Kelly Santini will be asking you to complete an ID verification process via email or text message to your cellphone. Verifying your identity is required by law and is important because imposters sometimes impersonate individuals to steal their assets. For example, a fraudster may pretend to be you to sell or mortgage your home. As part of the ID verification process you may be asked to verify your bank account, and this will require you to provide your account number and the password for your online banking.

Neither **Kelly Santini** or Treefort will receive your account number or password. Please note that you are under no obligation to complete the ID Verification process. However, your failure to do so may result in **Kelly Santini** being unable to assist you with your transaction.

This document describes the steps in the ID verification process and gives you an idea of what to expect throughout the process. We thank you for your cooperation as we all work together to prevent fraud.
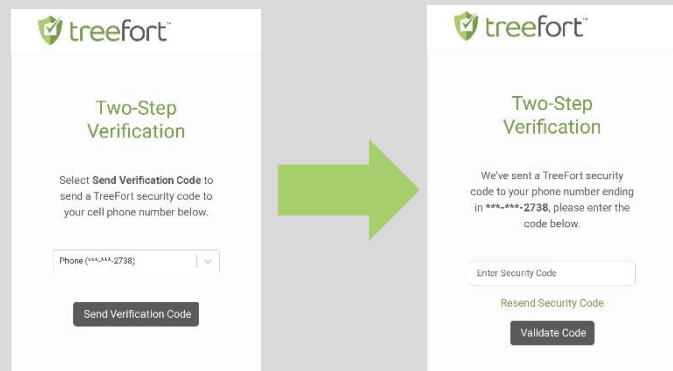
HELPFUL TIPS!

➢ Ensure that you are using a smart phone with a high-quality camera in a well-lit area without glare.
➢ Ensure that you are standing against a uniform background, without straight lines such as door frames, window blinds, shelving etc.
➢ If your face scan is being rejected, and you happen to be wearing glasses, a baseball cap, or headphones, please try removing these accessories before taking the face scan again.
➢ If you experience issues accessing your camera during this step, you can attempt the following to resolve the issue:
  ▫ Check your phone settings to make sure that the camera is enabled for the browser you are using. See below for assistance on enabling your camera for this site on commonly used devices.
  ▫ **iPhone:** Device's Settings > Privacy > Camera menu, or by finding the browser you are using within your device's Settings menu and enabling your camera for the browser.
  ▫ **Android:** Device Settings > Apps menu to find the browser you are using and enabling your camera for the browser.
  ▫ If camera issues persist, please change to a different browser such as Google Chrome.

Step 1 - Beginning the ID Verification Process

Kelly Santini will send you an ID verification request to the email address and phone number you provided, containing a hyperlink by email from noreply@treeforttech.com or text from +1 (587) 405-2818
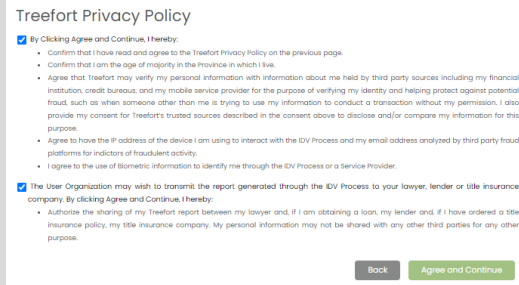
VIEW VIDEO HERE
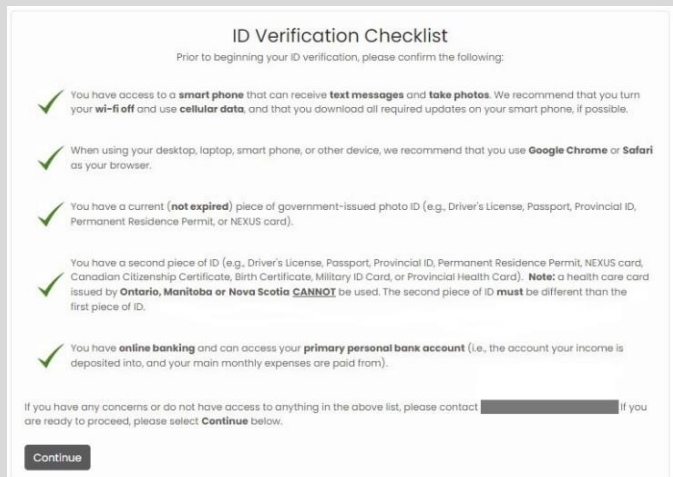
Step 2 - Two-Step Verification

Step 3 - Privacy Consent

You will then be directed to a Privacy Consent, where you can review what information will be collected from you, and how that information will be used. You will also have the opportunity to review a more comprehensive Privacy Policy. Any questions related to privacy and security of your information can be sent to privacy@treeforttech.com. View the full Privacy Policy.
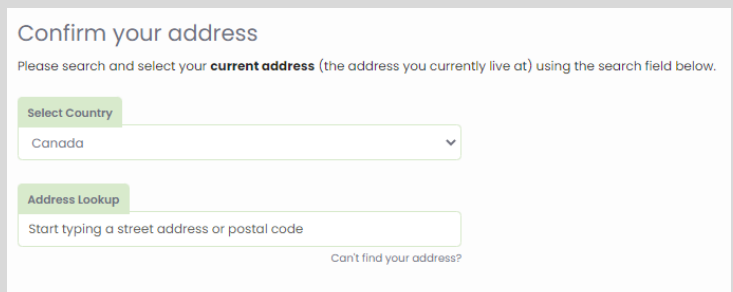
Step 4 - Readiness Checklist

Step 5 - Confirm your Address

Step 6 - Upload your Primary ID Document
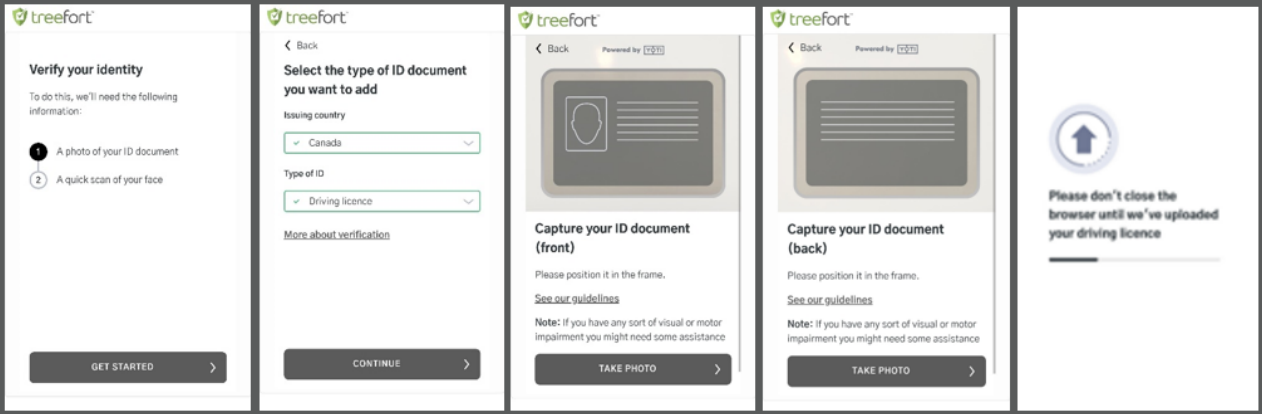
## Step 7 – Completing your Face Scan
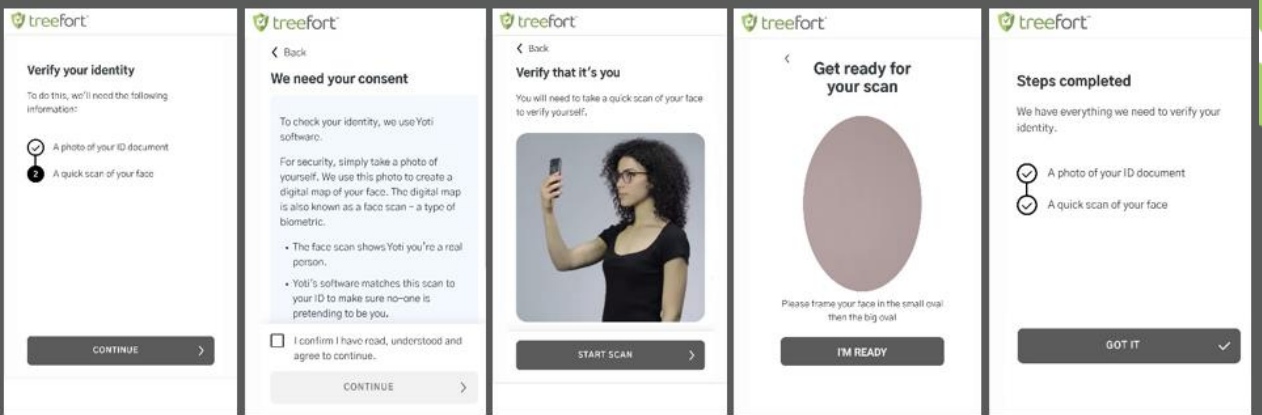
Step 8 – Uploading your Secondary ID

You **may** be asked to upload a Secondary ID. If requested, refer to Step 6 of this document. **Note:** Health Cards are **not** acceptable forms of ID in the following provinces: ON, MB & NS.

## Step 9 - Verify your identity using your financial institution

You **may** be asked to confirm you have an account at a Canadian financial institution. If Banking Verification is requested, you will be asked to confirm the financial institution you have your primary bank account with.

Please Note: Neither **Kelly Santini** nor **Treefort** receives your bank account number, the password to your account, the balance in your account, or the amounts of any transactions in your account. Only your name, address and date of birth are verified.
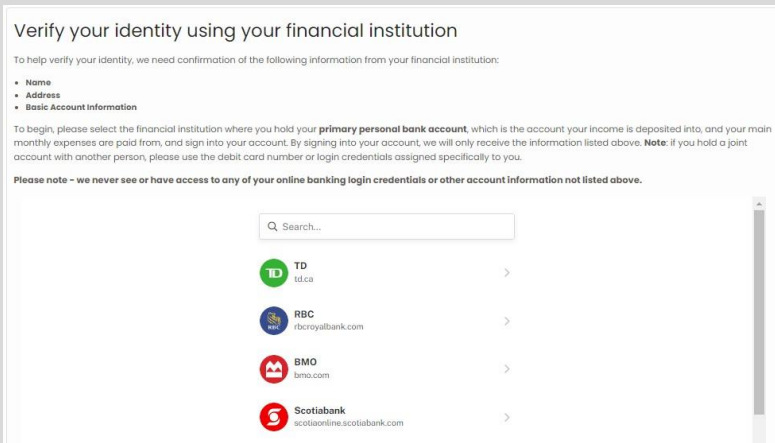
Step 10 - Finishing Up

When the ID verification process is completed properly, you will be directed to the Completion confirmation page.
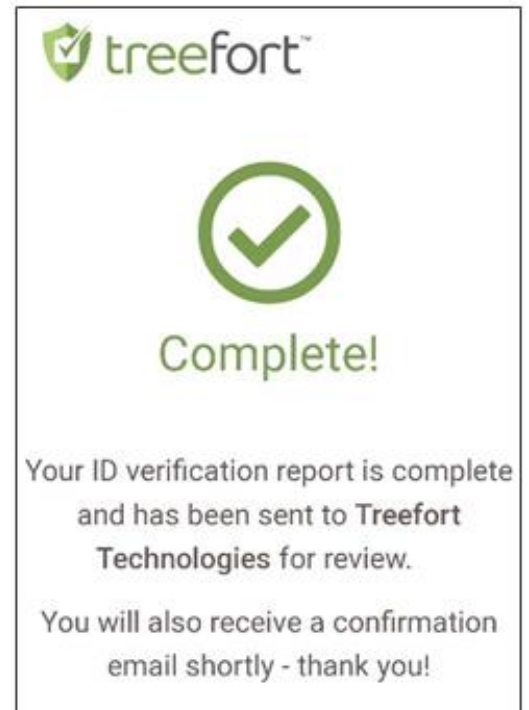
HAVE QUESTIONS? If you need any help or have questions throughout the process, please contact **support@treeforttech.com** or call **1 (866) 785-0270**. Our Treefort customer support team is happy to assist you from 8AM - 8PM, Monday to Friday, Canada-wide.