the reverse of the licence.

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.

Account statement from a regulated bank account or bank credit card

- The statement must be from a bank or credit card company where you hold an account.
- It must show your full name and your current residential address.
- It must include recent banking transactions (for example, payments out).
- It must be dated within the **last six months** at the time we receive it.
- Statements from non-bank cards (such as store cards) are not accepted as proof of address.

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.



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

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.

Mortgage statement or rental agreement

- It must show your full name and be valid at the time you submit it.
- You must include the pages that clearly show all of the following: your full name, your address and your signature.



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 discuss alternative options to using Zurich Verify.

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.



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



We're here to help

Please click on the link below to contact the
Domestic Pensions team

[**www.zurichinternational.com/contact/isle-of-man-pension**](http://www.zurichinternational.com/contact/isle-of-man-pension)



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