



How to complete the Account Verification process

For Companies*

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

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

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)

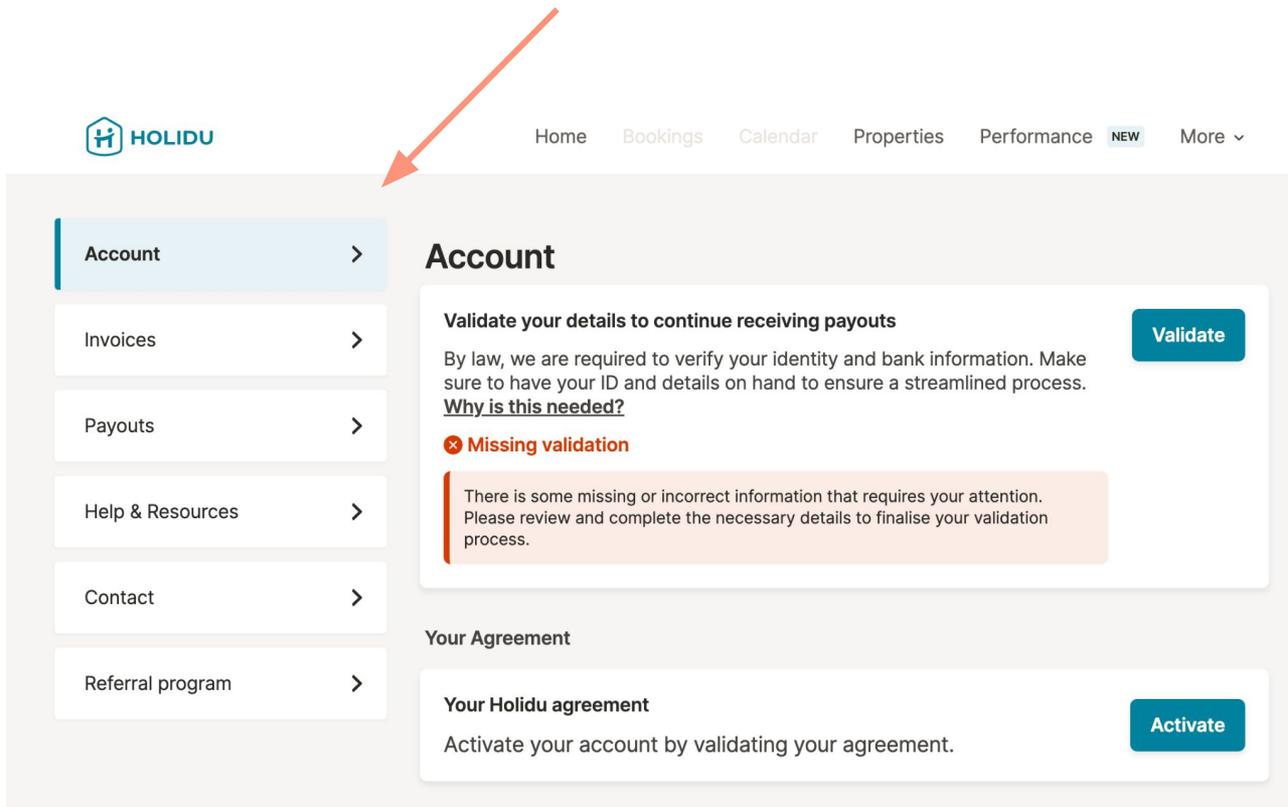
- Proof of address (e.g. utility bill, bank statement, governmental correspondence not older than 12 months)
- Proof of Tax ID (document showing: organization name, tax ID number, issued by a reliable, independent source such as the local tax authority, issued within the last 12 months, or it must contain 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



The screenshot shows the Holidu account dashboard. At the top left is the HOLIDU logo. To its right is a navigation menu with items: Home, Bookings, Calendar, Properties, Performance, NEW, and More. Below the navigation is a sidebar menu with the following items: Account (highlighted in light blue), Invoices, Payouts, Help & Resources, Contact, and Referral program. The main content area is titled "Account" and contains two sections. The first section is "Validate your details to continue receiving payouts" with a "Validate" button. Below this is a message indicating "Missing validation" and a warning box stating: "There is some missing or incorrect information that requires your attention. Please review and complete the necessary details to finalise your validation process." The second section is "Your Agreement" with a sub-section "Your Holidu agreement" and an "Activate" button.

Account

- Account >
- Invoices >
- Payouts >
- Help & Resources >
- Contact >
- Referral program >

Account

Validate your details to continue receiving payouts [Validate](#)

By law, we are required to verify your identity and bank information. Make sure to have your ID and details on hand to ensure a streamlined process.
[Why is this needed?](#)

✖ Missing validation

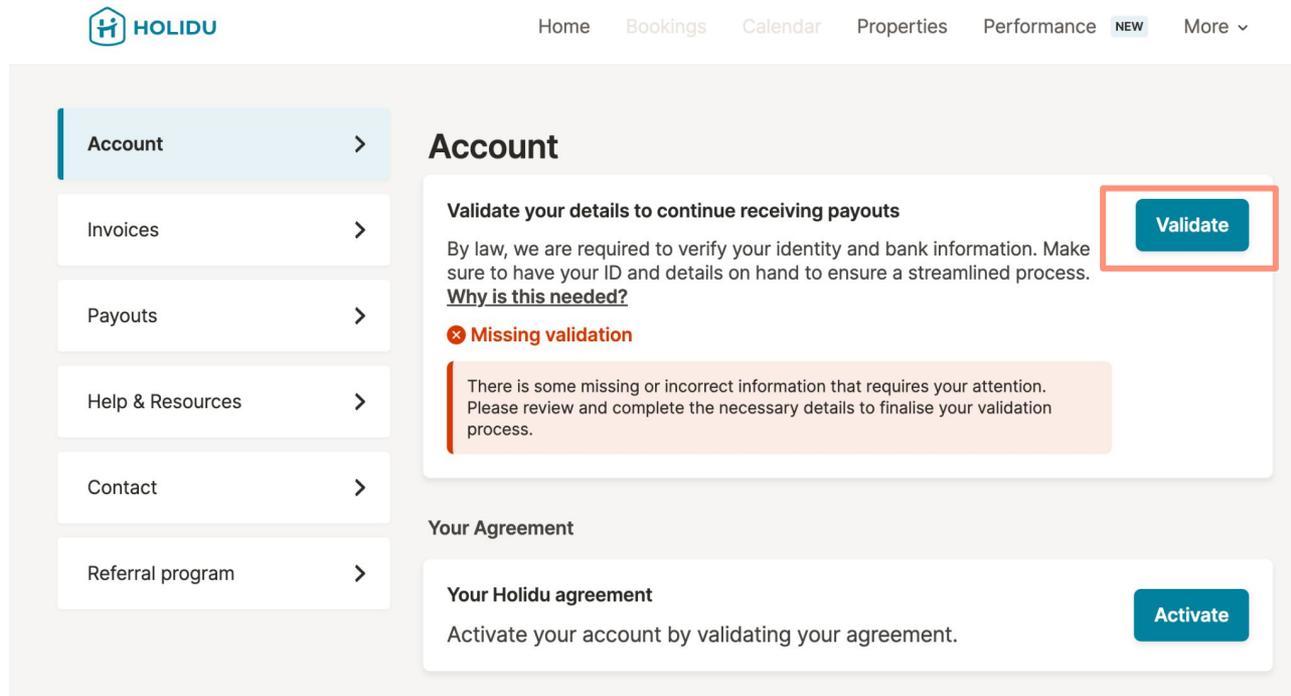
There is some missing or incorrect information that requires your attention. Please review and complete the necessary details to finalise your validation process.

Your Agreement

Your Holidu agreement [Activate](#)

Activate your account by validating your agreement.

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



The screenshot shows the HOLIDU user interface. At the top left is the HOLIDU logo. A navigation bar contains links for Home, Bookings, Calendar, Properties, Performance, NEW, and More. On the left side, there is a sidebar menu with options: Account (highlighted), Invoices, Payouts, Help & Resources, Contact, and Referral program. The main content area is titled 'Account' and contains a section for 'Validate your details to continue receiving payouts'. This section includes a 'Validate' button, which is highlighted with a red box and an arrow. Below this is a 'Missing validation' error message and a text box explaining the need for verification. At the bottom, there is a 'Your Agreement' section with a 'Your Holidu agreement' sub-section and an 'Activate' button.

Account >

Invoices >

Payouts >

Help & Resources >

Contact >

Referral program >

Account

Validate your details to continue receiving payouts **Validate**

By law, we are required to verify your identity and bank information. Make sure to have your ID and details on hand to ensure a streamlined process.
[Why is this needed?](#)

✖ Missing validation

There is some missing or incorrect information that requires your attention. Please review and complete the necessary details to finalise your validation process.

Your Agreement

Your Holidu agreement **Activate**

Activate your account by validating your agreement.

3. You will be redirected to our Payment Provider Page

Home Bookings Calendar Properties Performance **NEW** More ▾

Account

Validate your details to continue receiving payouts [Validate](#)

By law, we are required to verify your identity and bank information. Make sure to have your ID and details on hand to ensure a streamlined process. [Why is this needed?](#)

✖ Missing validation

There is some missing or incorrect information that requires your attention. Please review and complete the necessary details to finalise your validation process.

Your Agreement

Your Holidu agreement [Activate](#)

Activate your account by validating your agreement.



 HOLIDU

To prepare your account, we need information about your business.

-  Company details [Add >](#)
-  Decision-makers [Add >](#)

To set up your account, let us know where to send your payouts.

-  Payout details [Add >](#)

To complete this process, review and sign the official documentation.

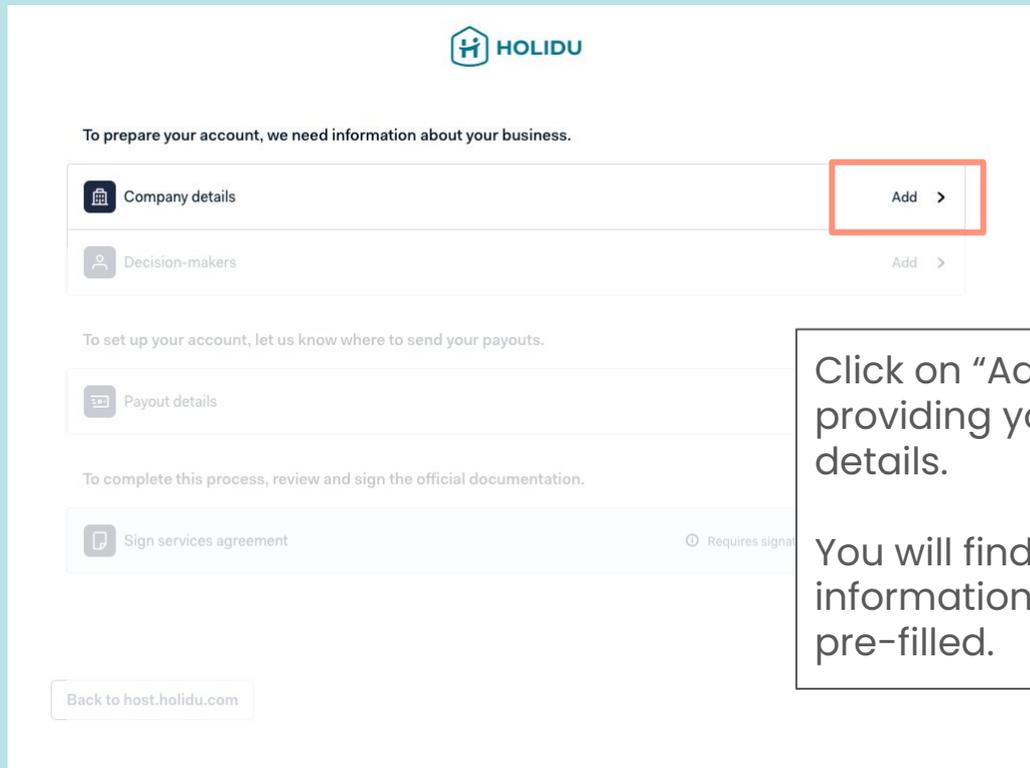
-  Sign services agreement ⊙ Requires signatory ✔ Signed >

[Back to host.holidu.com](#)

Payment Provider Page

You will be asked to provide the following:

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



The screenshot shows the HOLIDU Payment Provider Page. At the top, the HOLIDU logo is displayed. Below it, a heading reads "To prepare your account, we need information about your business." There are two main sections for adding information:

- Company details:** A card with a building icon, the text "Company details", and an "Add >" button. The "Add >" button is highlighted with a red box.
- Decision-makers:** A card with a person icon, the text "Decision-makers", and an "Add >" button.

Below these, another heading reads "To set up your account, let us know where to send your payouts." There is one card for "Payout details" with a bank icon and an "Add >" button.

Finally, a heading reads "To complete this process, review and sign the official documentation." There is one card for "Sign services agreement" with a document icon, the text "Sign services agreement", and a "Requires signature" icon.

At the bottom left, there is a button labeled "Back to host.holidu.com".

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

COMPANY DETAILS

Basic information ✓

Company structure

Registration details

Address ✓

Registration document

Summary

Basic information

Legal name of the company

Enter the name exactly as it is on your company's official registration documents.

Test GmbH

Country/region of establishment

Germany

Save and go to overview

Company structure

What type of company do you have?

Private company

Your company is owned privately and not traded on a public stock exchange.

For example: Gesellschaft mit beschränkter Haftung (GmbH), Unternehmergeellschaft (UG), kleine Aktiengesellschaft (AG).

Public company

Your company is traded on a public stock exchange, and has to disclose financial information to the public regularly.

For example: Aktiengesellschaft (AG), societas Europaea (SE).

Incorporated partnership

An agreement between two or more people who run a business together.

Non-profit or charitable organization

Your organization has official non-profit or tax-exempt status.

For example: gemeinnützige Gesellschaft mit beschränkter Haftung (gGmbH), gemeinnützige Unternehmergeellschaft (gUG), Stiftung.

Governmental organization

Your organization is owned by the government or state.

For example: Stiftung des öffentlichen Rechts, Anstalt des öffentlichen Rechts.

Incorporated association

A registered entity without profit that's organized around a purpose such as recreation, culture, or charity.

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.

Registration details

 Why do I need to fill in this information? 

Trading name

Test GmbH

Same as legal name of the company

Handelsregisternummer

HRB0000

 Format is correct

USt-IdNr. (Umsatzsteuer-Identifikationsnummer)

DE

I don't have a VAT number

VAT number absence reason

- The goods or services provided are exempt from VAT/GST
- Earnings are below the mandatory indirect tax registration threshold in this country/region of establishment

Save and go to overview

Back

Next

4. Provide Company Details

Registered address

The address as it appears on your company's official registration documents.

[Why do I need to fill in this information?](#)

Search address

🔍 Start typing the address

📍 Germany

Address

Test Street 5

Other address information (optional)

Postal code

12345

City

Munich

You can use the address search to find your address.

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

Additional address

Is there a different address for your company's main business operations?

- No, the registered address is where we operate
- Yes, our headquarters are at a different location

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.

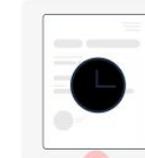
Upload a registration document

We need an official document to verify your organization's details.

Requirements:

- The document has to be issued by a government authority. It's usually given when a business is created at the local commercial register
- Date on the document is no older than 12 months

🔍 What if my document is more than 12 months old? ▾

			
Good	Not cut off	Not blurry	Not expired

 Drag your files here, or [browse](#)
Supports: JPG, JPEG, PNG, PDF. Size up to 4 MB. Maximum 1 page.

Save and go to overview

Back

Next

4. Provide Company Details



COMPANY DETAILS

- Basic information ✓
- Company structure ✓
- Registration details ✓
- Address ✓
- Summary**

Summary

Basic information

Legal name of the company	Test GmbH
Country/region of establishment	Germany

Company structure

Entity type	Private company
Account holder	The company I work for

Registration details

Trading name	Test GmbH
Registration number	HRB00000
VAT number absence reason	Earnings are below the mandatory indirect tax registration threshold in this country/region of establishment

Registration address

Address	Riesstr. 24
Postal code	80992
City	München
Country/region	Germany

By submitting this summary you are confirming the following; I confirm (on behalf of the company that I am authorized to represent), that the information and supporting documentation provided during this KYC process is accurate and up-to-date, and therefore correctly represents the current state of affairs.

Save and go to overview

Back

Submit

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



To prepare your account, we need information about your business.

	Company details	In review >
	Decision-makers	Add >

To set up your account, let us know where to send your payouts.

	Payout details	Add >
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To complete this process, review and sign the official documentation.

	Sign services agreement	Requires signatory	Signed >
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[Back to host.holidu.com](https://host.holidu.com)

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



Decision-makers

Provide the information of the owners, controlling persons, and signatories in your company. Keep in mind that one person may hold multiple roles. The requirements are as follows:

Obligatory Required if it's applicable

Owner Add **all owners** holding 25% or more of your company.

Controlling person If you don't have any owners holding 25% or more, then specify **all controlling persons**.

Signatory Add at least **1 signatory**.

What is the difference between these roles?

- An **owner** is someone who owns 25% or more of the company, through voting rights, equity, or similar.
- A **controlling person** is someone authorized to make major business decisions. They may or may not be an owner.
- A **signatory** has been given authority to sign official documents on behalf of the company. Usually a signatory is also an owner or a controlling person.

[+ Add decision-maker](#)

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.

INDIVIDUAL DETAILS

Personal details

Address

Summary

Personal details

Why do I need to fill in this information?

Select all the roles that this decision-maker holds.

- Owner**
Someone who owns 25% or more of the company (directly or indirectly)
- Controlling person**
Authorized to make major business decisions (may or may not be an owner)
- Signatory**
Authorized to sign contracts on behalf of the company

First name

Enter your first name(s) exactly as it appears on your identity document

Last name

Enter your last name(s) exactly as it appears on your identity document

Date of birth

dd.mm.yyyy

Country/region of residence

Germany

Email address

Phone number

+49

Job title

Save and go to overview

Next

5. Provide Decision-maker details

INDIVIDUAL DETAILS

Personal details ✓

Address ✓

Summary

Provide personal address

🔗 Why do I need to fill in this information? ▼

Search address

🔍 Riesstr. 24 80992 München

📍 Germany

Address

Riesstr. 24

Other address information (optional)

Postal code

80992

City

München

Save and go to overview

Back

Next

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.

Document verification

So that we can verify the identity of **Dean Smith**, we need to see their government issued ID. Choose the method most convenient to you.

We accept:

- Passport
- Identity card
- Driver's license

Instant

Take a photo of the original document with your phone

With access to a physical ID document and a phone you can go through verification instantly!

Powered by  onfido

Takes longer

Upload a scan of the original ID document

Upload a good quality copy of your ID so we can verify it offline. Make sure it is clear with all corners and letters visible.

How does verification with our partner work?



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.

Document verification

So that we can verify the identity of **Dean Smith**, we need to see their government issued ID. Choose the method most convenient to you.

We accept:

- Passport
- Identity card
- Driver's license

Instant

 **Take a photo of the original ID document with your phone**

With access to a physical ID document and a phone you can go through verification instantly!

Powered by  onfido

Takes longer

 **Upload a scan of the original ID document**

Upload a good quality copy of your ID so we can verify it offline. Make sure it is clear with all corners and letters visible.

[How does verification with our partner Onfido work?](#)

Choose your document

It must be an official document ID

 **Passport**
Photo page >

 **Driver's license**
Front and back >

 **Identity card**
Front and back >

 onfido | Real Identity

Select issuing country

Search for country

If you can't find your country, try another document

Submit document

 onfido | Real Identity

6. Provide ID document (not always required)

Allow camera access

When prompted, you must enable camera access to continue



We can't verify you without your camera

Enable camera

 onfido | Real Identity

Passport photo page

Scans and photocopies are not accepted



Show all details — including the bottom 2 lines **All details must be clear**



Move away from direct light **This is good**

Take photo

 onfido | Real Identity



Passport photo page

7. Provide ID document (not always needed)

Check your image



Make sure your details are clear and unobstructed

 onfido | Real Identity



Summary

Personal details 

First name	Anna
Last name	Test
Date of birth	1990-02-28
Country of residence	Germany
Phone number	+4915229042000
Email address	anna.schratt+kyc@holidu.com
Account holder	My name

Address 

Country	Germany
Address	Riesstraße 24
Postal code	80992
City	Munich

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)

Decision-makers

Provide the information of the owners, controlling persons, and signatories in your company. Keep in mind that one person may hold multiple roles. The requirements are as follows:

Obligatory Required if it's applicable

Owner Add all **owners** holding 25% or more of your company.

Controlling person If you don't have any owners holding 25% or more, then specify all **controlling persons**.

Signatory Add at least **1 signatory**.

🔍 What is the difference between these roles? ▼

Anna Test 🔄 In review 🗑️

Signatory

[+ Add decision-maker](#)

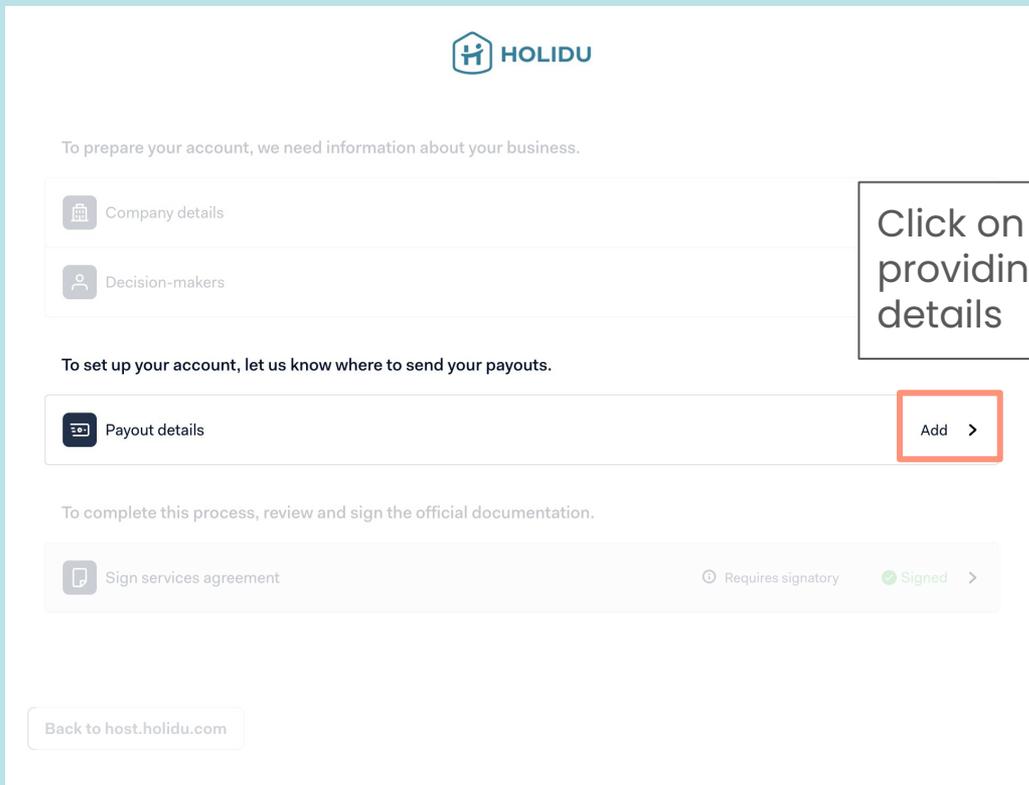
[Save and go to overview](#)

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



The screenshot shows the HOLIDU interface for setting up a payment provider account. It features a header with the HOLIDU logo, a main heading 'To prepare your account, we need information about your business.', and a list of steps: 'Company details', 'Decision-makers', 'Payout details', and 'Sign services agreement'. The 'Payout details' step is highlighted with a red box around its 'Add >' button. Below the steps, there is a section for 'To complete this process, review and sign the official documentation.' with a 'Sign services agreement' step that is marked as 'Signed >'. At the bottom, there is a 'Back to host.holidu.com' button.

HOLIDU

To prepare your account, we need information about your business.

- Company details
- Decision-makers
- Payout details** **Add >**
- Sign services agreement Requires signatory **Signed >**

To complete this process, review and sign the official documentation.

[Back to host.holidu.com](#)

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*)

BANK ACCOUNT DETAILS

Verification method ✓

Instant verification

Summary



For you to receive your payouts, we need a verified bank account. The bank account holder must be in your name: **Anna Test**

Bank account country

You can only use a bank account in the country where you live.

 Germany

Verification method

 <p>Instant</p> <p>Verify the account via mobile bank app or bank website</p> <p>To quickly and safely verify the account you need access to the online banking environment associated with this account holder.</p> <p>Powered by tink</p>	 <p>May take a few hours or days</p> <p>Provide account details and upload a scan of a bank statement</p> <p>Manually provide your account details and upload a bank statement.</p>
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How does verification with our partner Tink work?

Save and go to overview

Next

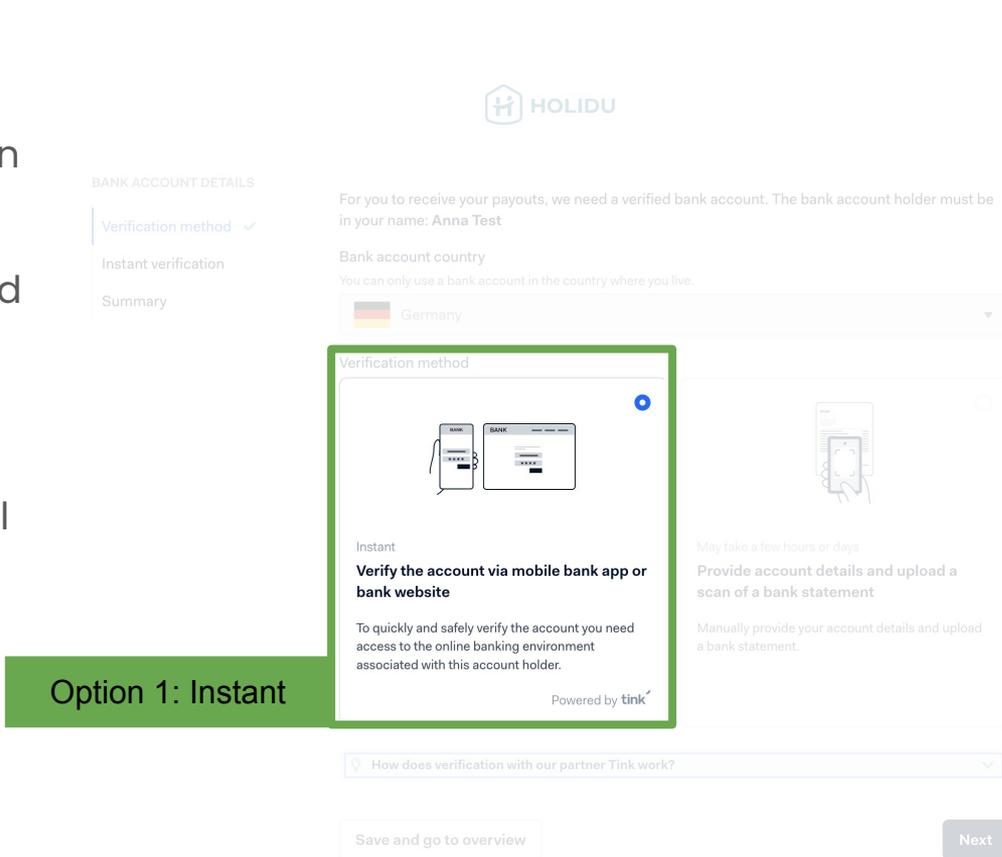
*Instant Verification not available in Greece, Austria & Italy

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.



BANK ACCOUNT DETAILS

Verification method ▾

Instant verification

Summary

For you to receive your payouts, we need a verified bank account. The bank account holder must be in your name: Anna Test

Bank account country

You can only use a bank account in the country where you live.

Germany

Verification method

Instant

Verify the account via mobile bank app or bank website

To quickly and safely verify the account you need access to the online banking environment associated with this account holder.

Powered by tink

Provide account details and upload a scan of a bank statement

Manually provide your account details and upload a bank statement.

How does verification with our partner Tink work?

Save and go to overview

Next

Option 1: Instant

*Instant Verification not available in Greece, Austria & Italy

9. Provide Payout Details – Option 1 Instant Verification

Select your bank

🔍 Bank Name, BLZ, BIC


Commerzbank


Tink Demo Bank

Log in

Use the same login details as you would use in the bank's app or site.



Bank
Commerzbank Sandbox

Username / Member number
Anna

Username or the 10-digit subscriber number

Continue

9. Provide Payout Details – Option 1 Instant Verification

Authenticate with Commerzbank Sandbox

- 1 You will be securely transferred to Commerzbank Sandbox.
- 2 You will be required to authenticate.
- 3 Once authenticated, you will be redirected back to KYC Test.



Your bank login details are only visible to you

Open Commerzbank Sandbox log in

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

BANK ACCOUNT DETAILS

Verification method 

Instant verification

Summary



For you to receive your payouts, we need a verified bank account. The bank account holder must be in your name: Anna Test

Bank account country

You can only use a bank account in the country where you live.



Verification method



Instant

Verify the account via mobile bank app or bank website

To quickly and safely verify the account you need access to the online banking environment associated with this account holder.

Powered by tink 



May take a few hours or days

Provide account details and upload a scan of a bank statement

Manually provide your account details and upload a bank statement.

How does verification with our partner Tink work? 

Save and go to overview

Next

*Instant Verification not available in Greece, Austria & Italy

Option 2: Upload

9. Provide Payout Details – Option 2 Bank Statement Upload



Why do I need to fill in this information?

We have to make sure the businesses using our services will not be misusing the funds or causing harm. To do that, we'll check all of this information against official records. This is a part of the financial regulations that we have to follow as a payments provider.

Account holder

This should be you, since the bank account has to be in your name

Anna Test

IBAN

Fill in with your IBAN

Save and go to overview

Back

Next

Click on "Next"

You'll be asked to indicate which type of document you'll upload

Bank statement

Upload a document to confirm your bank account information. We need to see this document so we can set up your payouts.

Select document type

Select a document

Bank statement

Deposit ticket / deposit form

Screenshot of online banking environment

Official email or a letter from your bank

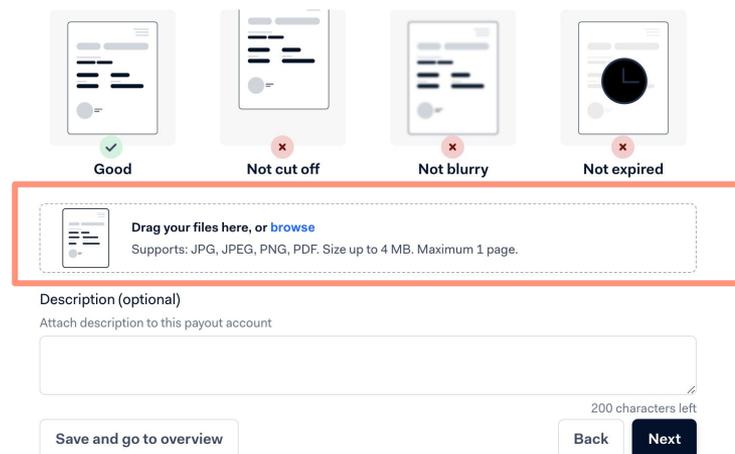
9. Provide Payout Details – Option 2 Bank Statement Upload

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

Upload your bank statement



The interface shows four examples of bank statements with their status: 'Good' (green checkmark), 'Not cut off' (red X), 'Not blurry' (red X), and 'Not expired' (red X). Below these is a red-bordered upload area with a dashed border and a document icon. The text inside the box says 'Drag your files here, or browse' and 'Supports: JPG, JPEG, PNG, PDF. Size up to 4 MB. Maximum 1 page.' Below the upload area is a 'Description (optional)' section with a text input field and a '200 characters left' indicator. At the bottom are 'Save and go to overview', 'Back', and 'Next' buttons.

Good Not cut off Not blurry Not expired

Drag your files here, or [browse](#)
Supports: JPG, JPEG, PNG, PDF. Size up to 4 MB. Maximum 1 page.

Description (optional)
Attach description to this payout account

200 characters left

Save and go to overview Back Next

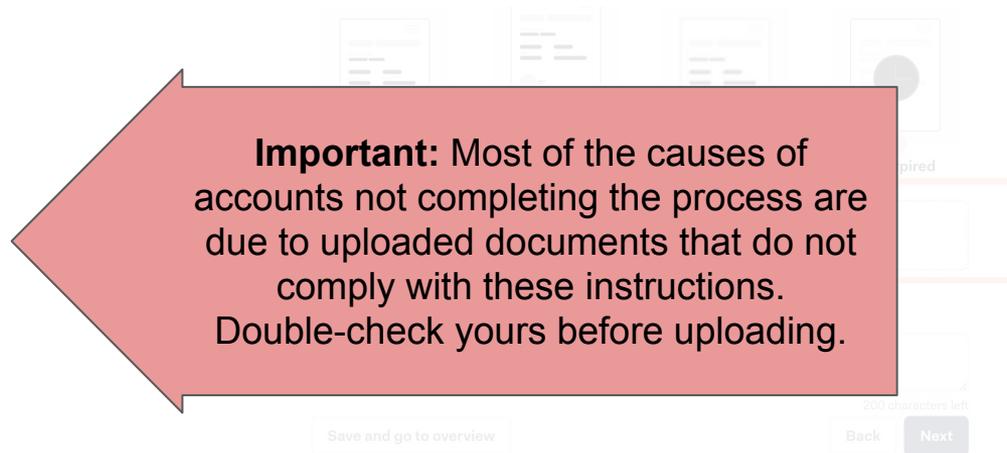
9. Provide Payout Details – Option 2 Bank Statement Upload

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

Upload your bank statement



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



BANK ACCOUNT DETAILS

Verification method ✓

Payout account ✓

Bank statement ✓

Summary

Summary

Payout account

Account holder	Anna Test
IBAN	DE0212030000000202051
Currency	EUR
Bank country	Germany



Bank statement

File name	BY-München_HRB_227317+CD-20240229123526.pdf
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Save and go to overview

Back

Submit

Check the summary and submit 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



Provide a few details about you to start accepting live payments.

 Personal details Add >

To set up your account, let us know where to send your payouts.

 Payout details Add >

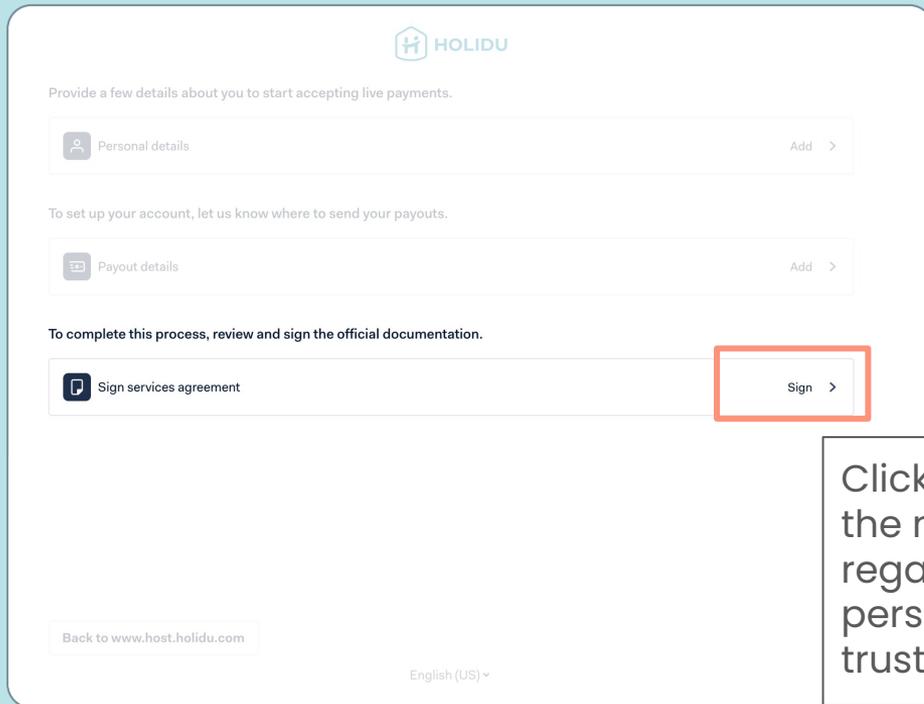
To complete this process, review and sign the official documentation.

 Sign services agreement Sign >

[Back to www.host.holidu.com](#)

English (US) ▾

10. Accept the **Services Agreement**



HOLIDU

Provide a few details about you to start accepting live payments.

 Personal details [Add >](#)

To set up your account, let us know where to send your payouts.

 Payout details [Add >](#)

To complete this process, review and sign the official documentation.

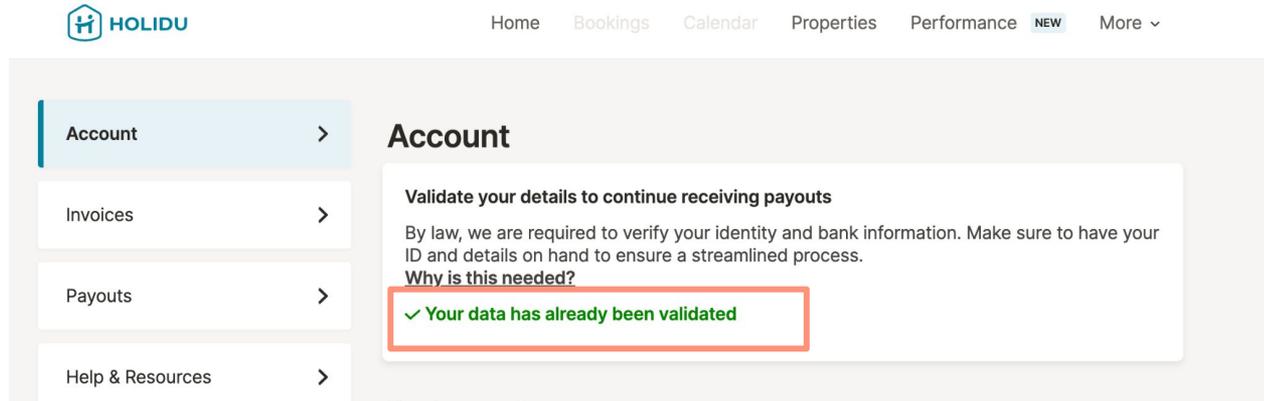
 Sign services agreement [Sign >](#)

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English (US) ▾

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



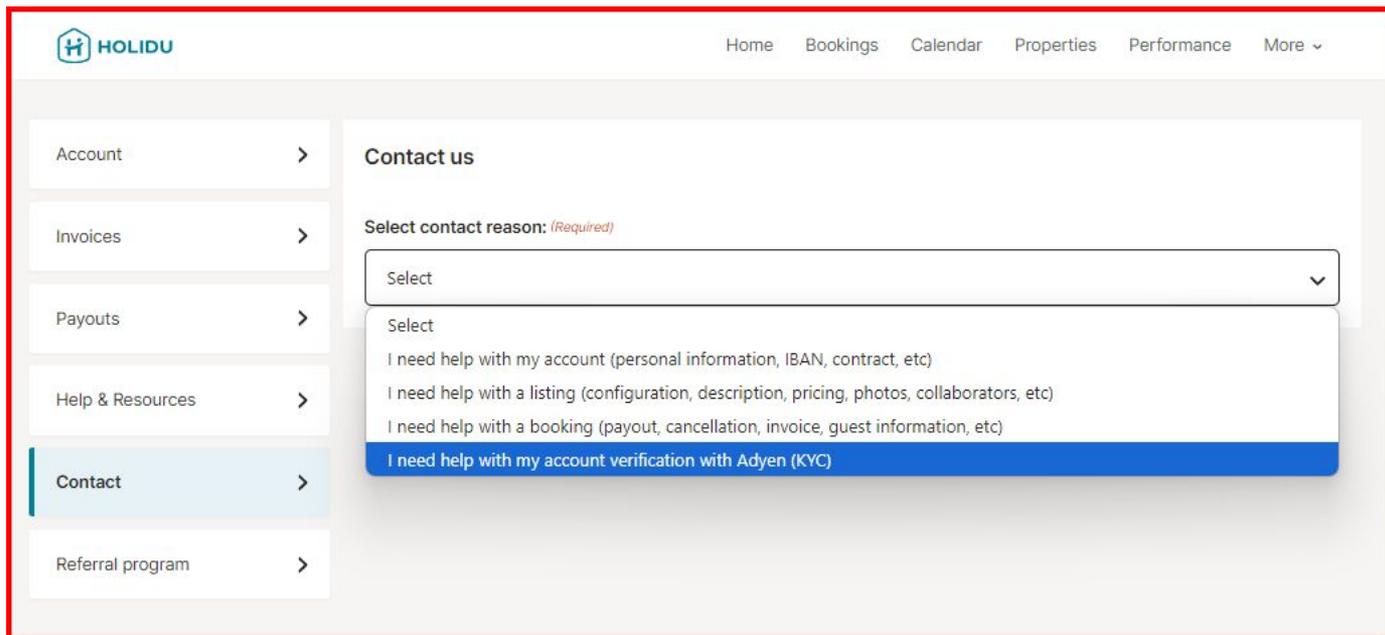
The screenshot shows the HOLIDU account dashboard. The navigation menu includes Home, Bookings, Calendar, Properties, Performance (with a 'NEW' badge), and More. The left sidebar has a menu with 'Account' (highlighted), 'Invoices', 'Payouts', and 'Help & Resources'. The main content area is titled 'Account' and contains a message: 'Validate your details to continue receiving payouts. By law, we are required to verify your identity and bank information. Make sure to have your ID and details on hand to ensure a streamlined process. Why is this needed?' Below this message, a green checkmark and the text 'Your data has already been validated' are enclosed in a red rectangular box.

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



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



HOLIDU Home Bookings Calendar Properties Performance More ▾

- Account >
- Invoices >
- Payouts >
- Help & Resources >
- Contact >**
- Referral program >

Contact us

Select contact reason: *(Required)*

Select ▾

- Select
- I need help with my account (personal information, IBAN, contract, etc)
- I need help with a listing (configuration, description, pricing, photos, collaborators, etc)
- I need help with a booking (payout, cancellation, invoice, guest information, etc)
- I need help with my account verification with Adyen (KYC)**