

## Step-by-Step Guide: How to Verify Your Identity at a Retail Location

To complete your verification process, please follow these steps carefully.

### 1. Visit the Nearest Retail Location

First, go to the closest retail location to your home. This is where you will complete the verification process.

### 2. Perform a Money Transfer

To proceed, you will need to make a money transfer.

- There is no minimum amount required.
- You can send money to any recipient or even to yourself.

### 3. Choose a Payment Method

You can fund the money transfer using:

- Cash
- Debit or credit card
- Bank transfer

### 4. Confirm the Recipient

You have two options:

- Send money to a recipient of your choice.
- Send money to yourself (self-transfer).

When making the transfer, inform the agent accordingly.

### 5. Present Your Identification Document

You will need to provide a valid identification document for verification. The accepted documents include:

- Passport
- Romanian National Identity Card

- Romanian Residence Permit

The agent will ask for additional information and register you in the Western Union system.

## 6. The Agent Will Keep a Copy of Your ID

As part of the process, the agent will take a copy of your identification document and store it in our system.

## 7. Receive Your MTCN Receipt

Once the money transfer is completed, you will receive an MTCN, which serves as a receipt of your transaction.

## 8. Return to the App and Continue Onboarding

Now that your transaction is complete, open the app again and log in:

- Enter your email and password or
- Use biometric login (if enabled).

The app will resume your onboarding process exactly where you left off, at the Personal Details screen.

## 9. Enter Your Personal Details

At this stage, you need to provide:

- Full Name
- Date of Birth
- ID Number (the same one used for the money transfer).

Make sure to enter the correct document number, whether it's:

- Your passport number
- Your Romanian National ID number
- Your Romanian residence permit number

## 10. Complete the Verification and Open Your Account

Once your details are submitted, your identity will be fully verified. You can then:

- Provide any additional required information.
- Complete the onboarding process.
- Successfully open your account.

That's it! You're now verified and ready to use your account.