

Confirming your identity via Zurich Verify



Introduction

The Zurich Verify App is the new quick and easy way to verify your identity documents (ID) digitally.

We know verifying documents can take time. That's why we partnered with ID-Pal to provide the Zurich Verify App. It's a seamless way to upload your documents, ensuring robust compliance checks and a user-friendly experience.

Need help? [Watch this video for more support.](#)

Or read on for guidance on accepted documents and tips if you run into any issues using the app.



Proof of Identity

When uploading your documents, please choose from the list below.

Passport

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

1. Photograph
2. Passport number
3. Signature
4. Endorsements (if applicable e.g. all US & Japanese passports)

Depending on your passport, this information may be found on one or over multiple pages, and it is important that all necessary information is submitted.

Use the Additional Documents section on the app to upload any additional Passport pages.

Government Issued ID Card

Driving License

Please ensure your documents contain a photograph, are valid and in date.
Please ensure your signature is shown clearly on any documents uploaded.

Proof of Residential Address

When uploading your Proof of Address, please ensure you choose from the list of acceptable documents below.

All documents must clearly state your Name, Address, and Date of Issue.

Bank Statement

Mortgage Statement

Tenancy Agreement

Rates / Utility Bill

Government Issued Letter

Employers Letter

PersonBevis

Please ensure your documents are taken from the original (not from a copy or image), issued and/or signed by any relevant authorities, are valid and in date. If you are using a Passport as your only form of ID, and the signature or endorsement pages are not on your photograph page, you will need to upload those as Additional Passport pages.

Additional Documents

Here you can upload any additional documents that we may request from you or that you think are relevant to support your other documents. The Additional Documents you can submit are:

Other Forms of ID Cards

Birth Certificate

Permits

Additional Passport pages

- Endorsement page
- Signature page

Help with the App

Zurich Verify will only support the following OS versions:

- Apple devices with IOS 15 or newer
- Android devices with Android 9 or newer

If your smart device is not supported, please contact Zurich for further advice on how to provide certified documents instead.

If you have any issues with the App, please try following the below steps:

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

If none of these steps fix the issue, we may send a new link for you to try.

If more than 14 days has passed since you received the link, then please contact Zurich for a new link to be sent.

When capturing your Identity Document / Liveness Test:

- Avoid overhead lights to reduce glare.
- Place your ID on a high contrast background.
- When taking your selfie you will 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 any of it out of the capture area.**
- If the above doesn't work, please forward the link to a different device, and try again from that device.

If none of the above is working for you, please contact Zurich to go down the certification route.



We're here to help

Please contact client.services@zurich.com for any queries or support using the Zurich Verify App.



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