



Dealer Training



KYC PROCESS & REQUIREMENTS

KYC customer requirements

- In order to complete any order, the customer must provide the Dealer with the following data and documentation:
 - Copy of the NIN (National Identity Number) / Passport.
 - Proof of address.
 - Proof of business registration (Business only).

KYC high-level order process

- Once the customer has provided the relevant KYC customer information, the Dealer will:
- Log-on to the SOLID system
- Upload a copy of the customer ID or passport displaying the photo
- Complete the following fields based on the legal requirements for KYC as part of the order:
 - NIN (National Identity Number)/passport number
 - Full name(s) & Surname
 - Place of birth Date of birth
 - Physical address
 - Postal address
 - Email
 - Phone number
 - Employer name
 - Job title
 - Employee service length
- Enter the product details and submit the order

KYC high-level order process

- The order will then be submitted to Head Office for approval.
- Head Office will verify the customer date of birth and National Identity Number on the Nigeria National database.

Only if the:

- customer documentation is complete
- the customer data is in order and,
- the application passes credit approval ...

Will the contract will be approved.

Fraudulent documents

- Fraud is the unlawful and intentional making of a misrepresentation which causes actual prejudice.
- Fraudulent documents can be broken into the following four categories:
 - Impersonation/identity theft: where a look-alike imposter tries to pass the document off as their own.
 - Counterfeits: a copied version of a genuine document.
 - Forgeries: where a genuine document that has been unlawfully altered such as changing the name, photographs, or other personal details.
 - A pseudo document: a document that bears the resemblance of an official document but is not recognised as legitimate.
- You need to ensure the person on the other end of the transaction isn't a fraudster—without sacrificing a legitimate customer's experience.
- If you suspect fraud on a document, it must be reported within 24hrs to law enforcement agencies.
- You must not inform the subscriber of this action, as you want the fraudster caught.



The End