

# Know Your Customer Policy

The KYC Policy, which stands for Know Your Customer Policy, is a set of rules that financial institutions and companies that deal with individuals' money must follow. This policy requires them to assess the other party's identity, appropriateness, and the risks associated with maintaining a business relationship before carrying out a financial transaction.

In recent times, KYC policies have gained significant importance globally, particularly in the banking and financial sector. This is because these policies are aimed at preventing illegal activities like financial fraud, money laundering, terrorist financing, and identity theft. The primary objective of KYC guidelines is to safeguard businesses against being exploited by fraudulent individuals for money laundering purposes. By complying with KYC policies, businesses can effectively manage their risks. To authenticate the identity of clients, we request them to provide specific documents, which comply with international KYC standards.

## **The process of verification is uncomplicated and clear.**

In order to complete the trading account verification procedure, the client is required to provide a number of documents:

### 1. Identity document

You can provide an identity document issued by a state authority: a. passport (full first page);

b. driver's license (both sides);

c. temporary residence permit (both sides).

It is important to keep in mind that a driver's license is acceptable for verifying identity only if it is a plastic card and all details on it are in Latin transliteration.

### 2. Credit/Debit Card

To complete the account verification process, it is necessary to provide a scanned copy of both the front and back of the credit or debit card used to deposit funds. It is important to cover the first 12 digits on the front of the card and the CVV code on the back. However, the signature strip, the cardholder's name, and the last 4 digits of the card must be visible.

### 3. Proof of residence

The client is required to provide a document that proves their current address or billing address, such as a bank statement or a utility bill. The document should be issued in the country where the client permanently resides and should not be older than three months from the date of deposit.

a. Utility bill;

b. Electricity bill;

c. Statement from the bank;

d. Tax return;

In case you lack documents from the aforementioned list that have Latin transliteration, you may submit an official confirmation from your workplace or

educational institution. The confirmation should include your name, address, employment or study details, as well as an official signature and stamp.

Please make sure the documents you provide meet the following requirements:

- a. Documents must be valid, and their term of issue should not exceed three months;
- b. A document confirming the place of residence must contain your full name and address;
- c. The document confirming the place of residence must be provided in the form of a photograph or scan-copy of the original document;
- d. Documents must contain only Latin characters;
- e. The document confirming the place of residence must contain the date of issue.

#### 4. Declaration of deposit

The deposit declaration certifies that the client voluntarily made the deposit and that the card utilized for the transaction is personally owned by the client. (The client is provided with this document immediately after the activation of their trading account).

It's important to keep in mind that there may be different regulatory requirements in various countries, which means that we might need to ask for extra documentation.

#### **Ensure that the photos or scanned copies of your documents meet the following criteria:**

- a. Ensure that the scanned copies of documents are of high resolution and in color. Avoid submitting documents that are watermarked, black and white, or in other formats.
- b. Accepted image formats include JPG, GIF, PNG, TIFF, or PDF.
- c. The file size should not exceed 10 MB.
- d. Ensure that the documents submitted contain Latin characters or are in Latin transliteration.
- e. Make sure that the edges of the documents are clearly visible on a contrasting background.
- f. Note that the Verification Department may request that you resubmit the documents if they are of poor quality.

Typically, the verification process is quick, but it may take up to 24 hours in certain situations. Our Verification team strives to promptly evaluate and approve the information you have submitted.

Ensuring the confidentiality and security of your documents is our topmost priority at **Gelato**. We handle all the documents we receive with the utmost care and respect, and employ the highest level of encryption at every stage of the review process to provide complete protection.