How to Perform KYC in your Permission.io account

Permission Support - 2024-11-12 - Identity Verification/KYC

Welcome to the KYC journey!

As a returning user or as a new member, we are pleased to invite you to our KYC process.

Once you complete KYC, you'll be able to access all the features of the Permission platform, including the ability to withdraw your ASK from the pending balance.

Step 1: Create Your Account (if you haven't already)

Before you can complete the KYC verification, you need to register on the platform.

1. **Sign up: Visit https://search.permission.io/ and select the Sign Up option**

2. **Enter basic information: Fill out the registration form with your details, such as your name, email address, date of birth, and password.**

3. **Confirm your email : Completing this step is required to fully activate and use your Permission account.**

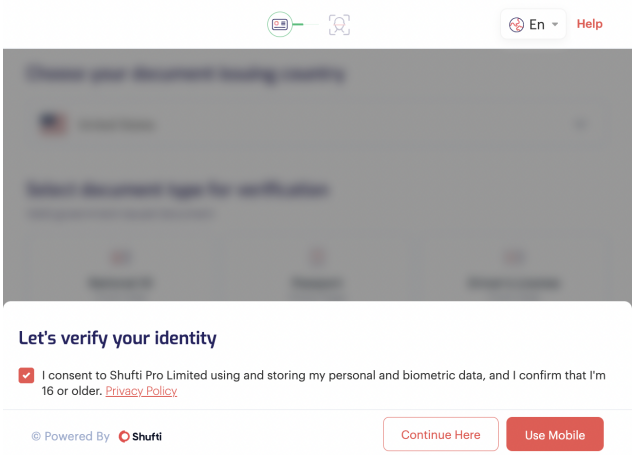
Step 2: Start the KYC Verification Process

Once your account is created, you have to log in. Select the “Profile” menu. In the “My Details” sub-menu on the left, look for the "Verify Now" in the Verification section.

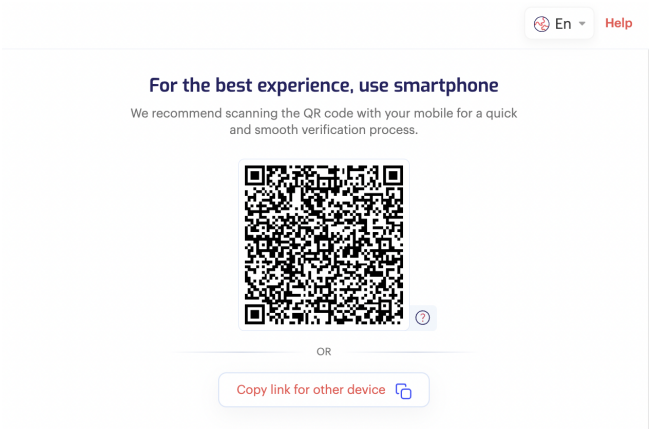
Tip: Ensure the information you provide matches the documents you’ll be uploading in the next steps to avoid delays.

Step 3: Identity verification process

You can choose to complete the ID verification on another device (such as a mobile device), or you can continue using your current desktop or

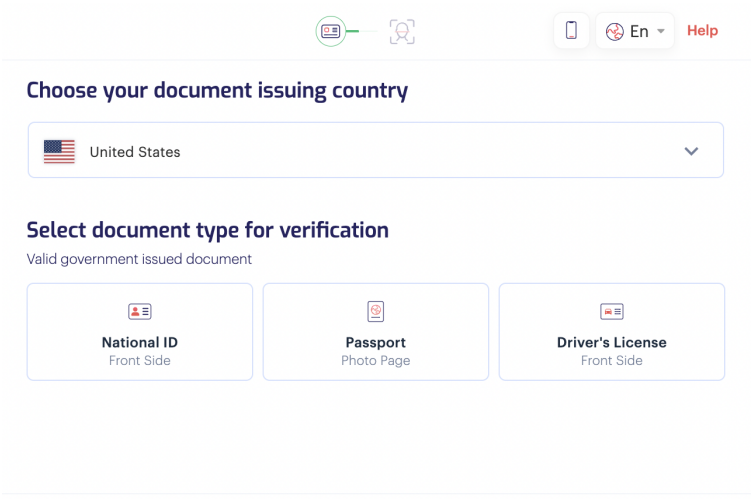


tablet.



Step 3: Submit Identity Documents

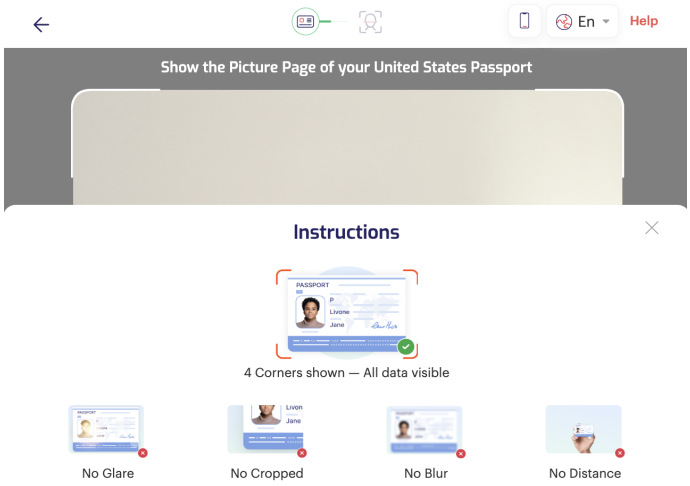
1. **Choose the appropriate document(s):**
    - **A Passport, National ID card, or Driver's License**



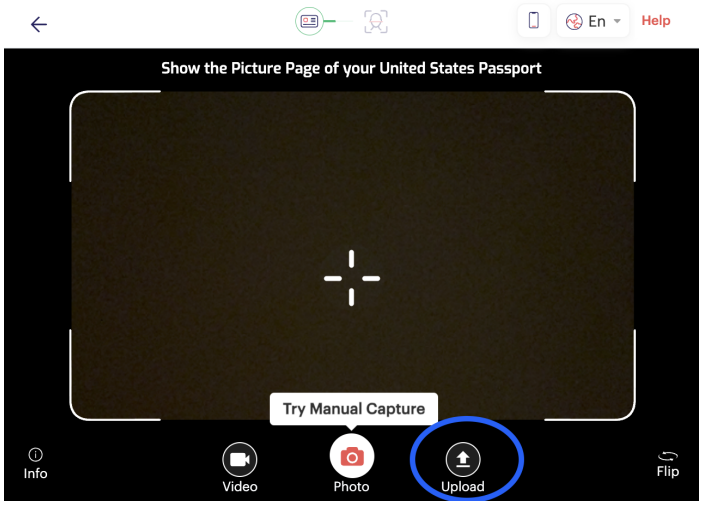
1. **Choose between taking a picture of your documents or uploading**

your documents

2. **Take clear photos:**
    - **Use your smartphone or scanner to upload high-resolution images of your documents.**
    - **Ensure the document is not obstructed and all text and corners are visible**
    - **Be sure the photo is in focus and well-lit. Avoid blurry or pixelated images.**



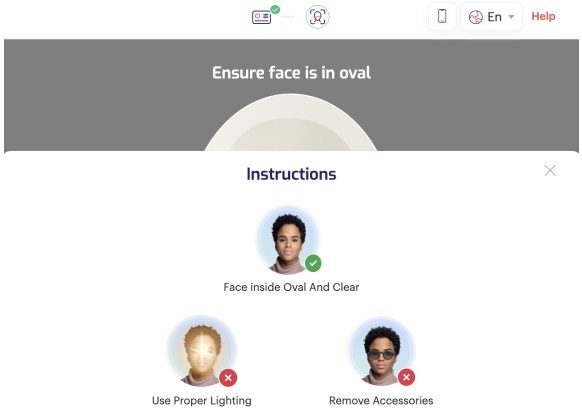
1. **Upload the documents: After scanning or photographing your documents, follow the platform's instructions to upload them by selecting the “Upload” button to complete this step.**

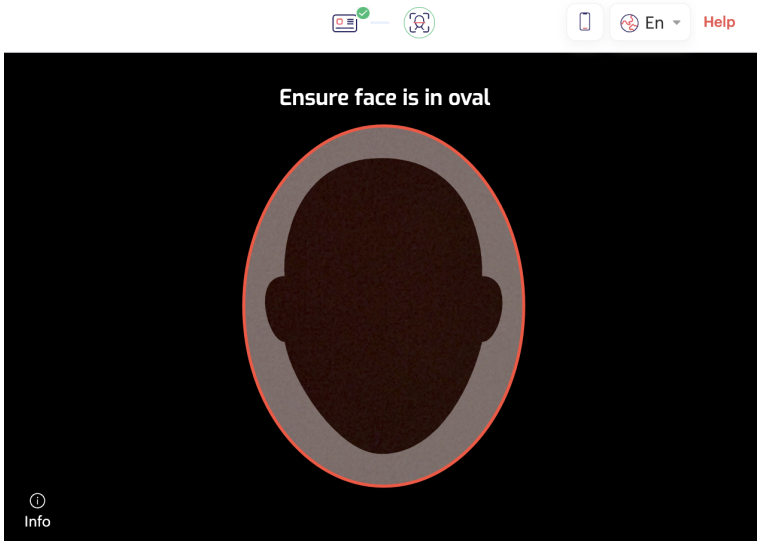


Tip: Double-check that the details on your documents are legible and match the information you entered in your profile during registration. If the documents are unclear or do not match your profile, the system may reject them.

Step 5: Take a Selfie

The platform requests a selfie, so you'll need to take a picture using the camera provided in the app or website. Hold still for a few seconds to ensure your face fits within the oval shape. Make sure you're well-lit and that your face is clearly visible.





Tip: Follow the platform's guidelines carefully during this process. A well-lit, clear, and natural photo will speed up the verification process.

Step 6: Submit and Wait for Verification

After uploading all the required documents and photos, submit your information for review. The platform will typically take some time to process and verify your documents.

- **Wait for approval: Verification can take anywhere from a few minutes to several business days, depending on the platform and how many people are submitting KYC at the same time.**
- **Check your email or app: You'll receive a notification once your KYC is approved or if additional information is required.**

Tip: The platform may provide a reason for rejection if your request failed. Correct this before submitting again your application. See example below:



Step 7: Verification Complete!

Once your identity is verified, you'll be notified that your KYC verification is complete.

You are now able to access full services of the Permission platform (e.g., withdrawals, transfers, referrals...).

Troubleshooting Common KYC Issues

If your submission fails, you can proceed with manual verification using the following link. Before resubmitting your application, please carefully review the points below.

1. **Document Rejection:**

If your documents are rejected, check for the following issues:

- **Blurry images or unclear text**
- **Expired documents**
- **Mismatched information between your documents and your Permission profile**

To resolve this, re-upload higher-quality, more legible versions of the documents.

1. **Manual Verification:**

During manual verification, you will be prompted to upload a clear photograph of yourself from the chest up, with your face fully visible. In your hand, you should also be holding a sheet of paper with the word "Permission" and the current date, along with the ID you uploaded.

1. **Selfie Issues:**

Ensure your face is well-lit and clearly visible in the selfie or video. Avoid wearing hats, glasses, or masks that may obscure your face. Both your ID and face must be clearly visible.

1. **Delayed Verification:**

If the verification process takes longer than expected, contact customer support at support@permission.io for an update. During busy periods, verification may be delayed, but customer support should be able to provide an estimated time.

In conclusion...

While KYC verification might seem like a tedious task, it is an important part of ensuring the safety and security of your account. By following this step-by-step guide and ensuring you provide clear, accurate information, you'll be able to complete the KYC process smoothly and gain access to all the benefits Permission offers.