# How to complete the Account Verification process

## For Companies*

* This guide does **not** apply to Individuals or Sole Proprietors/Sole Traders

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# Before you start, please ensure you have the following documents ready.

This will help you complete the verification smoothly without interruptions:

1. **Registration document**
   - ➔ Issued by a reliable, independent source such as the local commercial register of the country/region where the business is registered in.
   - ➔ Must be issued within the last 12 months, or it must contain a signature and a state of affairs with a date not older than 12 months.

2. **Government-Issued ID of Company's legal representative(s)**
   - ➔ Acceptable types: Passport, Driver's License, or National ID card.
   - ➔ Requirements: Must be valid, unexpired, and clearly visible.

3. **Bank Account Proof**
   - ➔ Acceptable types: Bank statements, Deposit tickets or deposit forms, Screenshots of online banking environment, Official letters issued by a bank, Cheques
   - ➔ Requirements: document must display the account holder's name, IBAN, indicator that it was issued by a bank (e.g., bank name, logo, or bank-specific font), less than 12 months old

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# Before you start, please ensure you have the following documents ready.

This will help you complete the verification smoothly without interruptions:

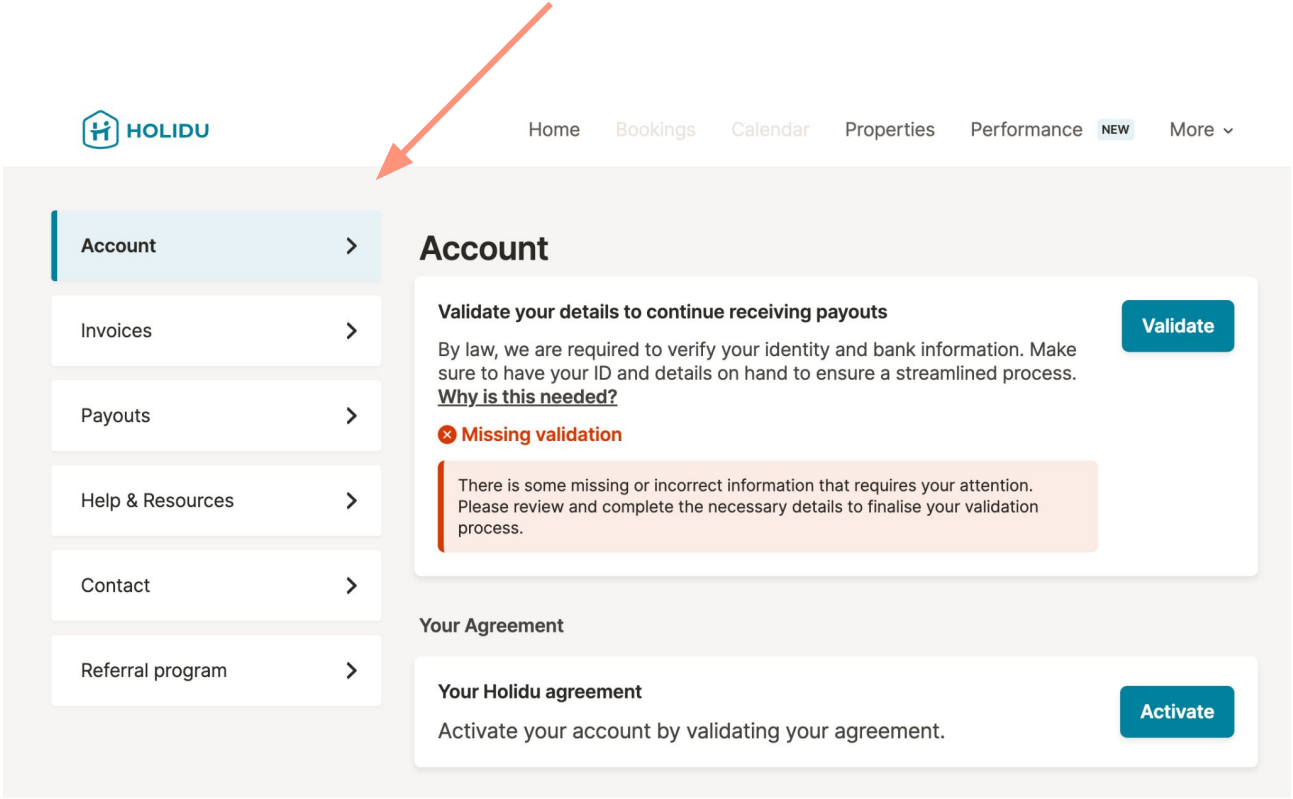
**4. Additional Documents (if applicable)**

- ➔ Proof of address (e.g. utility bill, bank statement, governmental correspondence not older than 12 months)
- ➔ Proof of Tax ID (document showing: organization name, tax ID number, issued by a reliable, independent source such as the local tax authority, issued within the last 12 months, or it must contain a signature and a state of affairs with a date not older than 12 months)
- ➔ Note: Only needed if specifically requested during the process.

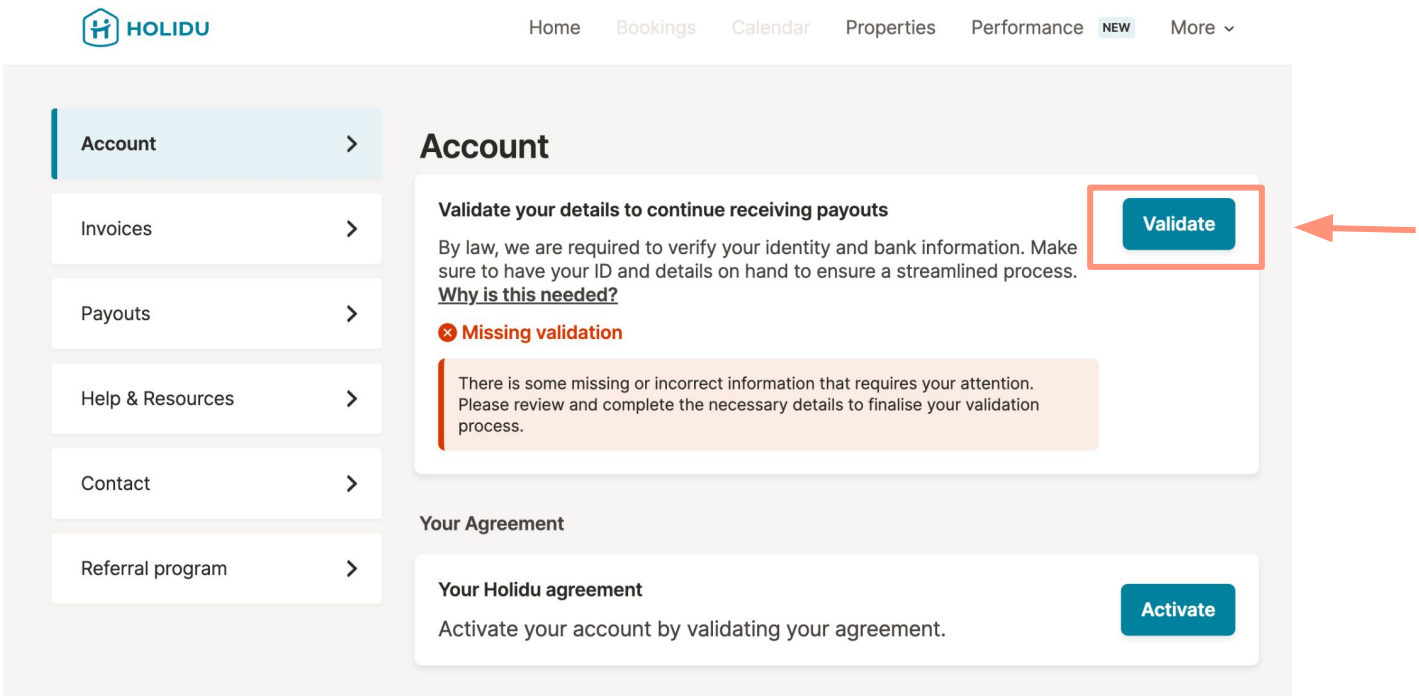
**Important Tips:**

- Documents must be clear, legible, and not cropped.
- Acceptable formats: JPEG, PNG, or PDF.
- Ensure there is no glare or shadow on the images.

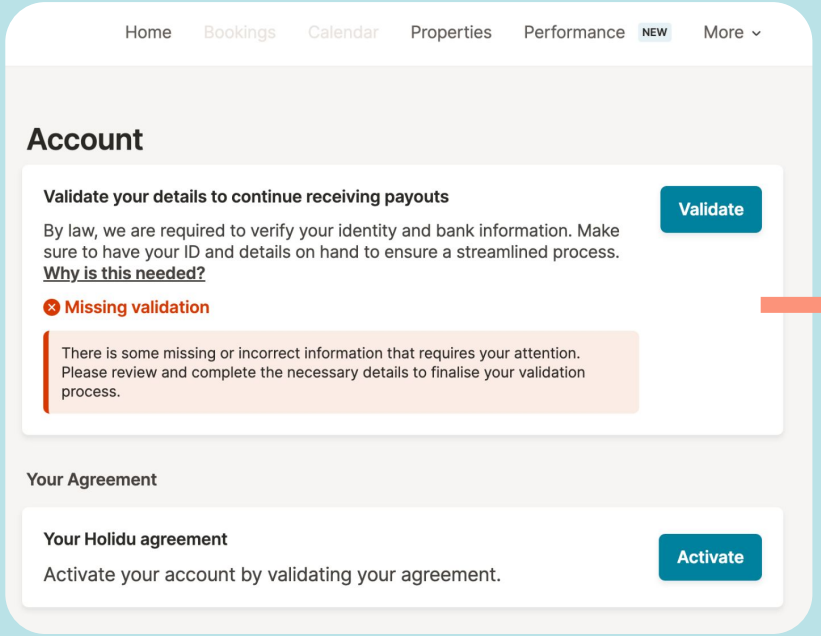
# 1. Go to the **Account section** in your Holidu account

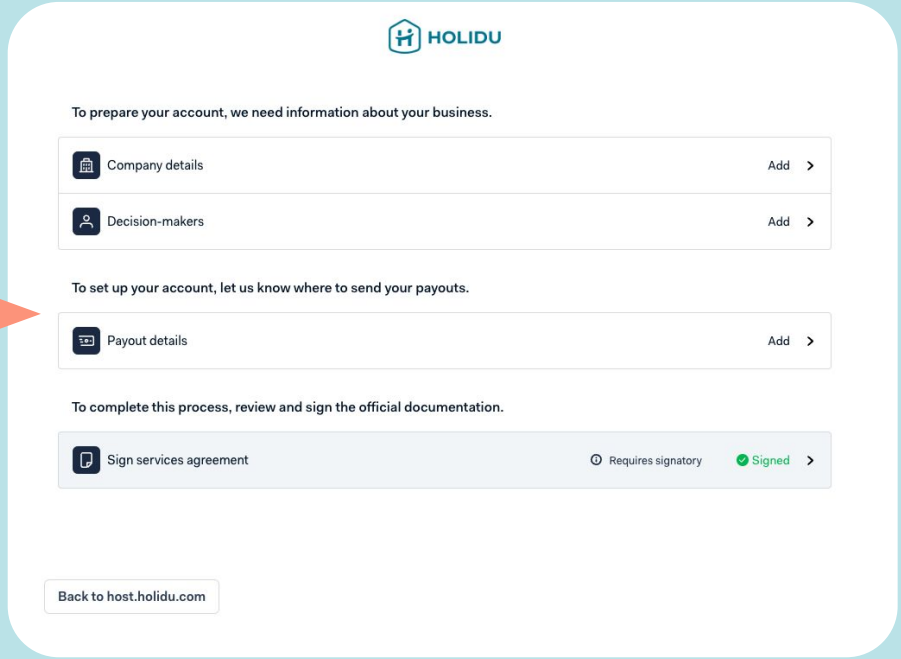


# 2. Click on **Validate** to start the Verification Process



# 3. You will be redirected to our Payment Provider Page

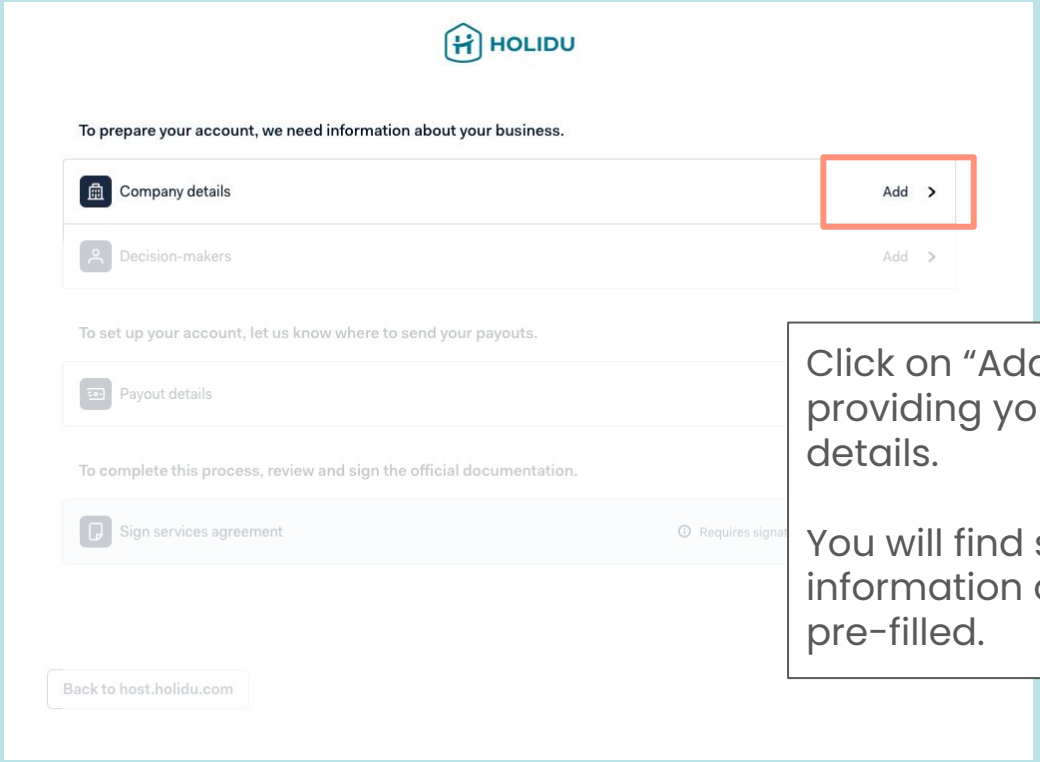


# Payment Provider Page

You will be asked to provide the following:

- Company Details
- Decision-makers
- Payout Details
- Service Agreement

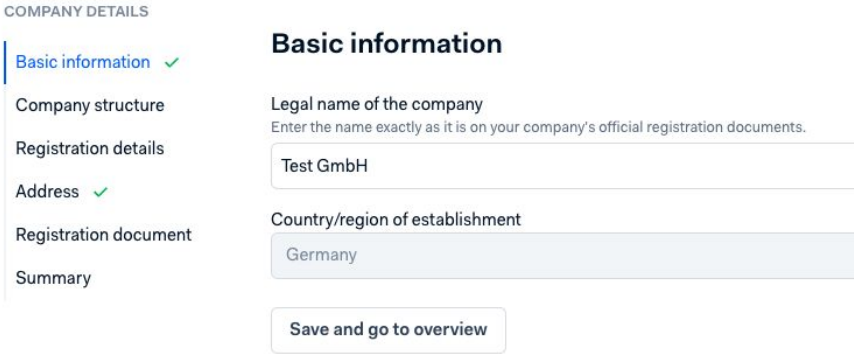


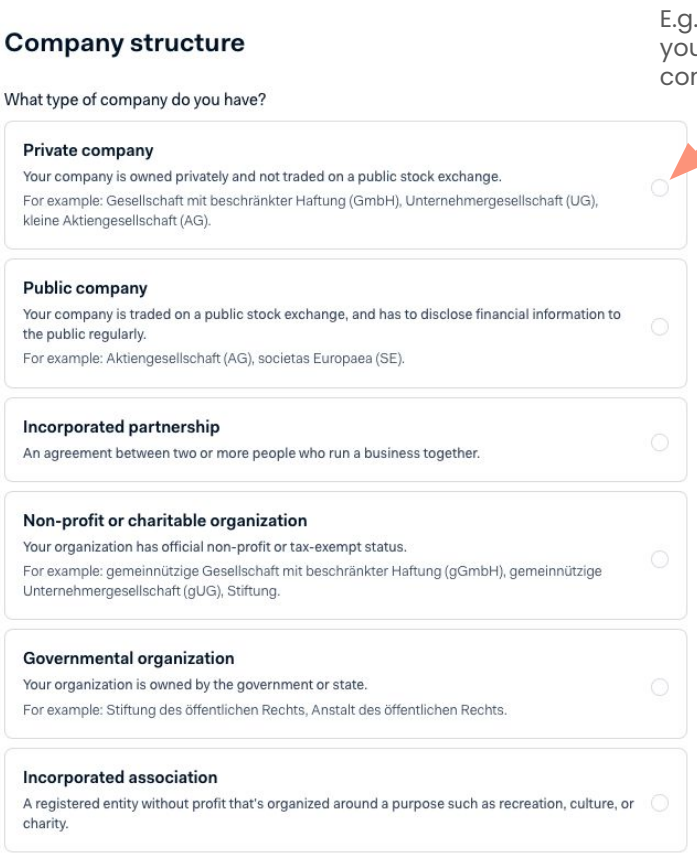

Click on “Add” to start providing your company details.

You will find some of your information already pre-filled.

# 4. Provide **Company Details**

Please enter the officially registered **legal name** and select your company structure



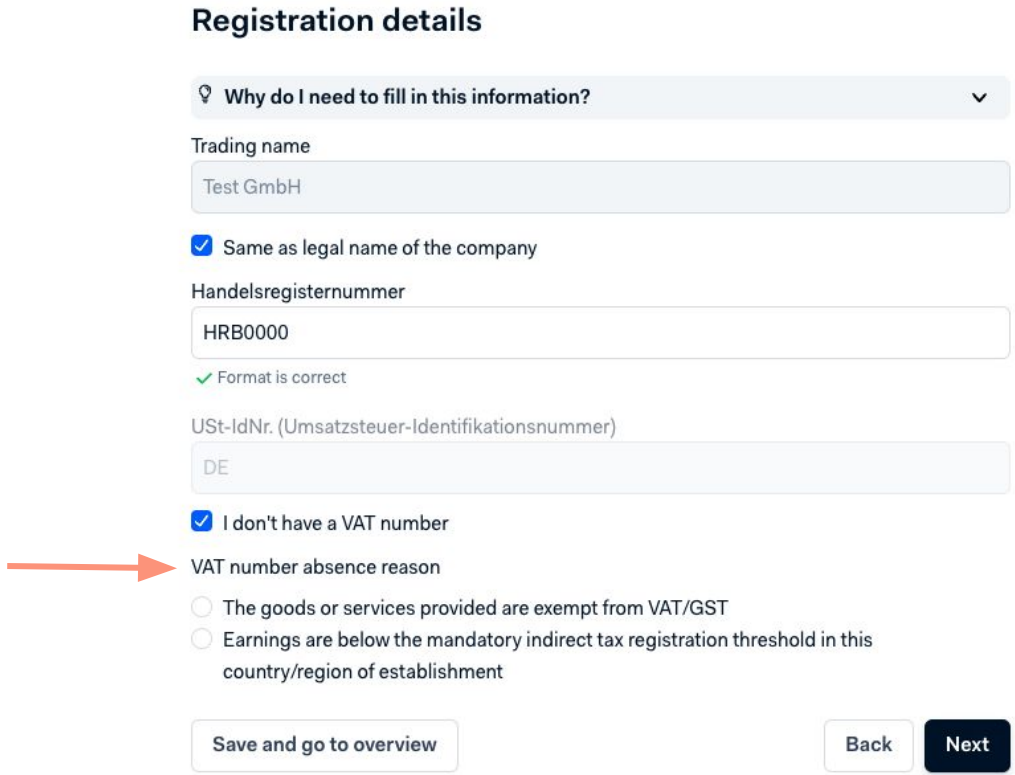

E.g. click here, when you are a private company

# 4. Provide **Company Details**

Add your **company registration details** here.

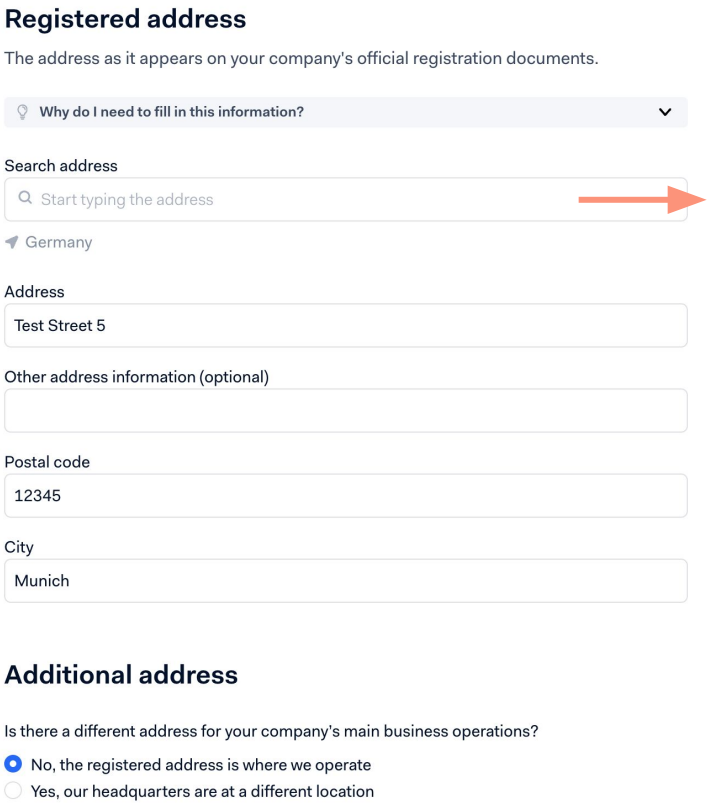
For German 🇩🇪 companies: In case you don't have a trade register number, please add "HRB0000"

In case you don't have a VAT number, select the reason why you don't have one.



# 4. Provide **Company Details**

Please make sure to provide here your **company's officially registered address**.




You can use the address search to find your address.

# 4. Provide **Company Details**

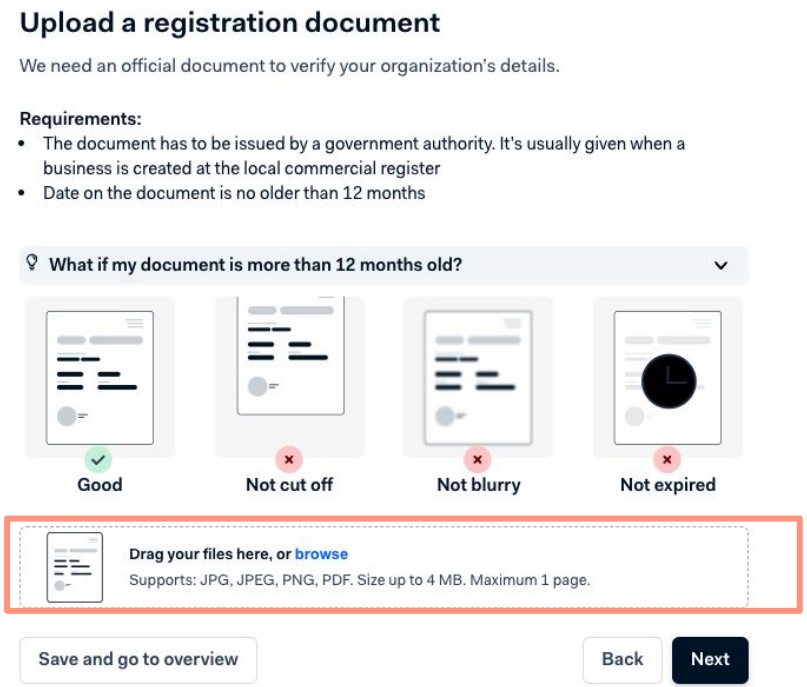
## Follow the instructions to provide a legible and valid document.

## Important:

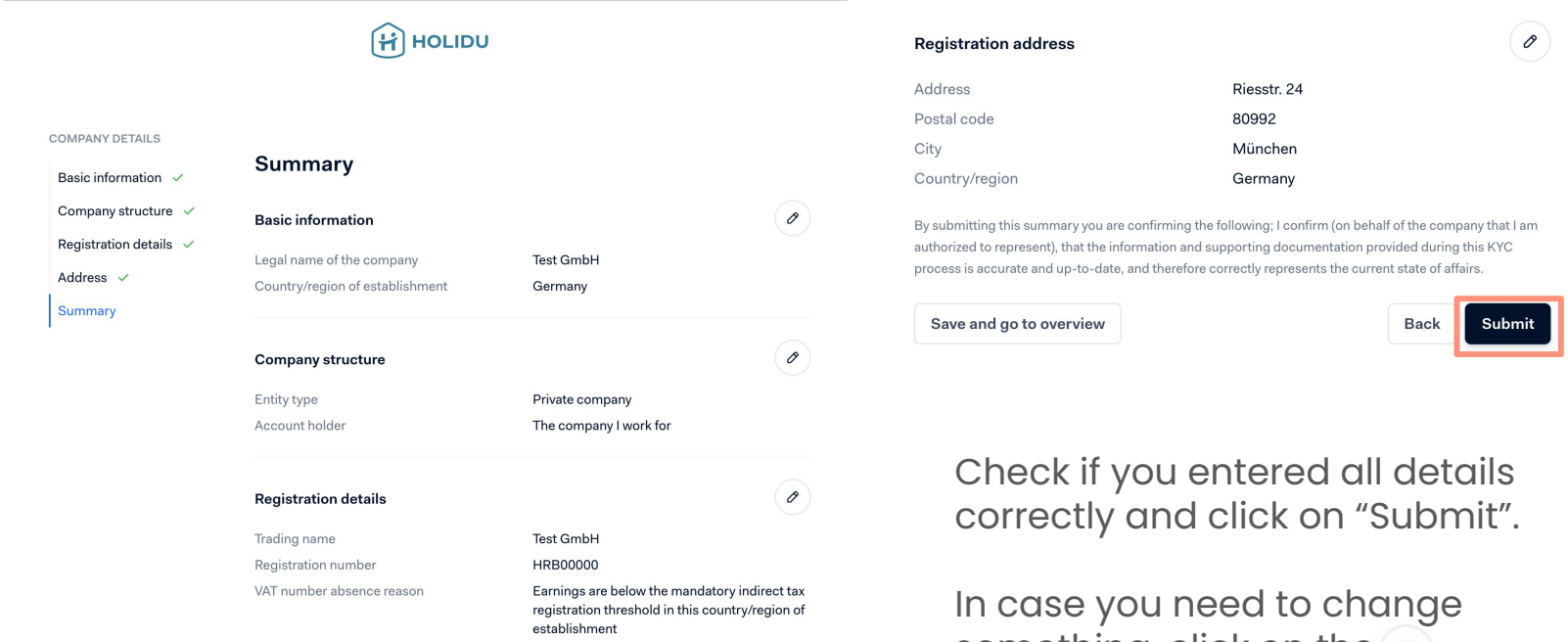
- The document has to be **issued by a government authority**. It's usually given when a business is created at the local commercial register and should **show the legal name of your company**
- Date on the document is no older than 12 months

What if my document is more than 12 months old?

If your document is older than 12 months, then it should contain a statement with the company's assets and liabilities. You will need to have it signed and dated by someone with decision-making or signing power within the company. Make sure the date, title, and legal entity name are included.



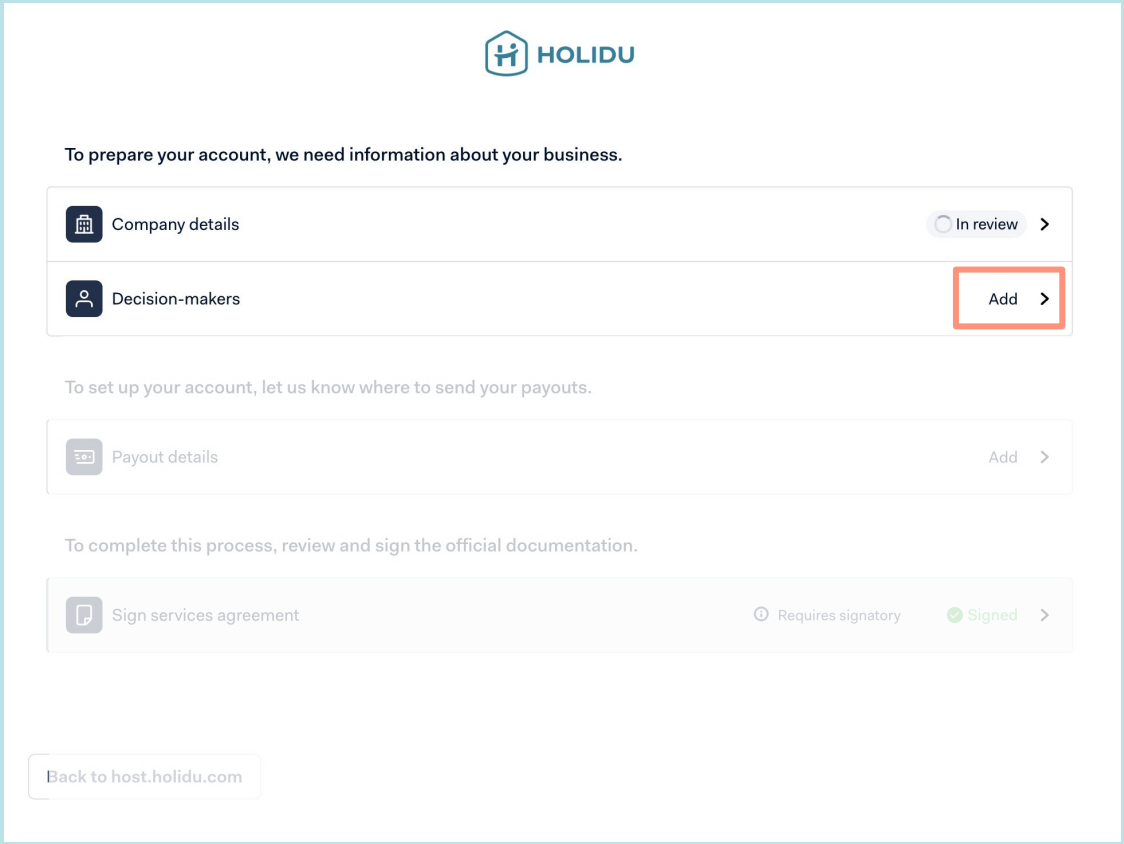
# 4. Provide **Company Details**




Check if you entered all details correctly and click on “Submit”.

In case you need to change something, click on the sign.

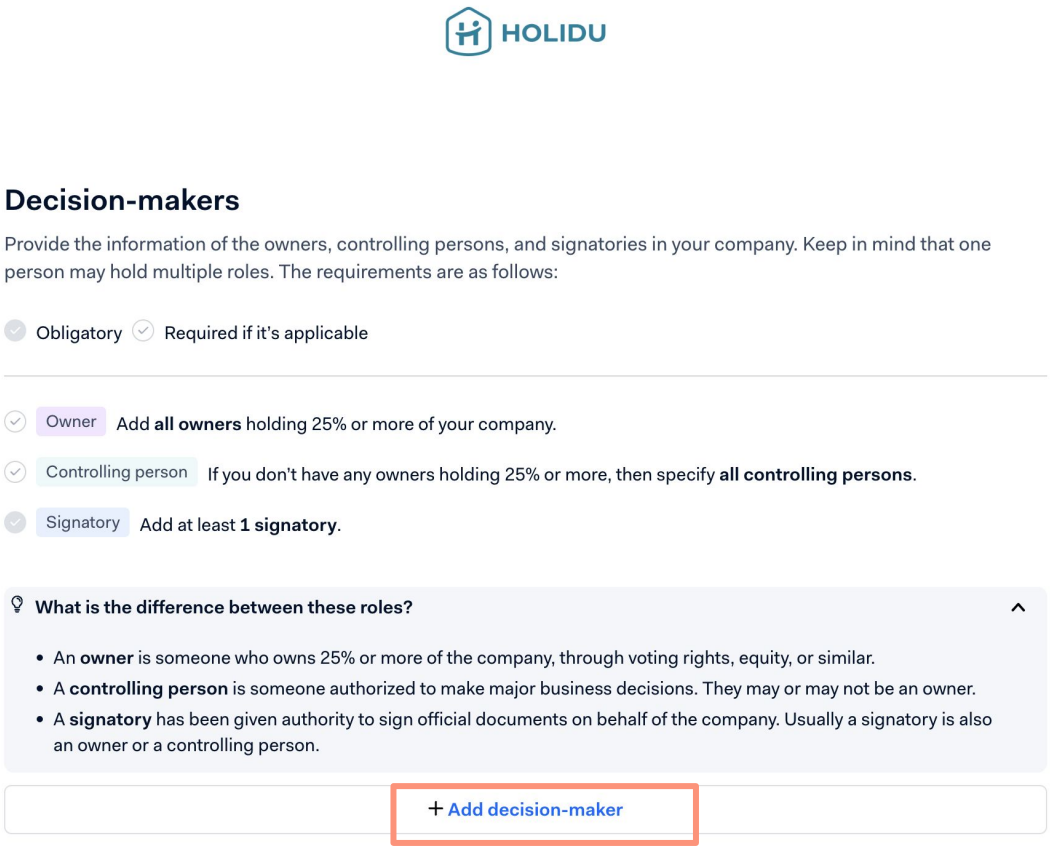
# Payment Provider Page




Your **Company details are now in review**. This can take up to 72h.

You don't have to wait for the verification and can continue with **clicking on "Add"** to start providing **information about the decision-makers of your company.**

# 5. Provide **Decision-maker details**



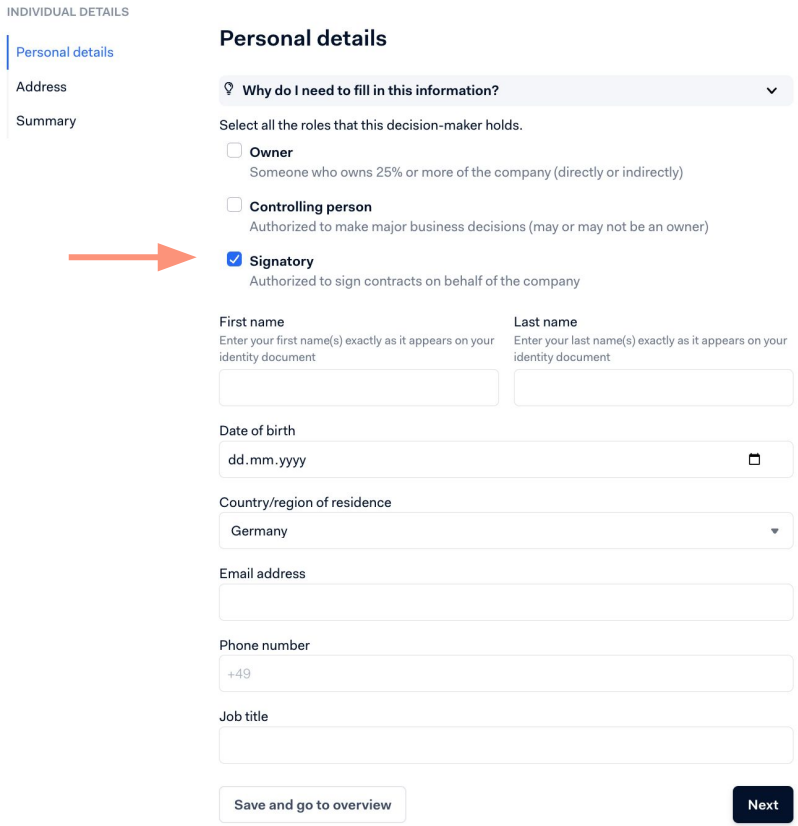

Please **read the instructions on the left carefully** and click on "Add decision-maker" to add the first decision maker.

Keep in mind that it's important to determine **at least one signatory.**

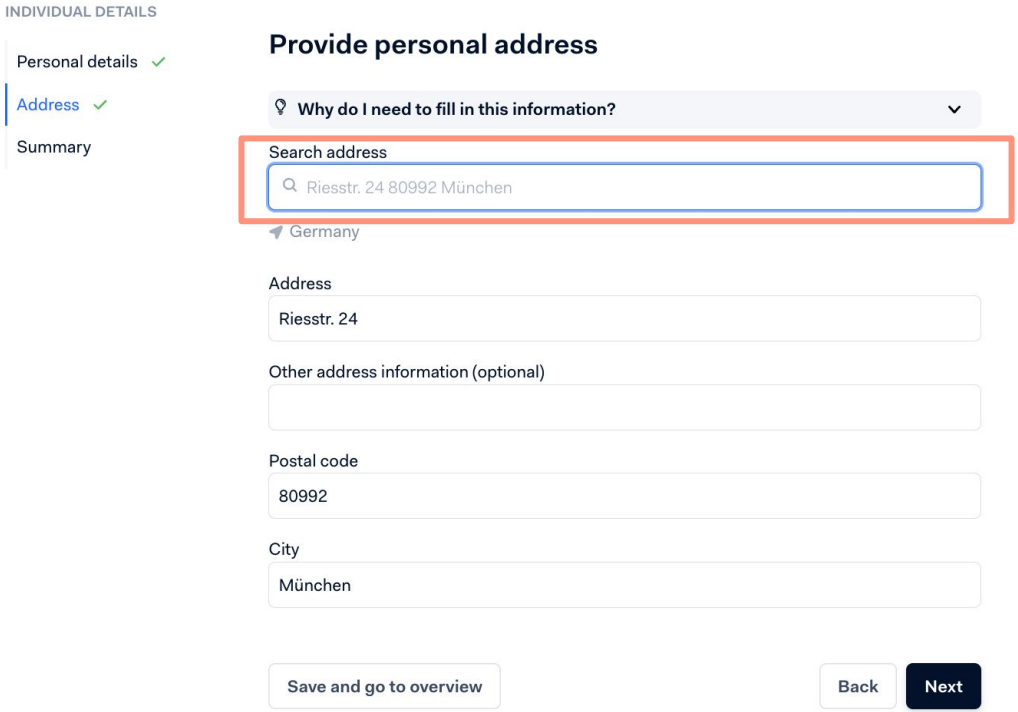
# 5. Provide **Decision-maker details**

Provide here the **Personal Information of the Decision Maker.**

Make sure to select the role “signatory” when the Decision Maker is authorized to sign on behalf of your company.



# 5. Provide **Decision-maker details**




Add the **Personal Address of the Decision Maker** using the Search Bar.

Make sure the provided address matches the address on the ID as you might be asked to verify their identity via uploading an ID document in the next step.

# 6. Provide **ID document** (not always required)

If you haven't been asked to provide an ID, please jump to Step 7: Provide Payout Details.

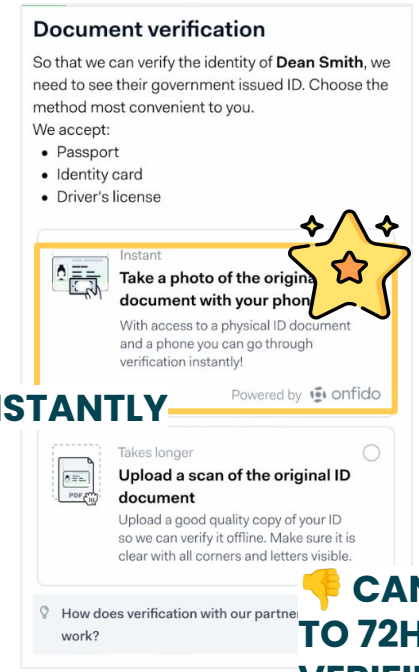
If you have been asked to, please  follow the steps in the next slide. Also be ready to provide an ID document that must:

- Be non-expired
- Be in colour and have no background (cropped)
- Have separate files for front and back of the ID card or driver's license

# 6. Provide **ID document** (not always required)

**Choose the verification method you would like to use** (Instant is recommended)

Please follow the steps in this and the next slide to upload the photo.



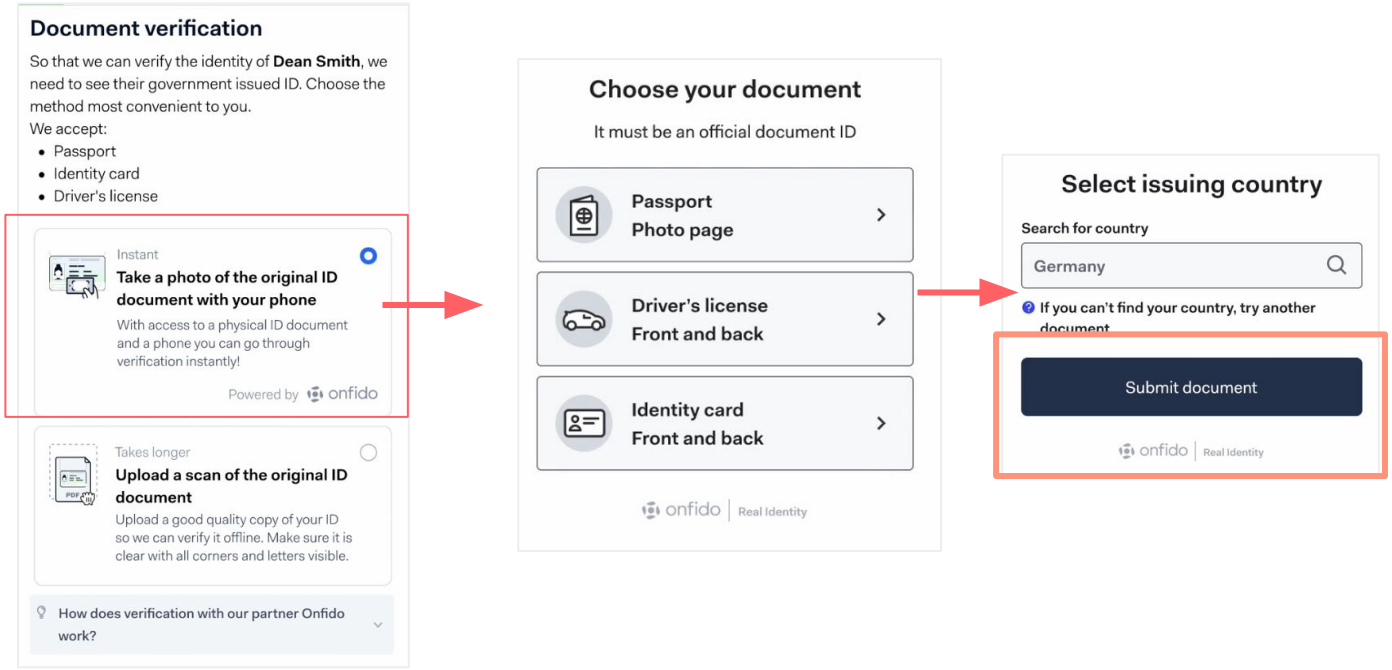

👍 **INSTANTLY**

👎 **CAN TAKE UP TO 72H TO BE VERIFIED**

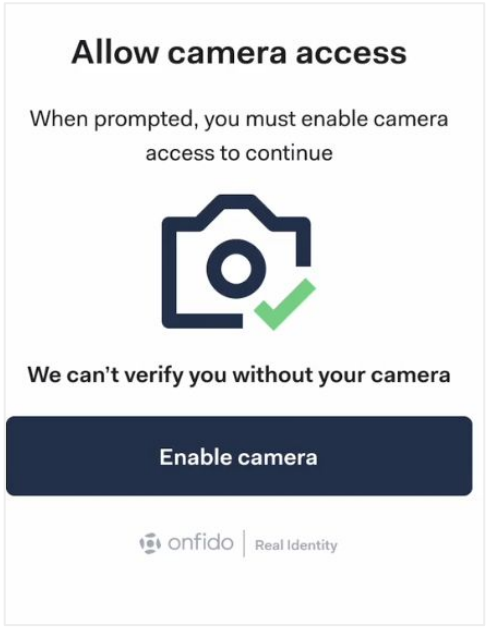
# 6. Provide **ID document** (not always required)

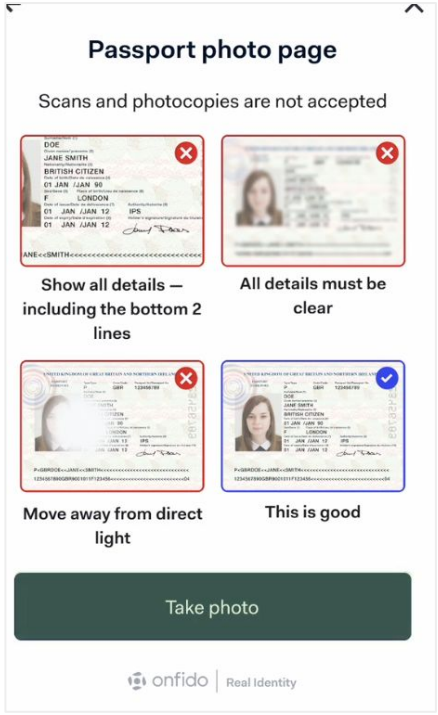
Choose the document you would like to upload and provide the issuing country.

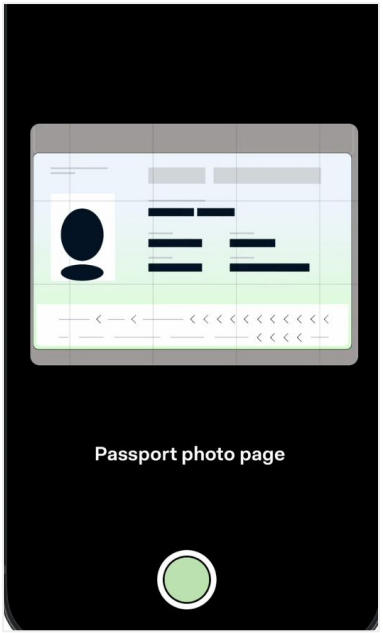
Please follow the steps in this and the next slide to upload the photo.



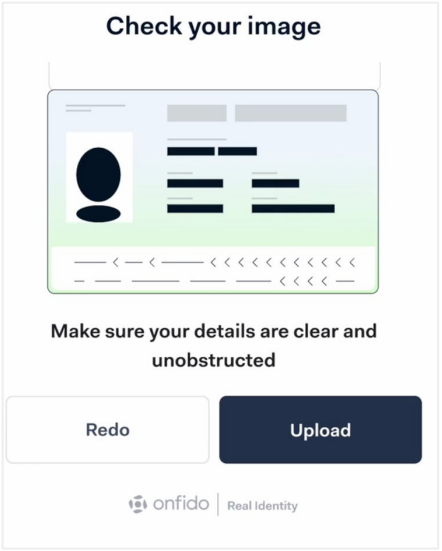
# 6. Provide **ID document** (not always required)

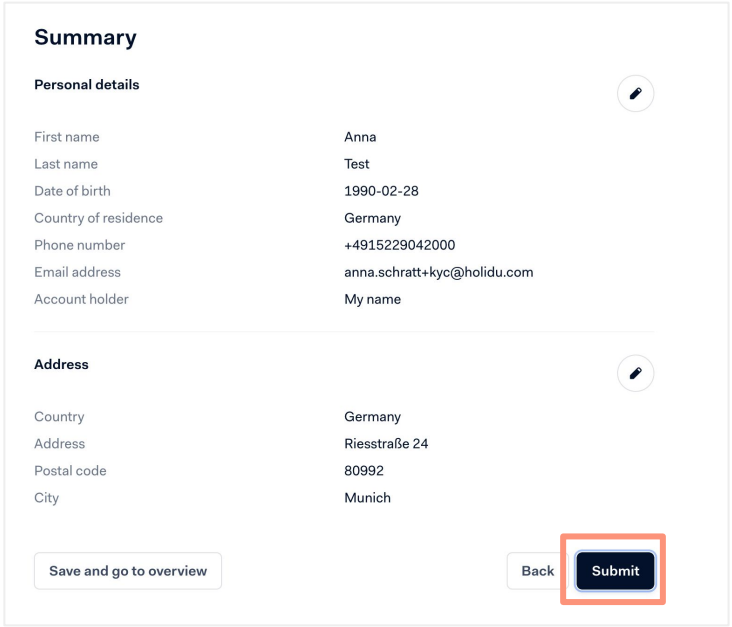


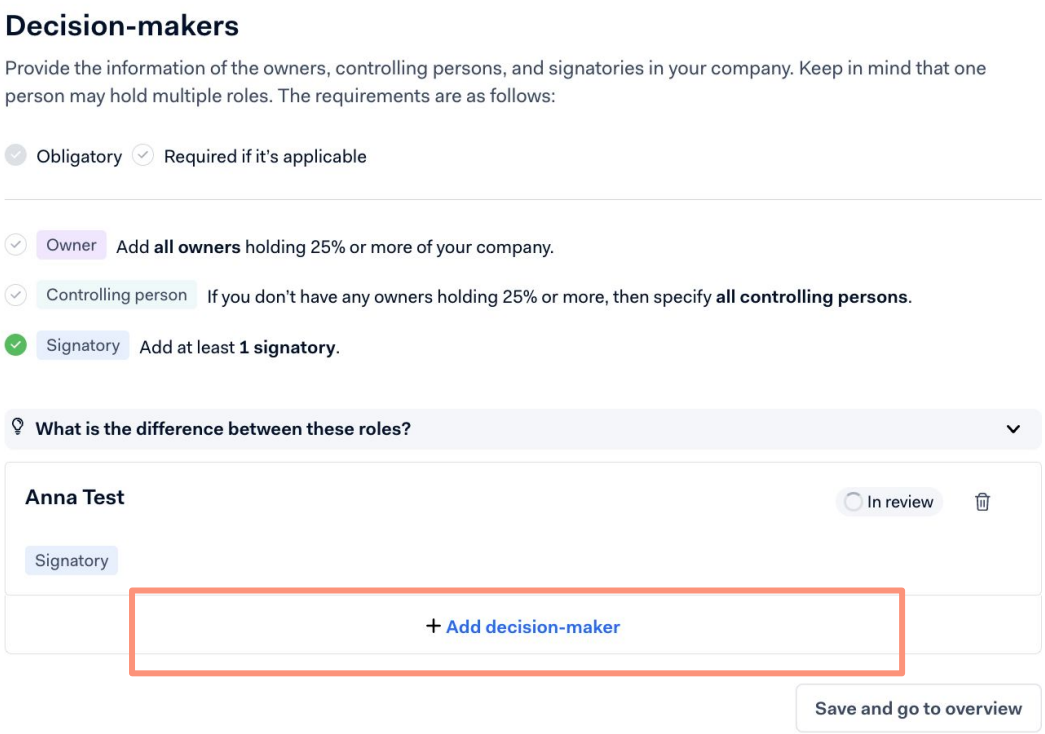
# 7. Provide **ID document** (not always needed)




Please check if the information is correct. If not, you can edit by clicking on the pencil icon. Otherwise, please click on “Submit”

# 8. Add additional Decision Makers (if applicable)

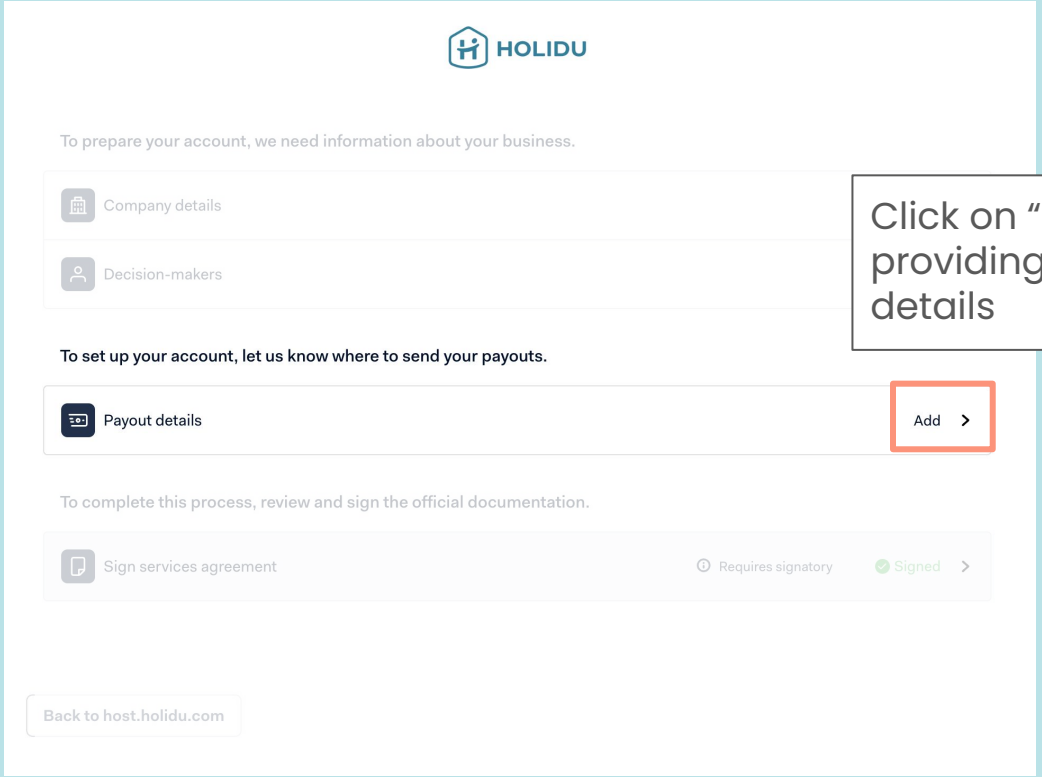



In case your company has **more than one** decision-maker, please add their information through clicking on “Add decision-maker”.

If this is **not applicable** you can click on “save and go to overview” and **continue to the next step**.

# Payment Provider Page

The next step is to provide the Payout details

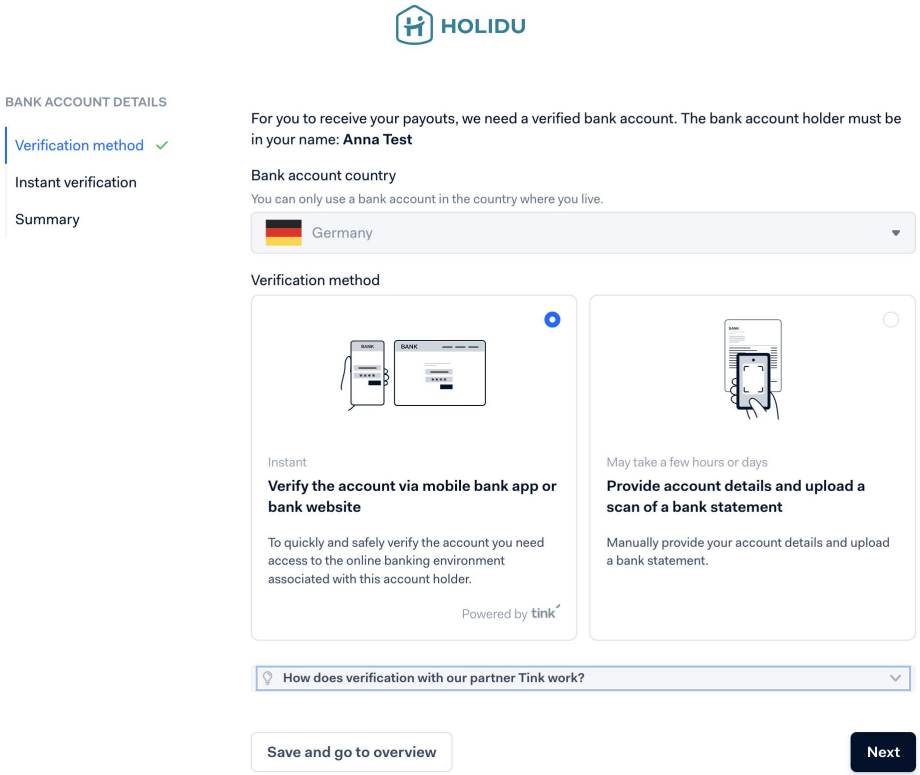



Click on “Add” to start providing your payout details

# 9. Provide **Payout Details**

**Choose the verification method you would like to use**

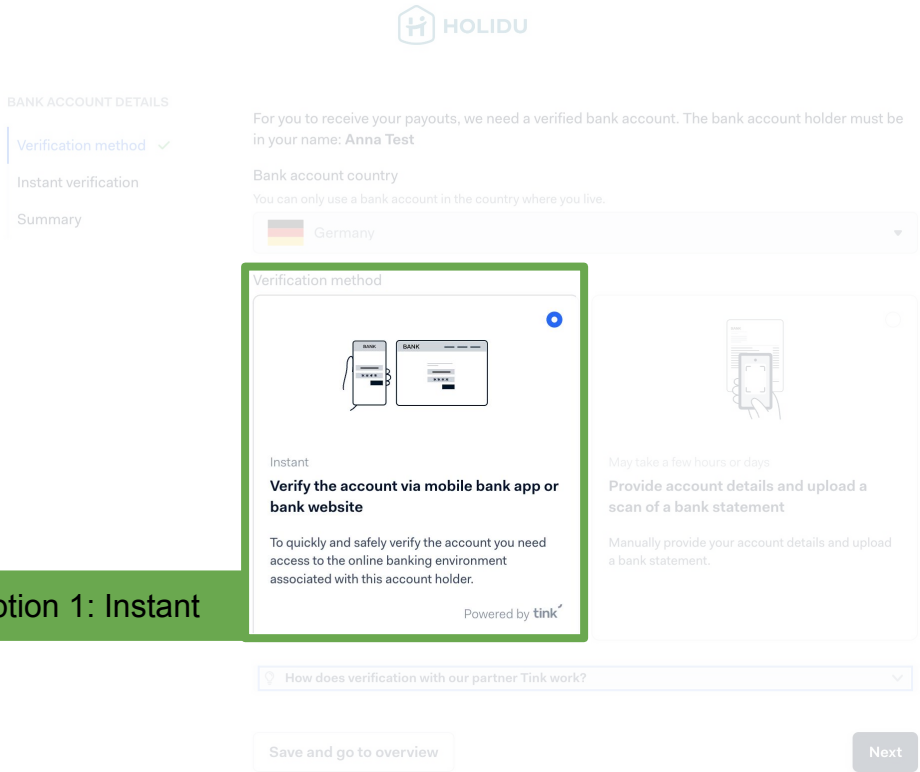
(Instant is recommended*)




*Instant Verification not available in Greece, Austria & Italy

# 9. Provide **Payout Details** - Option 1 **Instant Verification**

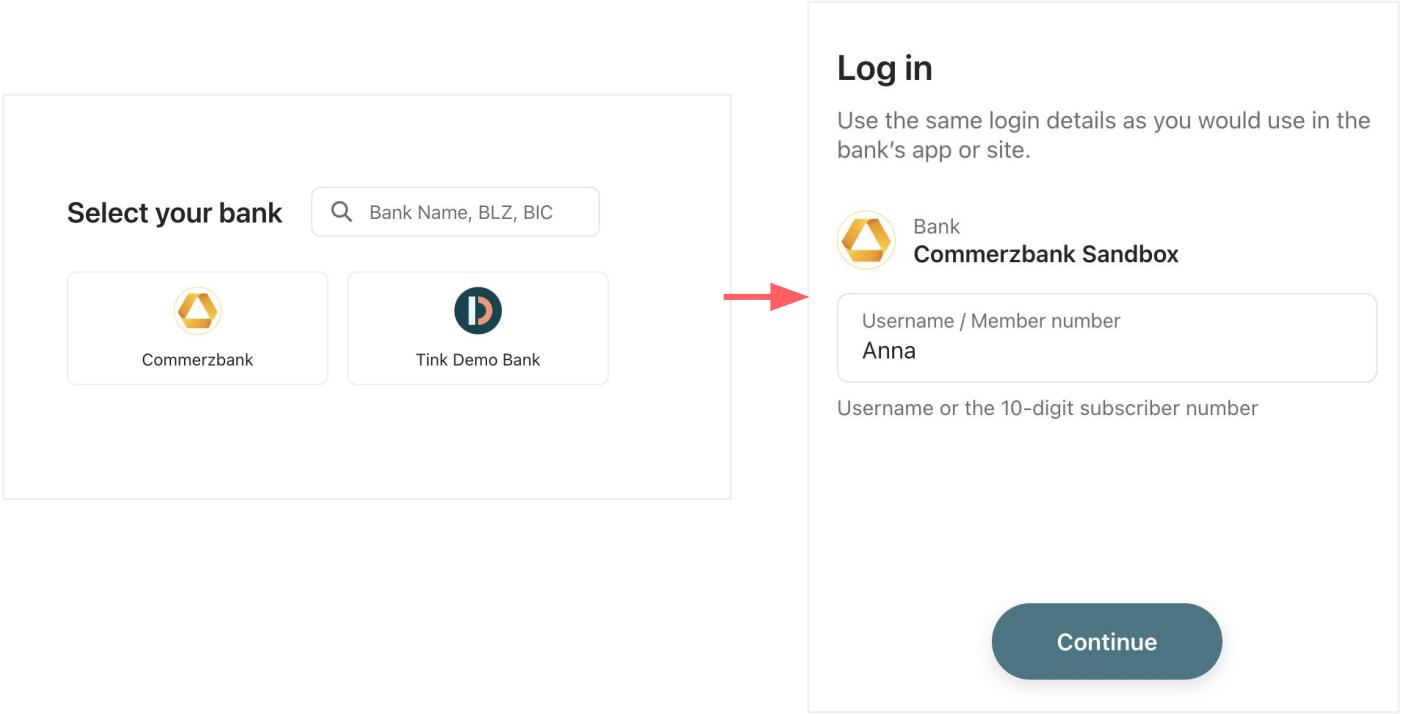
**Option 1: Instant**
You'll be asked to log in your online banking through a secure connection established by a trusted partner (tink®).
Your login information won't be stored, and Holidu nor any part will have access to your bank account.




Option 1: Instant

*Instant Verification not available in Greece, Austria & Italy

# 9. Provide **Payout Details** - Option 1 **Instant Verification**



# 9. Provide **Payout Details** - Option 1 **Instant Verification**

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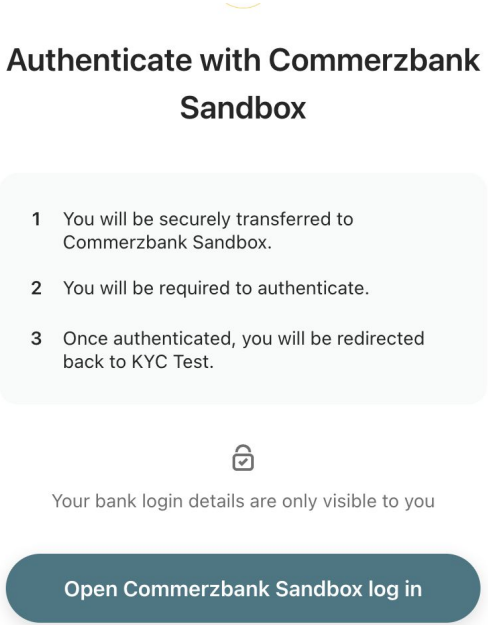
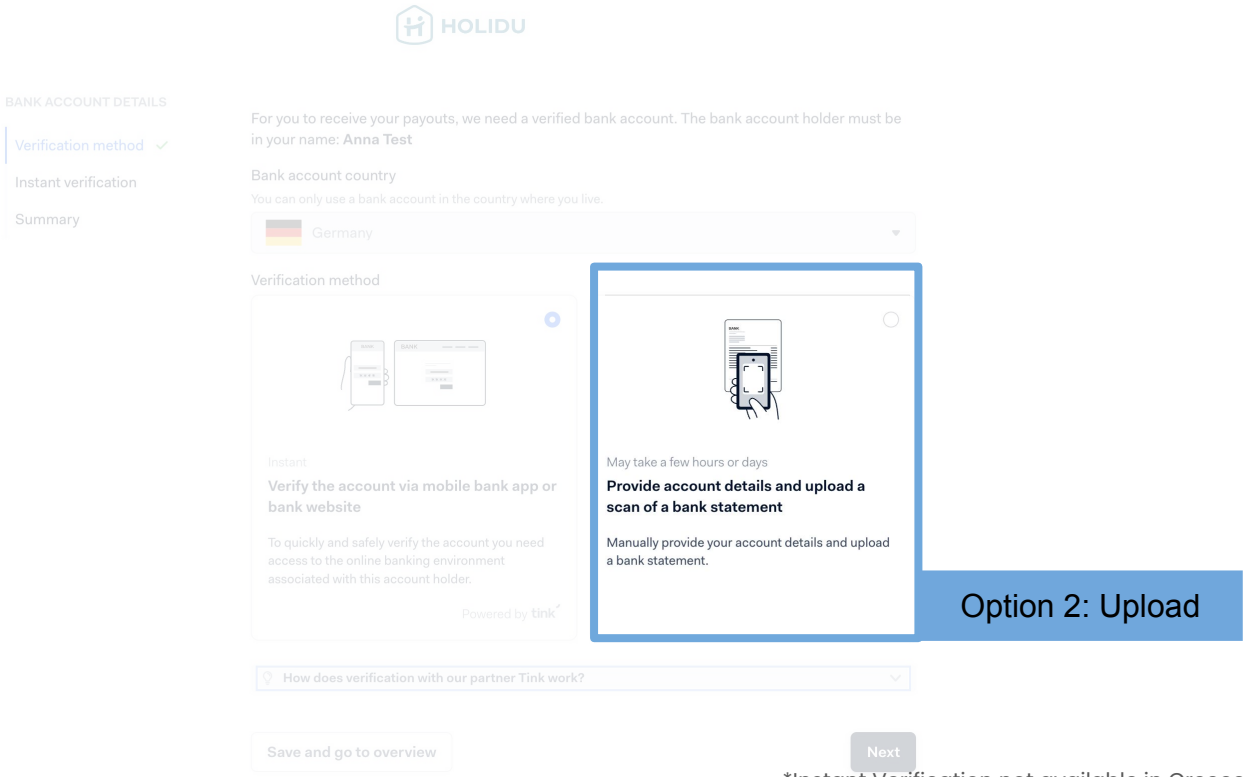



You will now get redirected to your Bank to verify your bank account

# 9. Provide **Payout Details** - Option 2 **Bank Statement Upload**

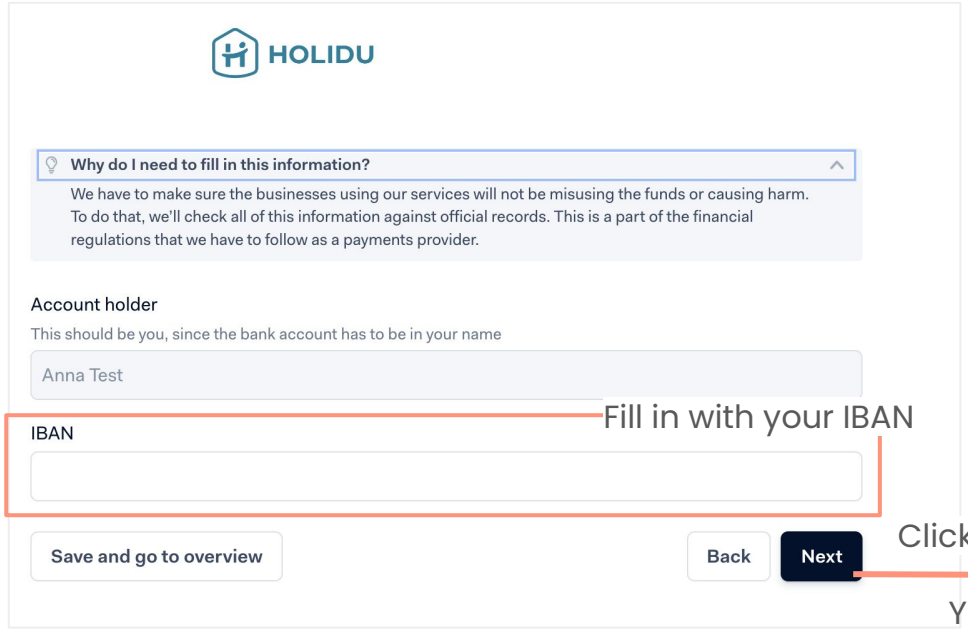
**Option 2: Upload**
If you opt to upload a bank statement instead of the instant verification, you'll be asked to provide the IBAN where you would like to receive your payouts




Option 2: Upload

*Instant Verification not available in Greece, Austria & Italy

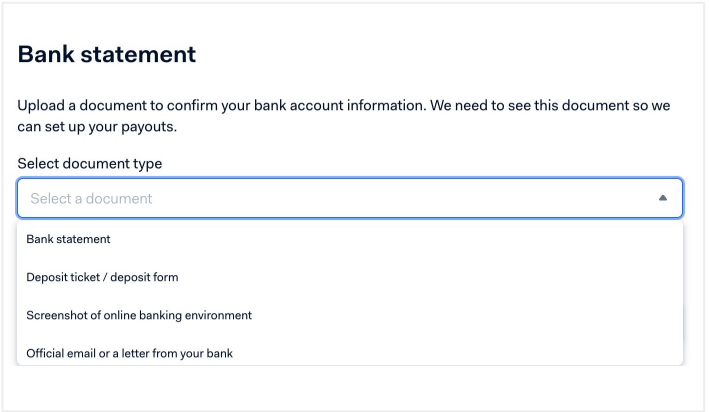
# 9. Provide **Payout Details** - Option 2 **Bank Statement Upload**




Fill in with your IBAN

Click on “Next”

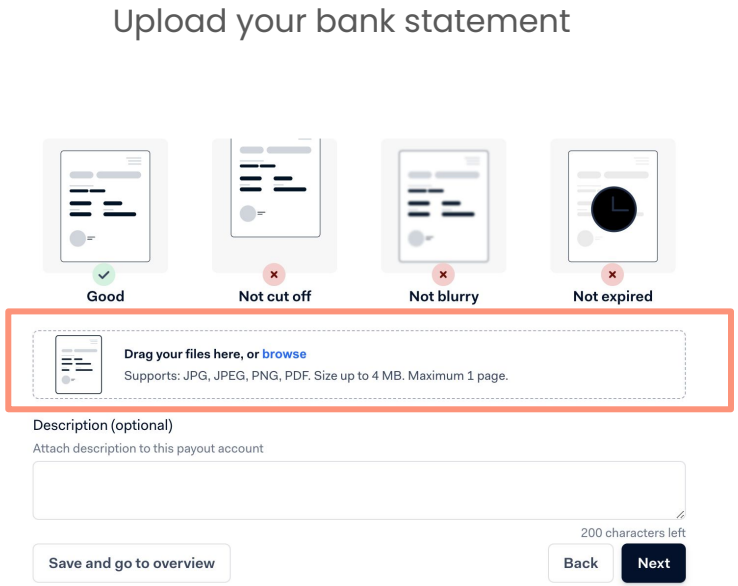
You’ll be asked to indicated which type of document you’ll upload



# 9. Provide **Payout Details** - Option 2 **Bank Statement Upload**

**Follow the instructions to provide a legible and valid document. Important:**

- Account holder name on the document has to match the legal business or trading name of your company
- Visible account number or IBAN
- Date on the document is no older than 12 months
- Shows the country where the bank account is located (for banks in the EU, the country is included in the IBAN)
- Must be an official bank document that shows the bank logo, the bank name, or a bank-specific font



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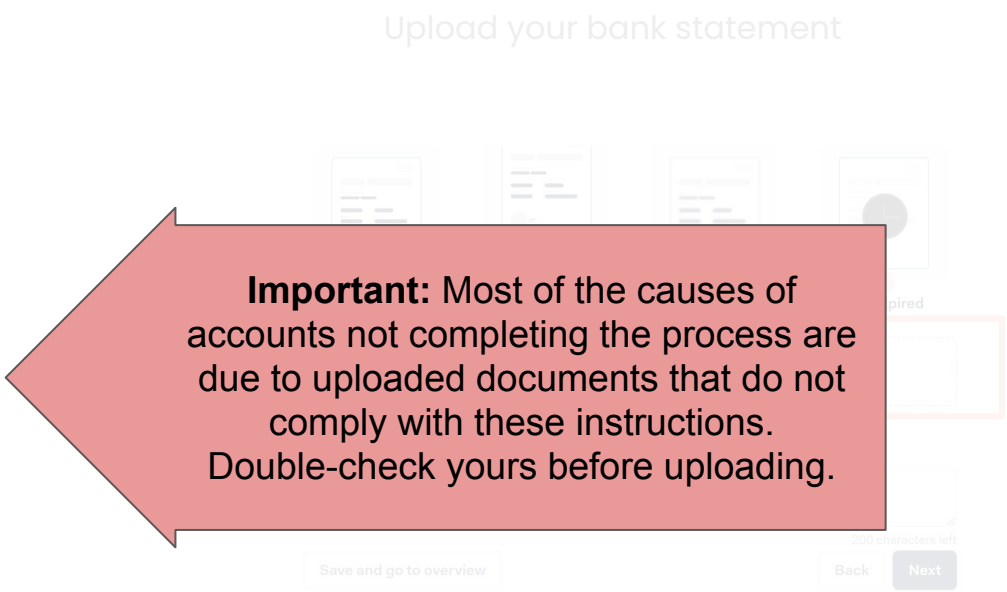
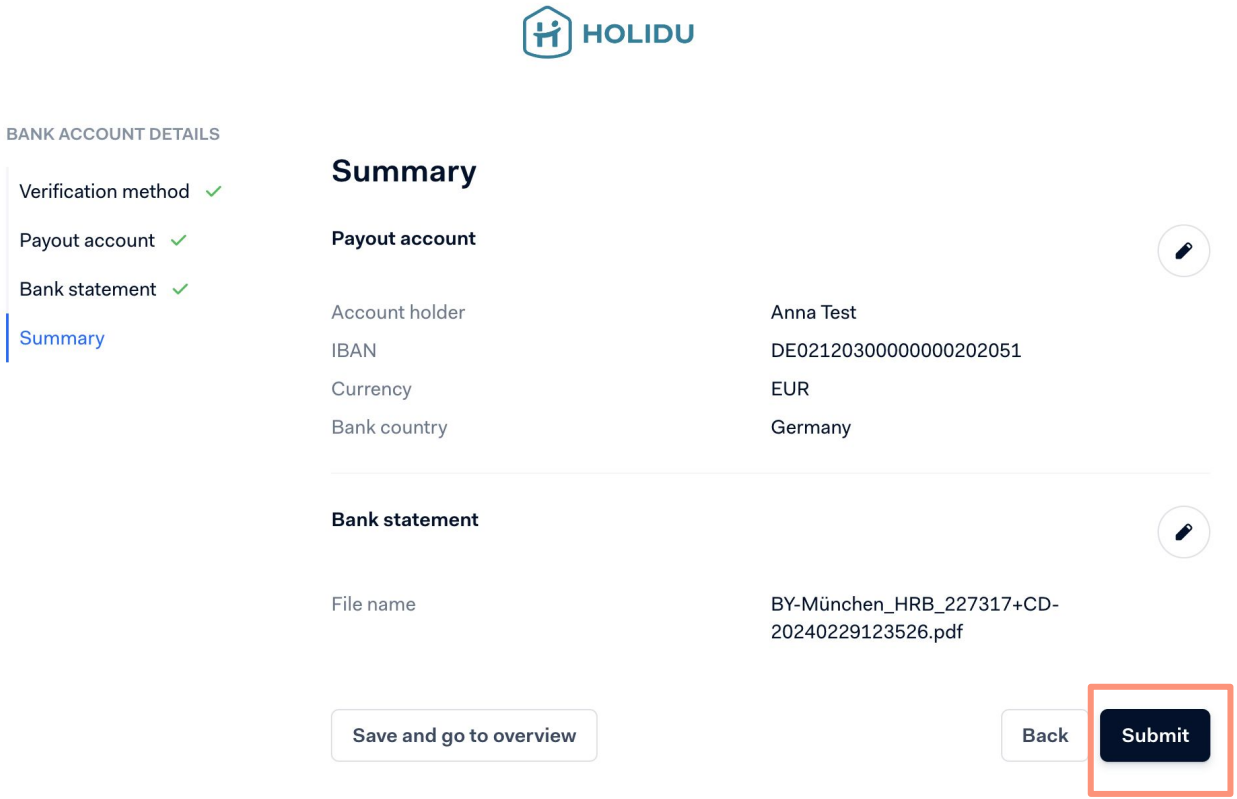



**Important:** Most of the causes of accounts not completing the process are due to uploaded documents that do not comply with these instructions. Double-check yours before uploading.

# 9. Provide **Payout Details** - Option 2 **Bank Statement Upload**

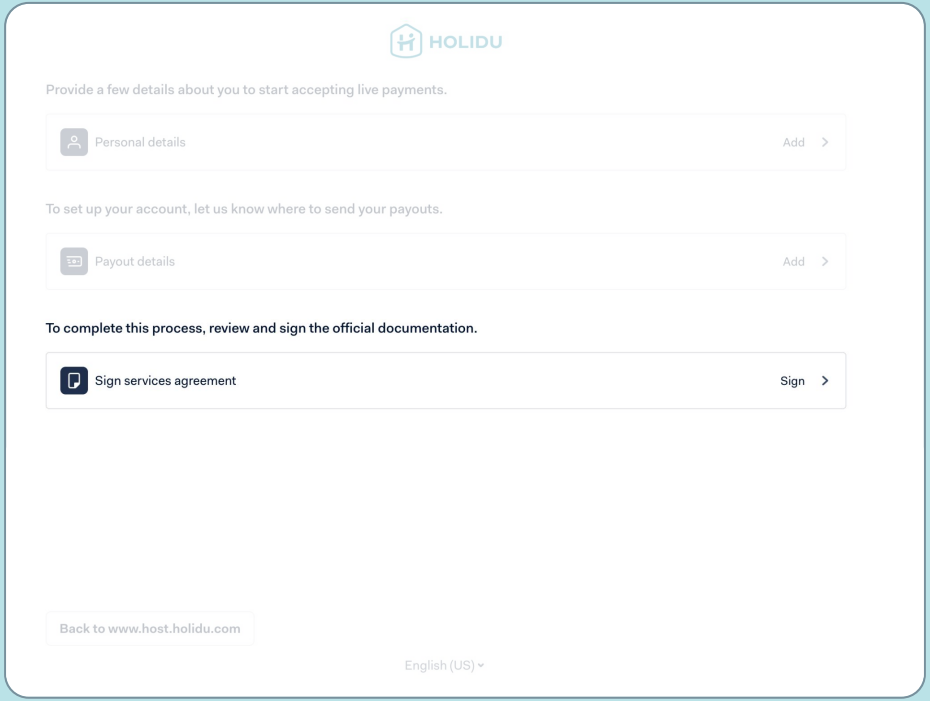



Check the summary and submi your details.

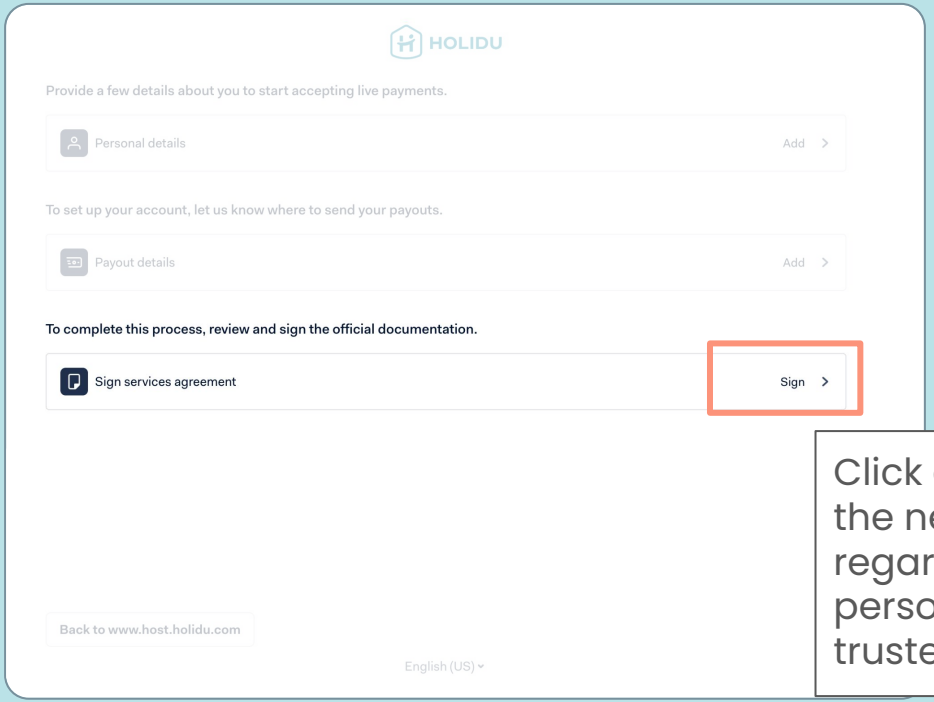
Note: It can take up to 72h that your bank information gets verified.

# Payment Provider Page

The next step is to accept and sign the Services Agreement

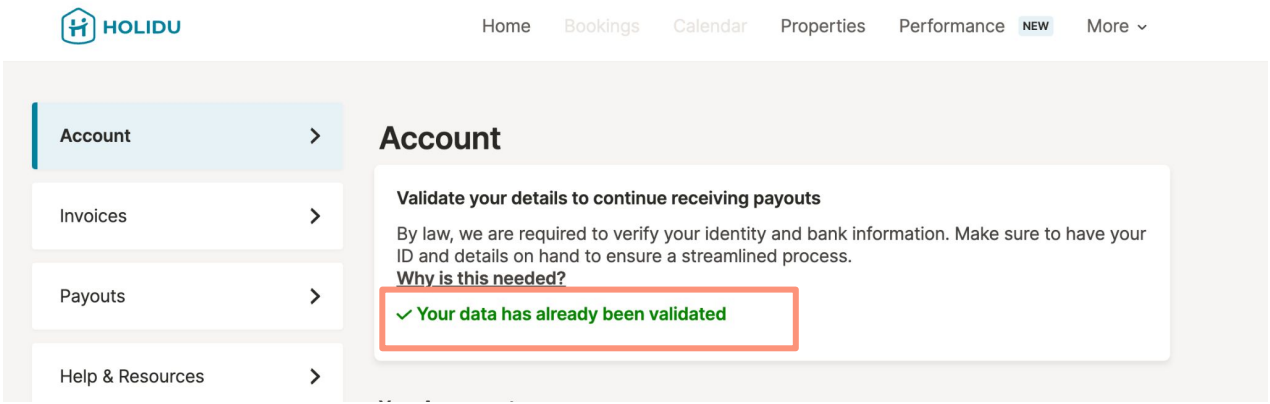


# 10. Accept the **Services Agreement**




Click on “Sign” to accept the new agreement regarding the handling of personal data by our trusted partner.

# 11. **Check your Account Verification Status** in your Holidu Account



Please note:

- The verification process can take up to 72h
- In case your details are not valid, you need to go back to the Account Verification to correct the data or provide additional information

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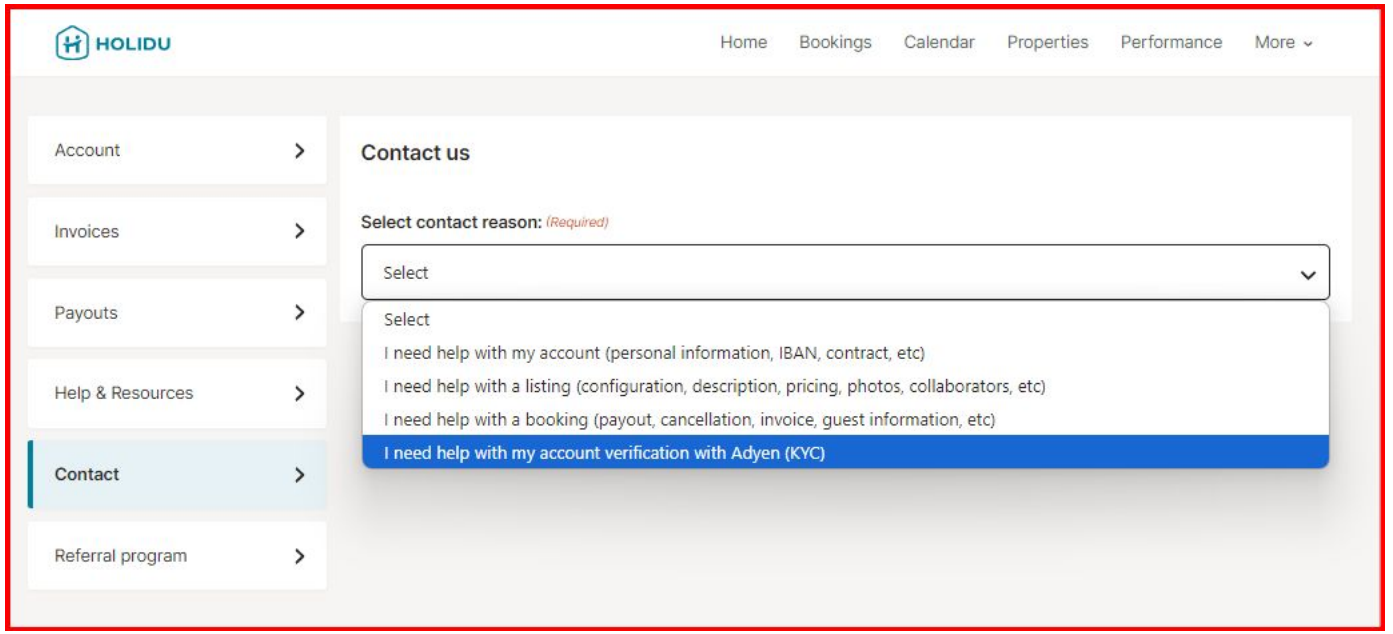
# If you have any questions, please reach out to us through the Contact Page in your Holidu Account