How to complete the Account Verification process

For Individuals & Sole Proprietors

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HOLIDU

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

This will help you complete the verification smoothly without interruptions:

1. **Government-Issued ID**
   - ➔ Acceptable types: Passport, Driver's License, or National ID card.
   - ➔ Requirements: Must be valid, unexpired, and clearly visible.

2. **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

3. **Additional Documents (if applicable)**
   - ➔ Proof of address (e.g. utility bill, bank statement, governmental correspondence not older than 3 months)
   - ➔ Proof of Individual Tax ID
   - ➔ Note: Only needed if specifically requested during the process.

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HOLIDU

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

This will help you complete the verification smoothly without interruptions:

4. If you are a freelancer, sole trader, or sole proprietor, you will also need:

- ➔ Your registration number
- ➔ Your registered business address

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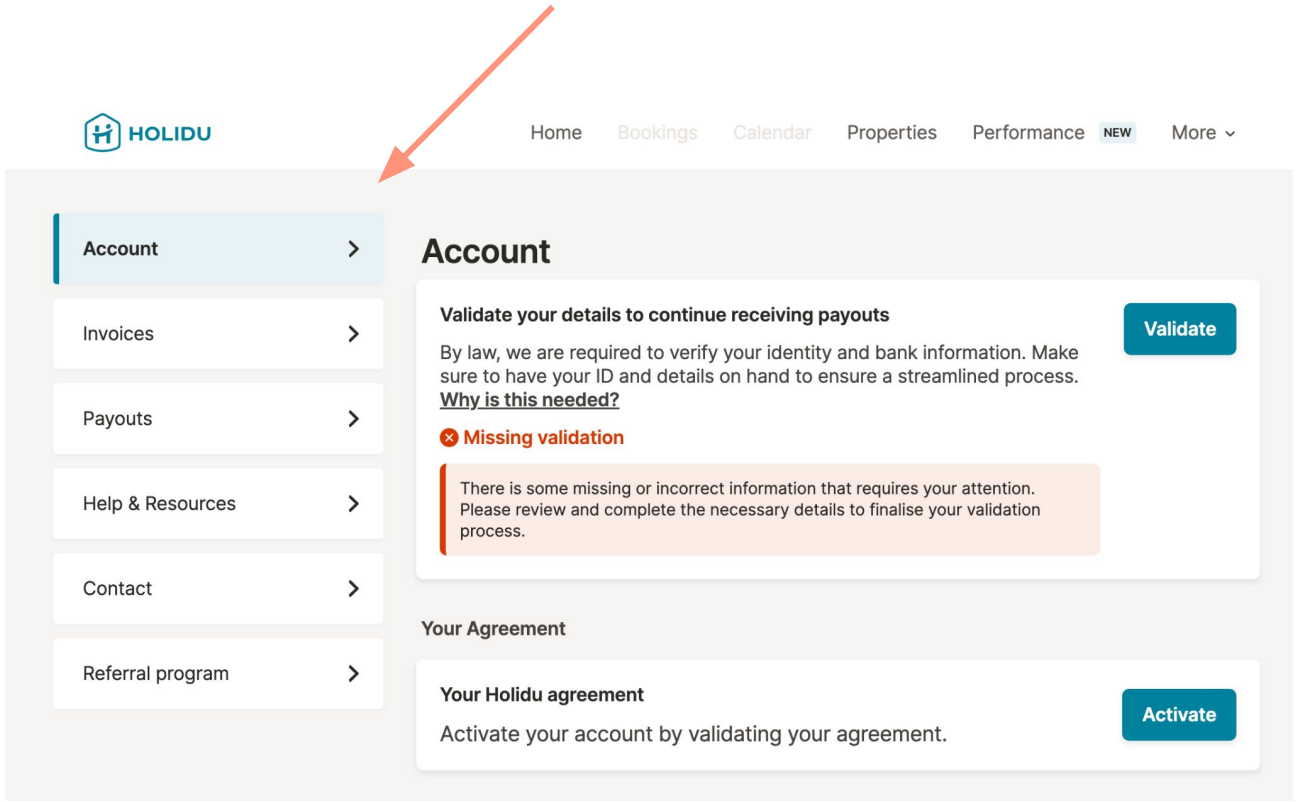
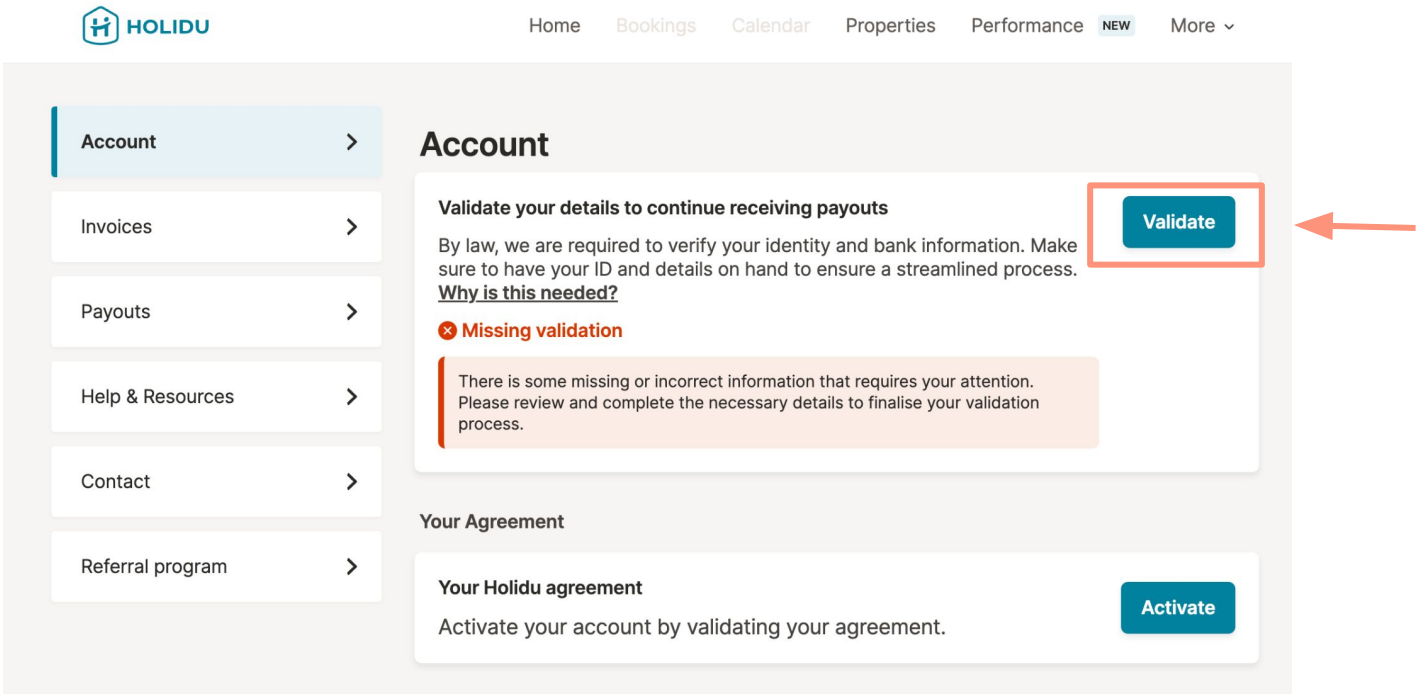
Important Tips:

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

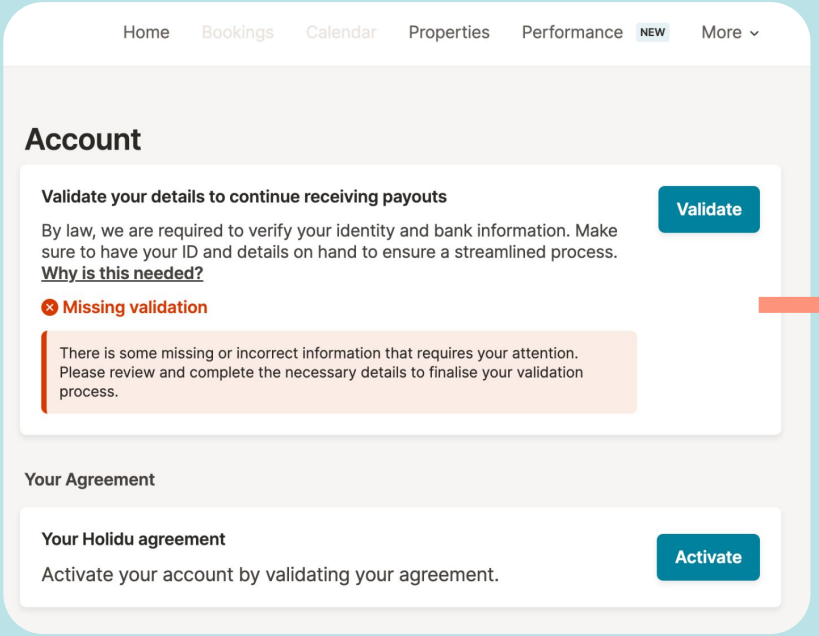
1. Go to the **Account section** in your Holidu account

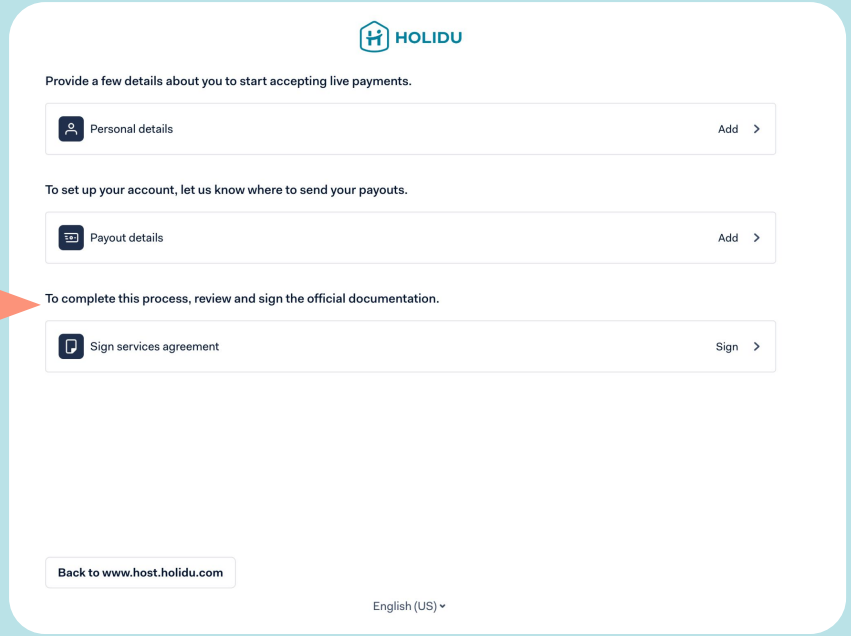


2. Click on **Validate** to start the Verification Process



3. You will be redirected to our Payment Provider Page

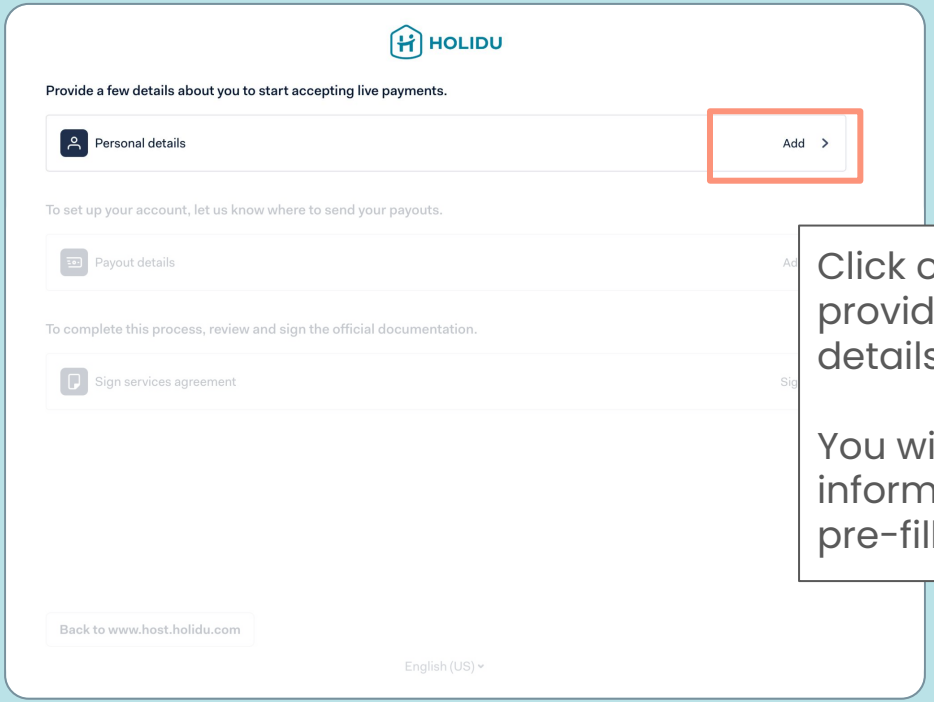




Payment Provider Page

You will be asked to provide the following:

- Personal Details
- Payout Details
- Service Agreement

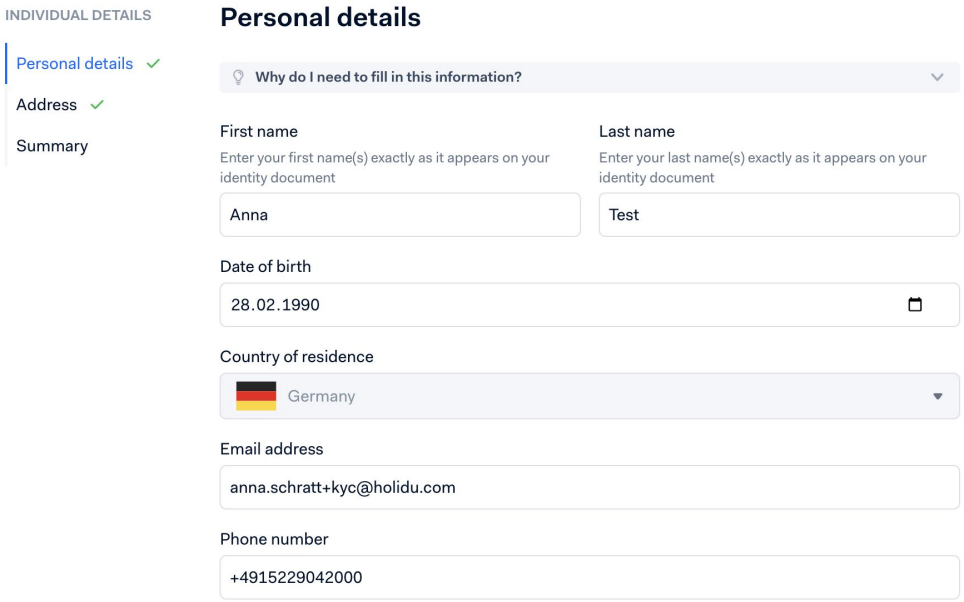


Click on “Add” to start providing your personal details.

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

4. Provide **Personal Details**

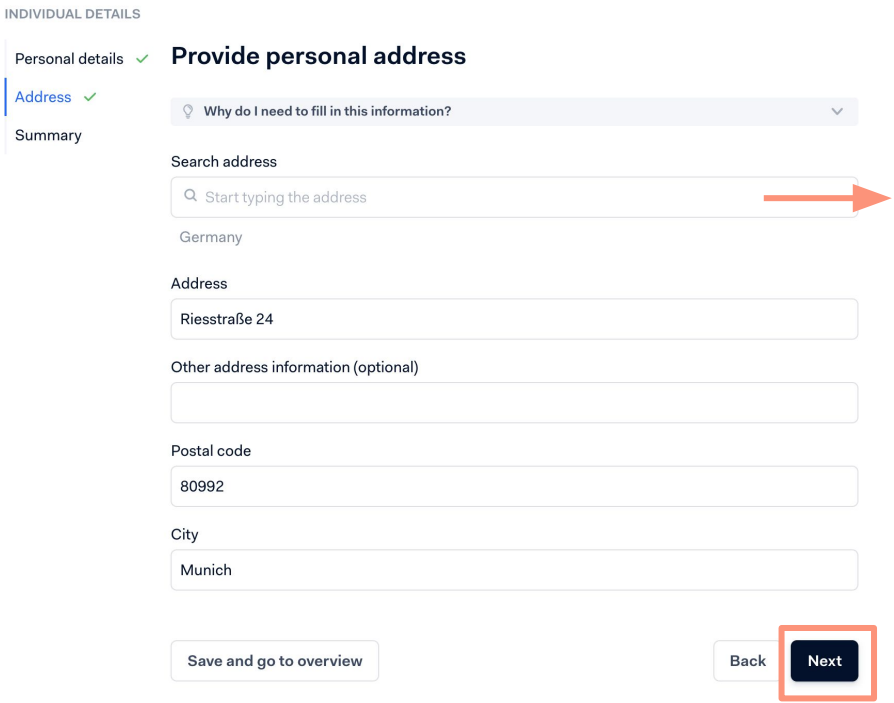
Please review your **personal details** carefully and add missing information.



4. Provide **Personal Details**

Please review your **address** and add missing information.

Make sure to provide your **residential address** matching your ID document.



You can use the address search to find your address.

Once it’s done, click on “Next”. Your data will be automatically checked. You might also be asked to upload an ID document.

5. Provide **ID document** (not always required)

If you haven't been asked to provide an ID, please jump to Step 6: Provide Payout Details.

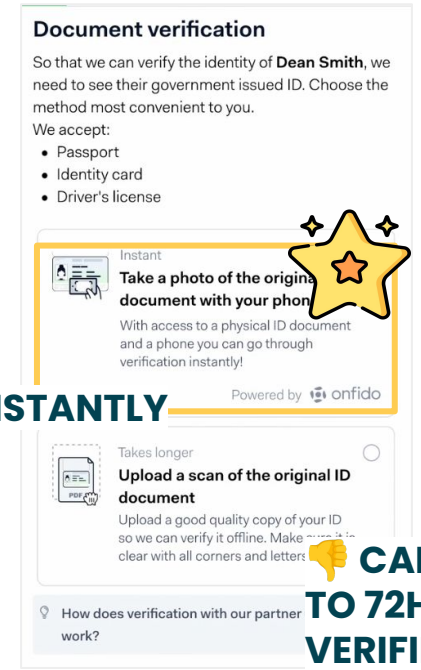
If you have been asked to, please follow the steps on the next page. Also be ready to provide an ID document that must:

- 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

5. Provide **ID document** (not always required)

Choose the verification method you would like to use

(Instant is recommended)



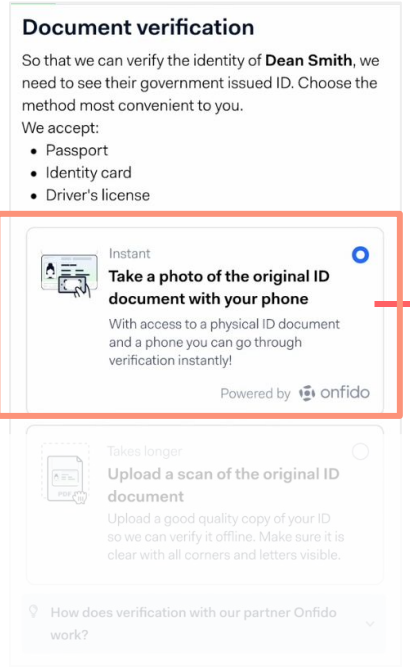
👍 **INSTANTLY**

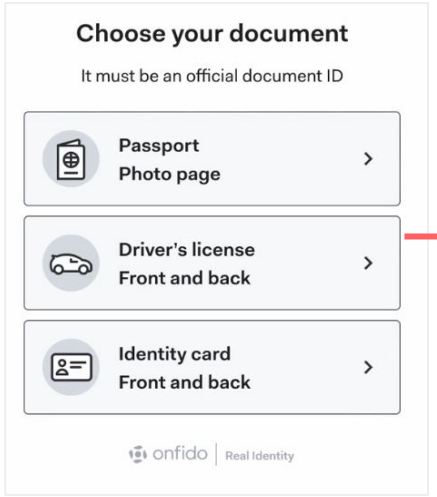
👎 **CAN TAKE UP TO 72H TO BE VERIFIED**

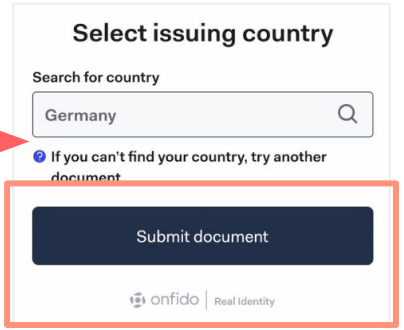
5. Provide **ID document** - Option 1: **Instant Verification**

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

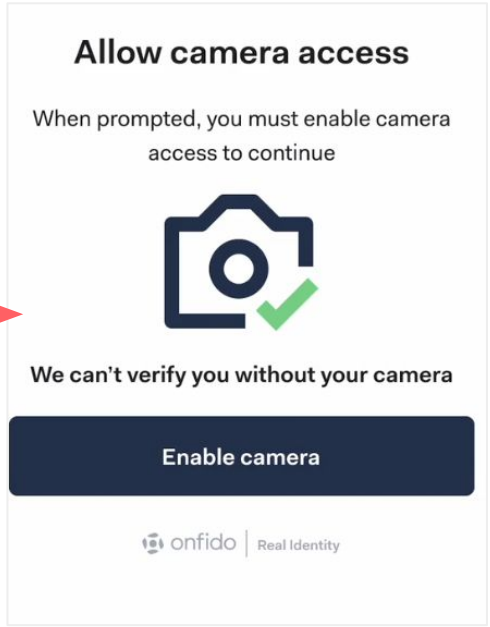
Option 1: Instant

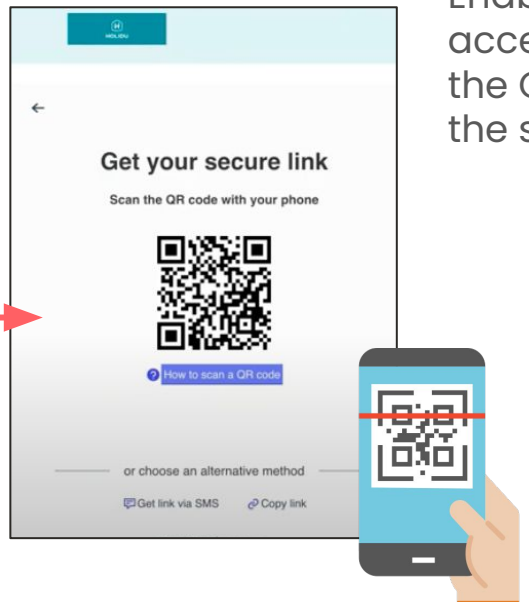






5. Provide **ID document** - Option 1: **Instant Verification**



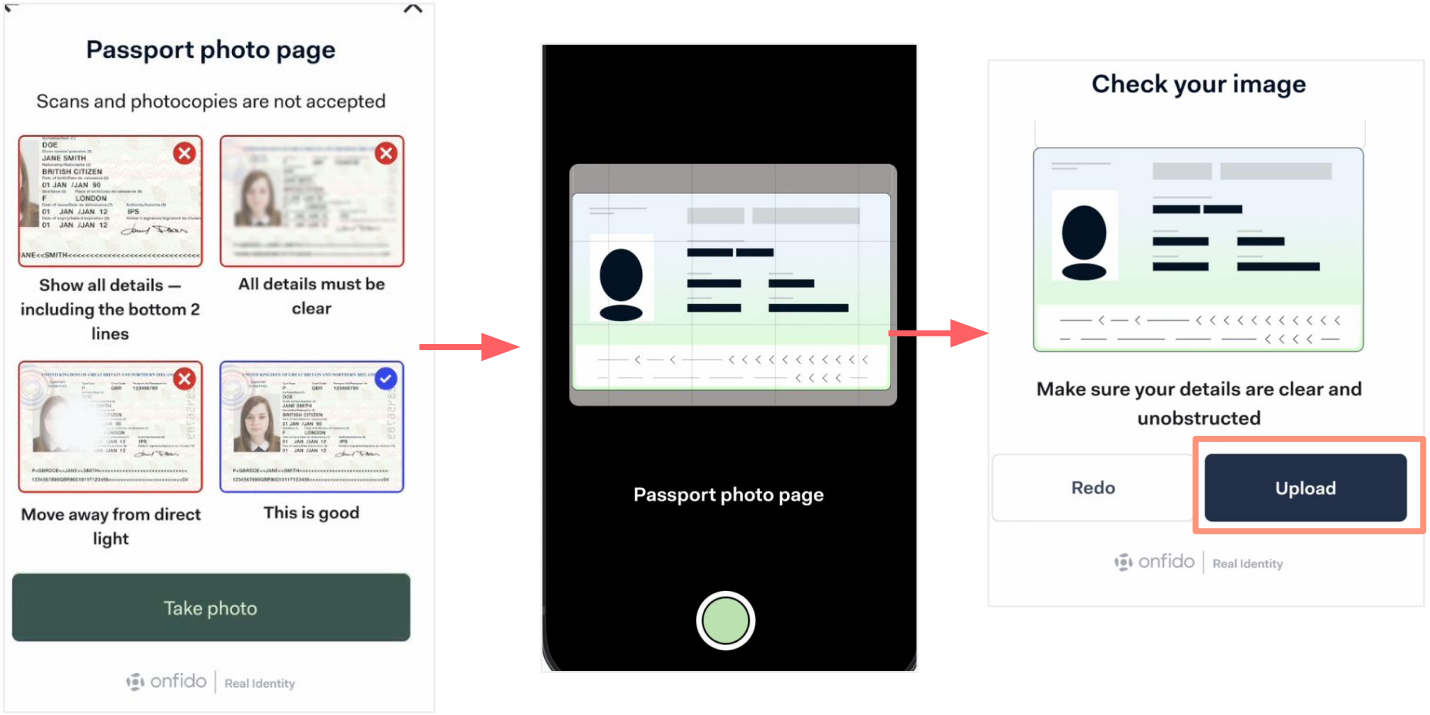


You will now be asked to continue on your phone.

Enable camera access and scan the QR Code on the screen.

NO APP IS NEEDED ‼️

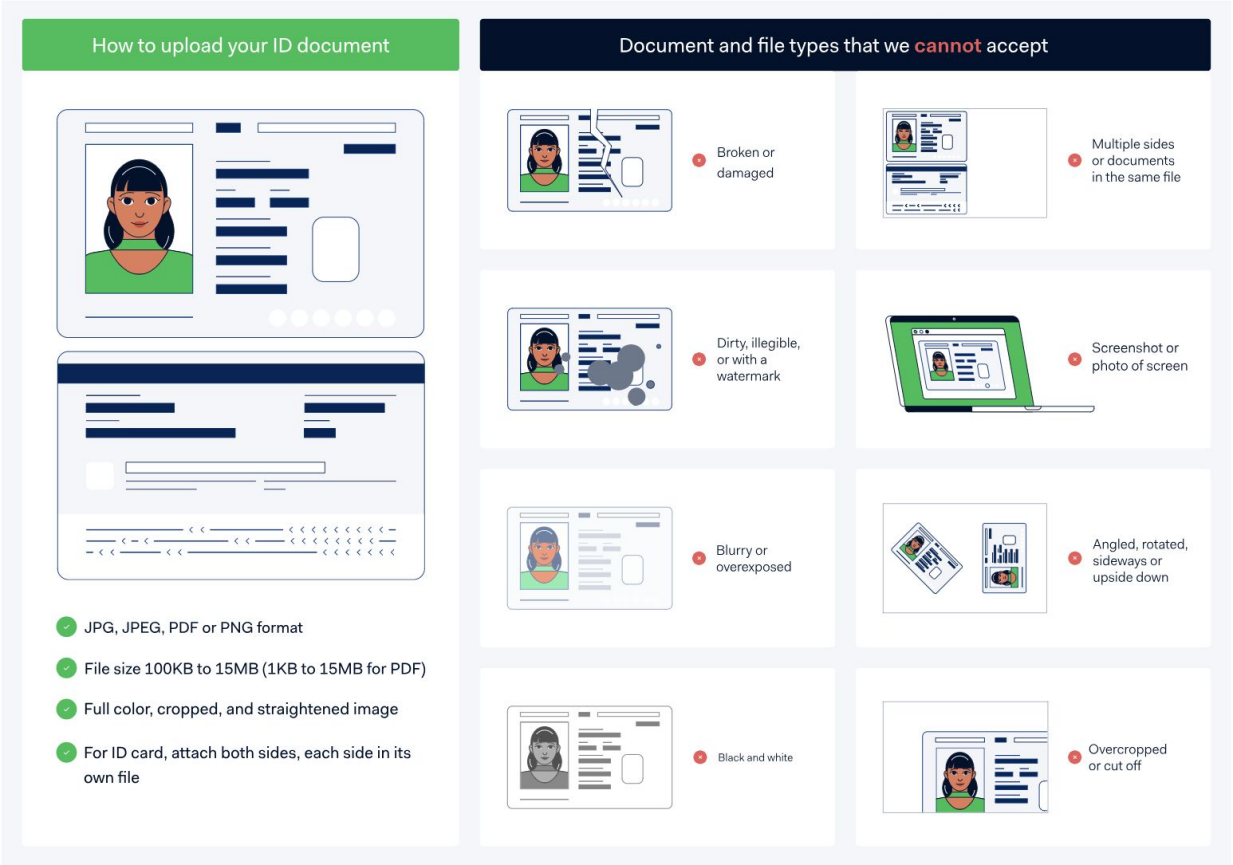
5. Provide **ID document** - Option 1: **Instant Verification**



Check the instructions and take the photos of your document.

Click on “Upload” to send the document to verification.

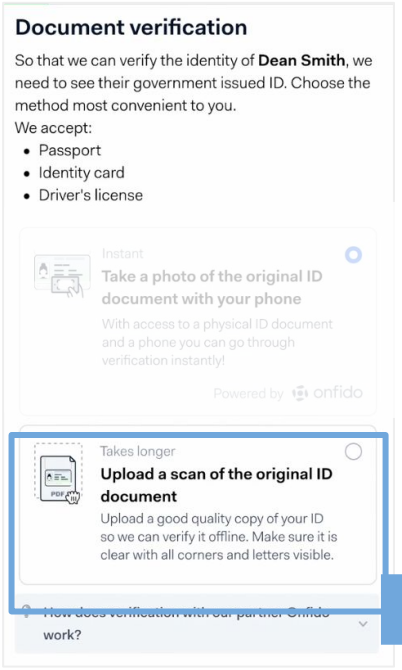
5. Provide **ID document** - Option 2: **Document Upload**



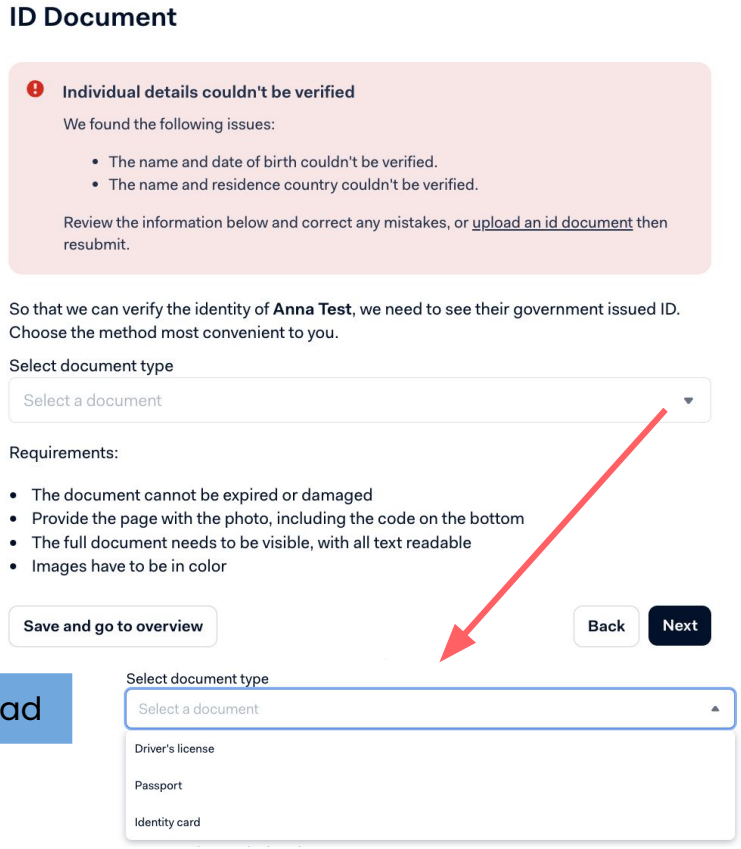
Before you begin:

Read the instructions of the document requirements on the left carefully and have your file ready to upload.

5. Provide **ID document** - Option 2: **Document Upload**

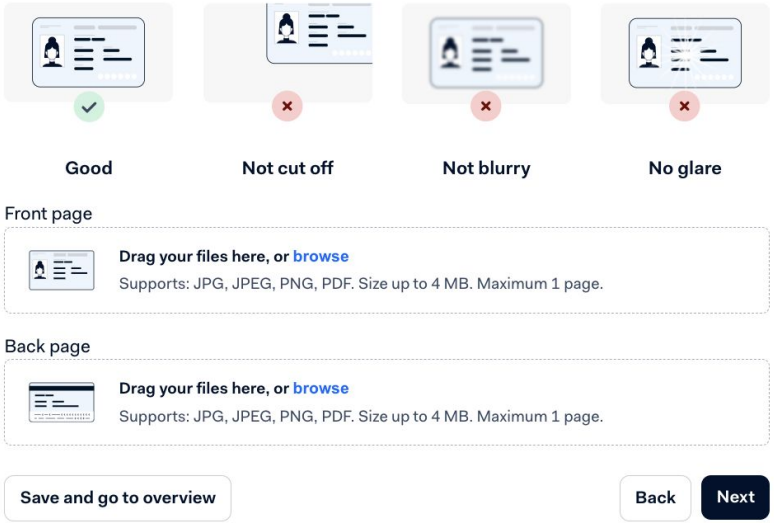


Option 2: Upload

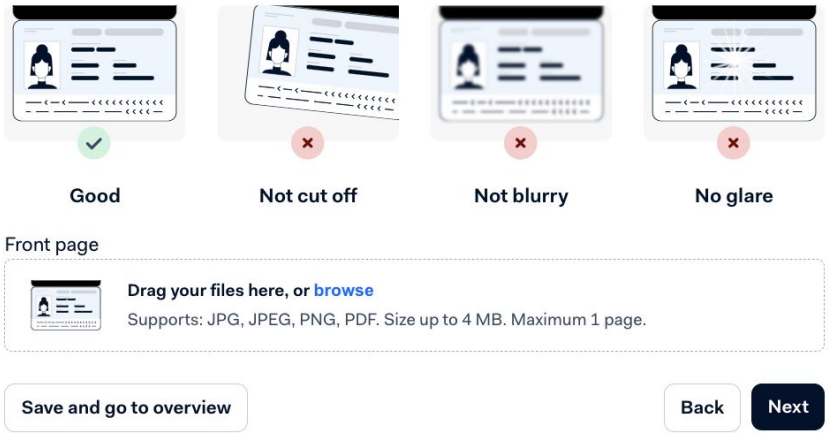


Select the document type you would like to upload and have the files ready.

5. Provide **ID document** - Option 2: **Document Upload**



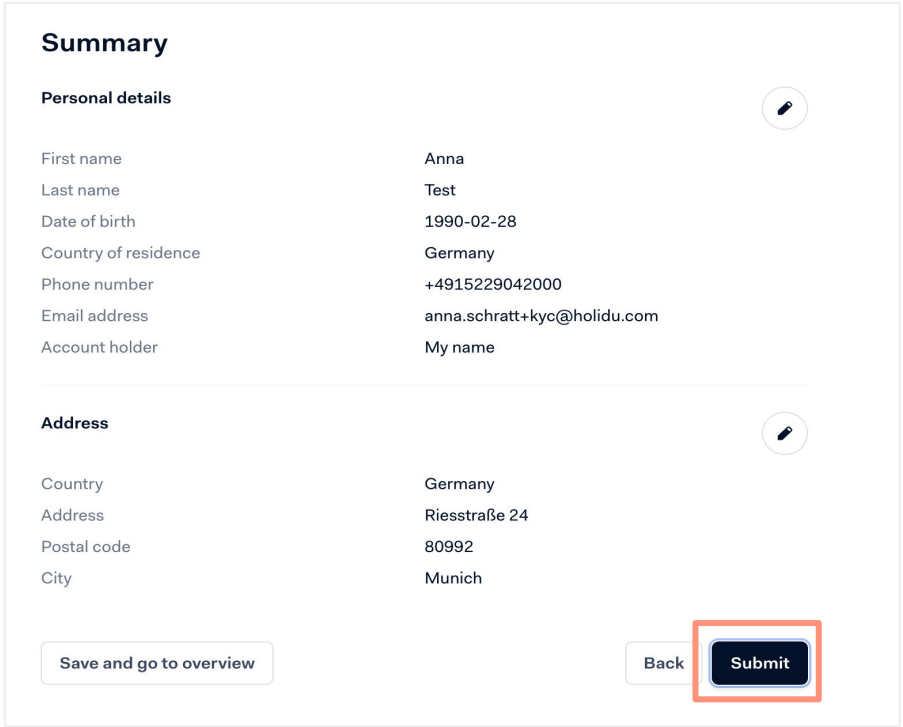
Upload of ID or Driver's license:
Make sure to have two separate files available (front and back) and upload them.



Upload of Passport:
Just one file required.

5. Provide **ID document** (not always required)

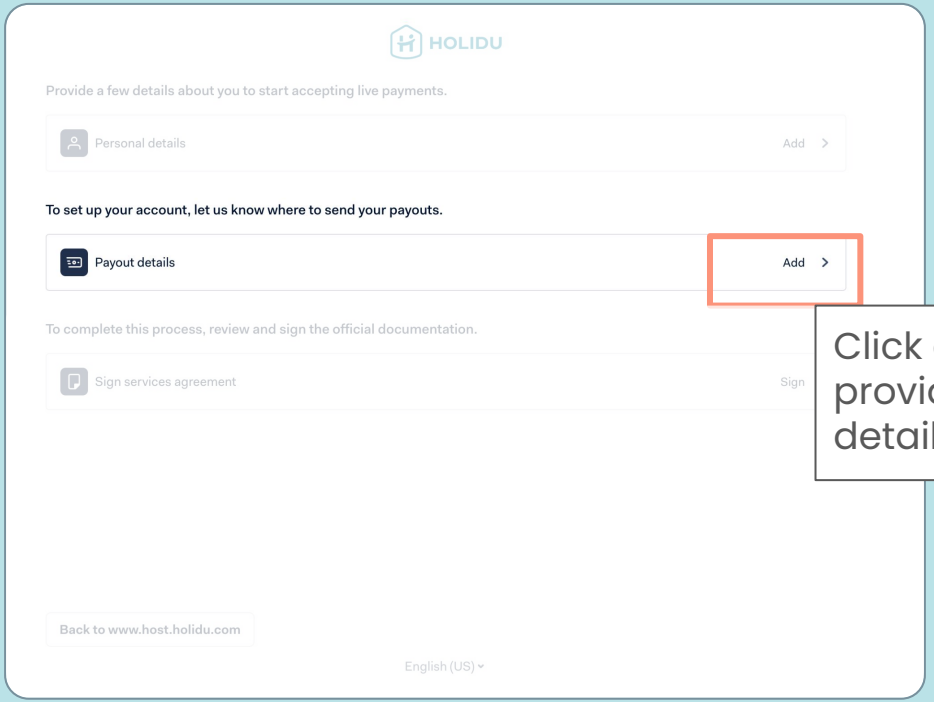
Please check if the information is correct. If not, you can edit by clicking on the pencil icon. Otherwise, please click on “Submit”.



Payment Provider Page

The next step is to provide the Payout details

Please make sure to add only **one IBAN** (multiple IBANs or local bank account formats cannot be processed by our system)

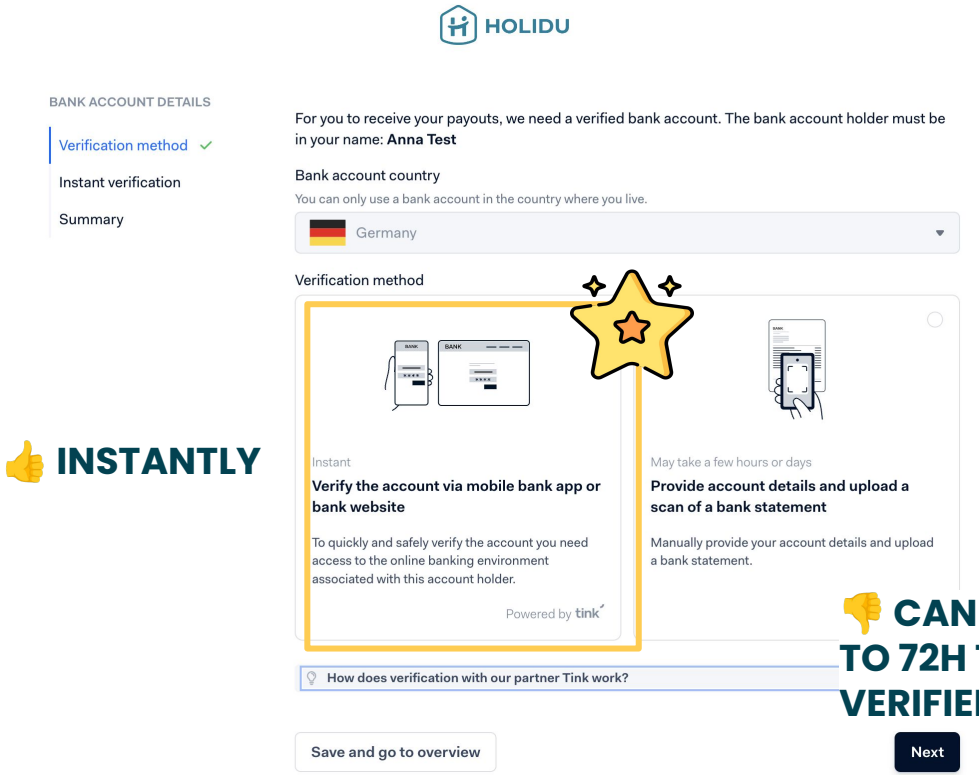


Click on “Add” to start providing your payout details

6. Provide **Payout Details**

Choose the verification method you would like to use

(Instant is recommended*)



👍 **INSTANTLY**

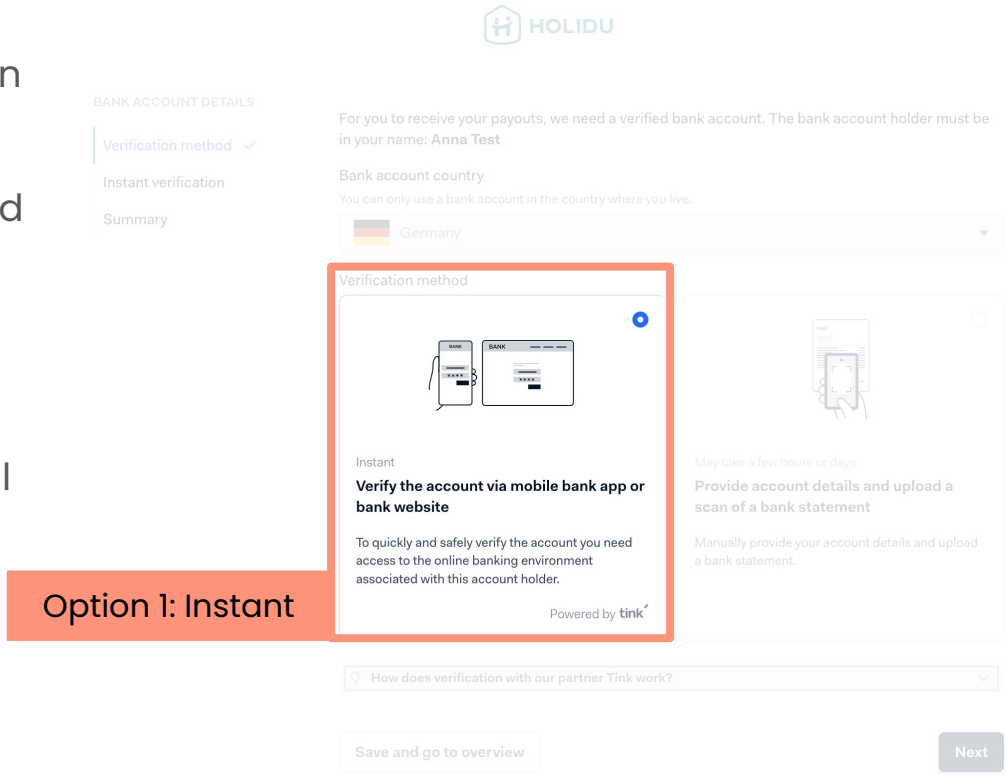
👎 **CAN TAKE UP TO 72H TO BE VERIFIED**

*Instant Verification not available in Greece

6. 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®).

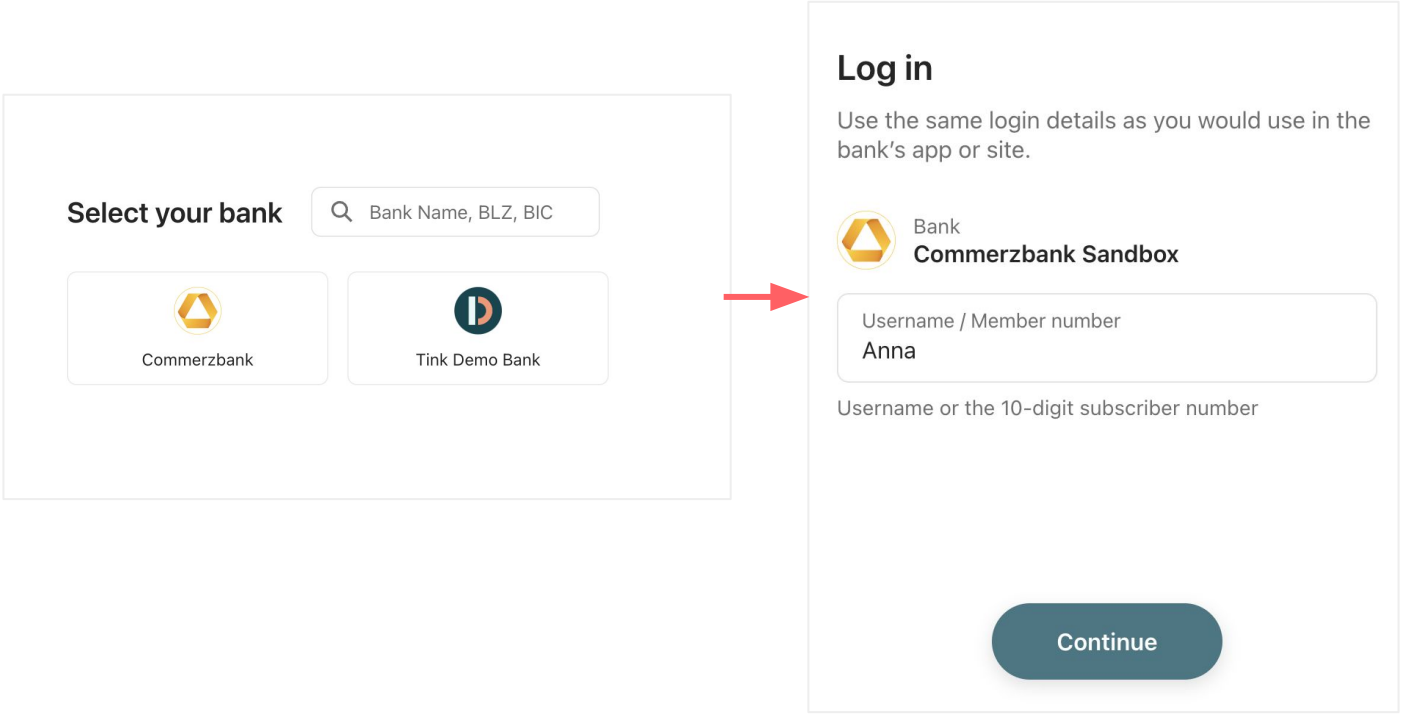
Your login information won't be stored, and Holidu nor any part will have access to your bank account.



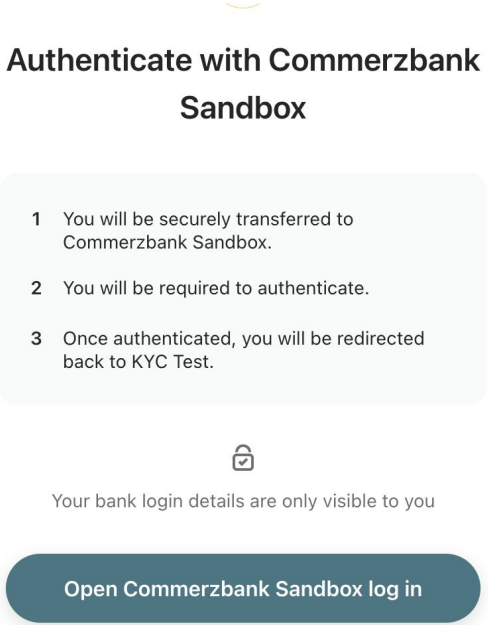
Option 1: Instant

*Instant Verification not available in Greece

6. Provide **Payout Details** - Option 1: **Instant Verification**



6. Provide **Payout Details** - Option 1: **Instant Verification**



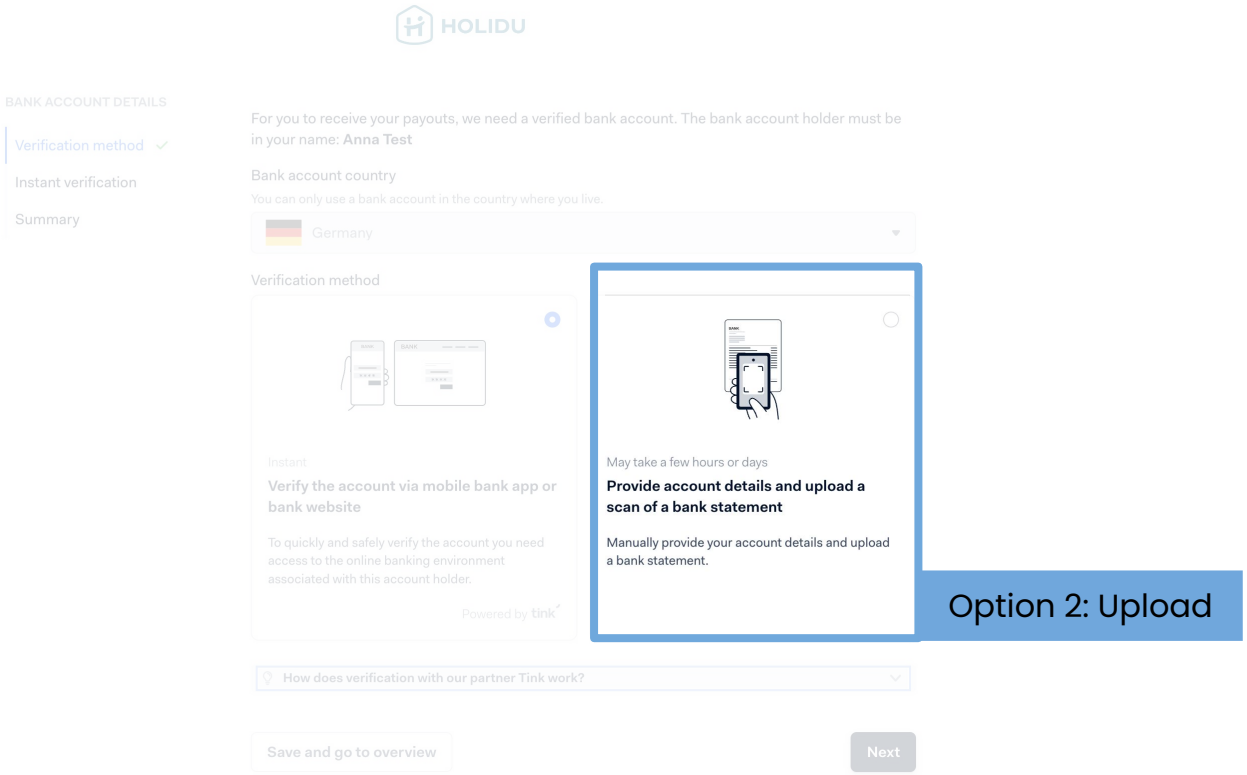
You will now get redirected to your Bank to verify your bank account

6. 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

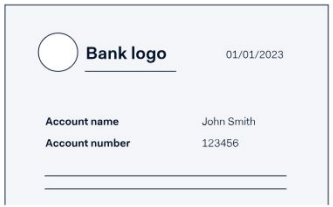
Note: for **non-EU** countries: please select the option to provide an IBAN (not local bank information)



*Instant Verification not available in Greece

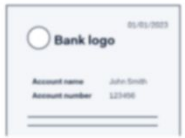
6. Provide **Payout Details** - Option 2: **Bank Statement Upload**

How to upload your document

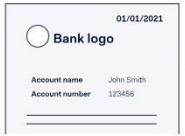


- Bank logo visible
- Account holder name is visible
- Account number is visible
- Date of issuance is visible
- JPG, JPEG, PDF or PNG format
- File size 100KB to 15MB (1KB to 15MB for PDF)

Documents that we cannot accept

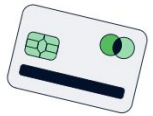


Blurry or illegible documents

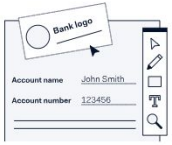


Documents issued more than 12 months ago

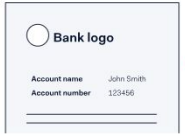
Cash deposit or terminal receipts



Picture of your credit or debit card



Self-made documents

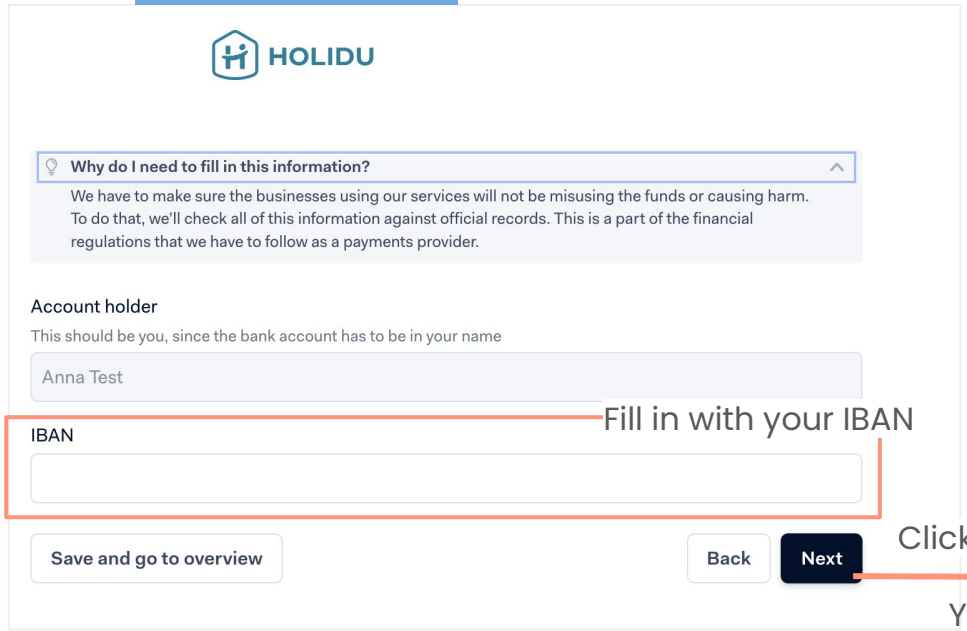


Documents without date of issuance visible

Before you begin:

Read the instructions of the document requirements on the left carefully and have your file ready to upload.

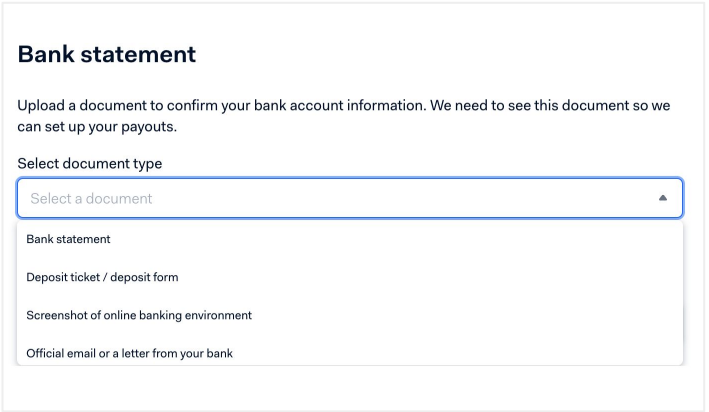
6. Fournir les détails du **paiement** - Option 2 : **Téléchargement du relevé bancaire**



Fill in with your IBAN

Click on “Next”

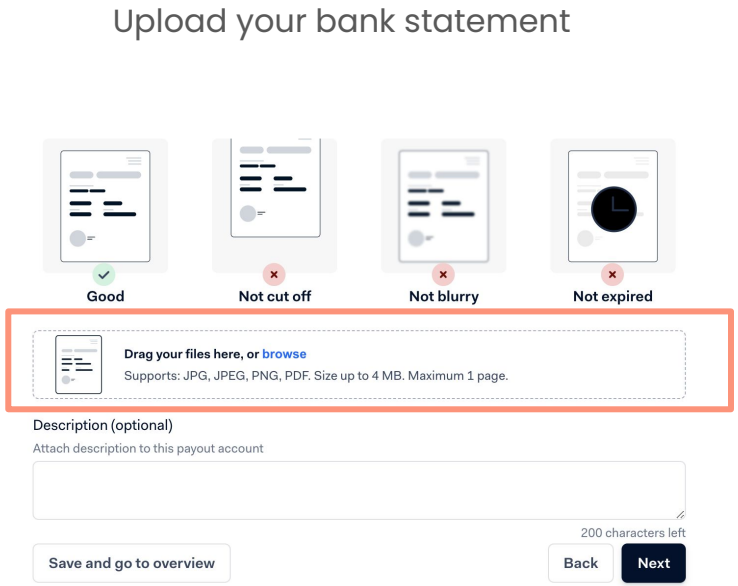
You’ll be asked to indicated which type of document you’ll upload



6. 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 your legal name
- Visible 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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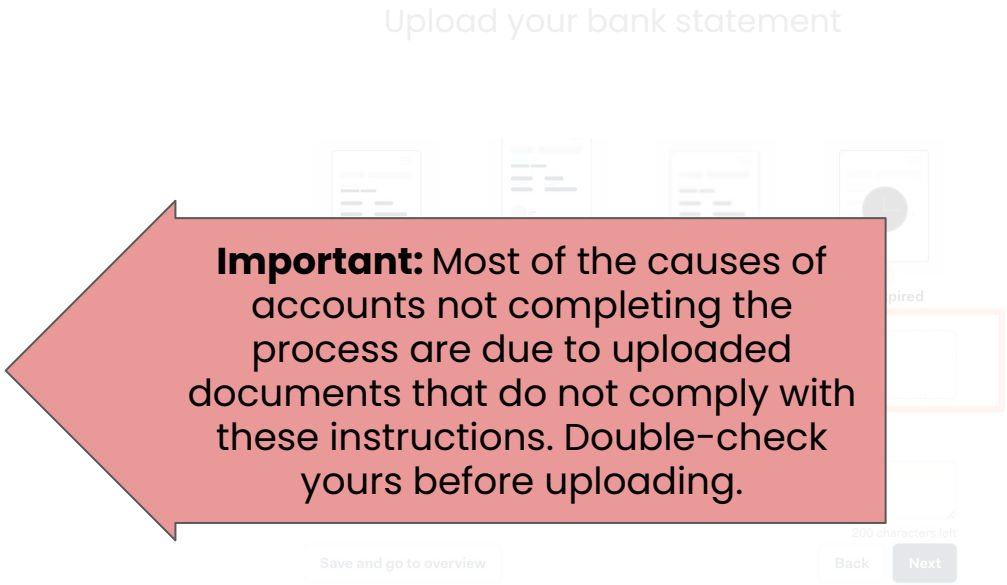
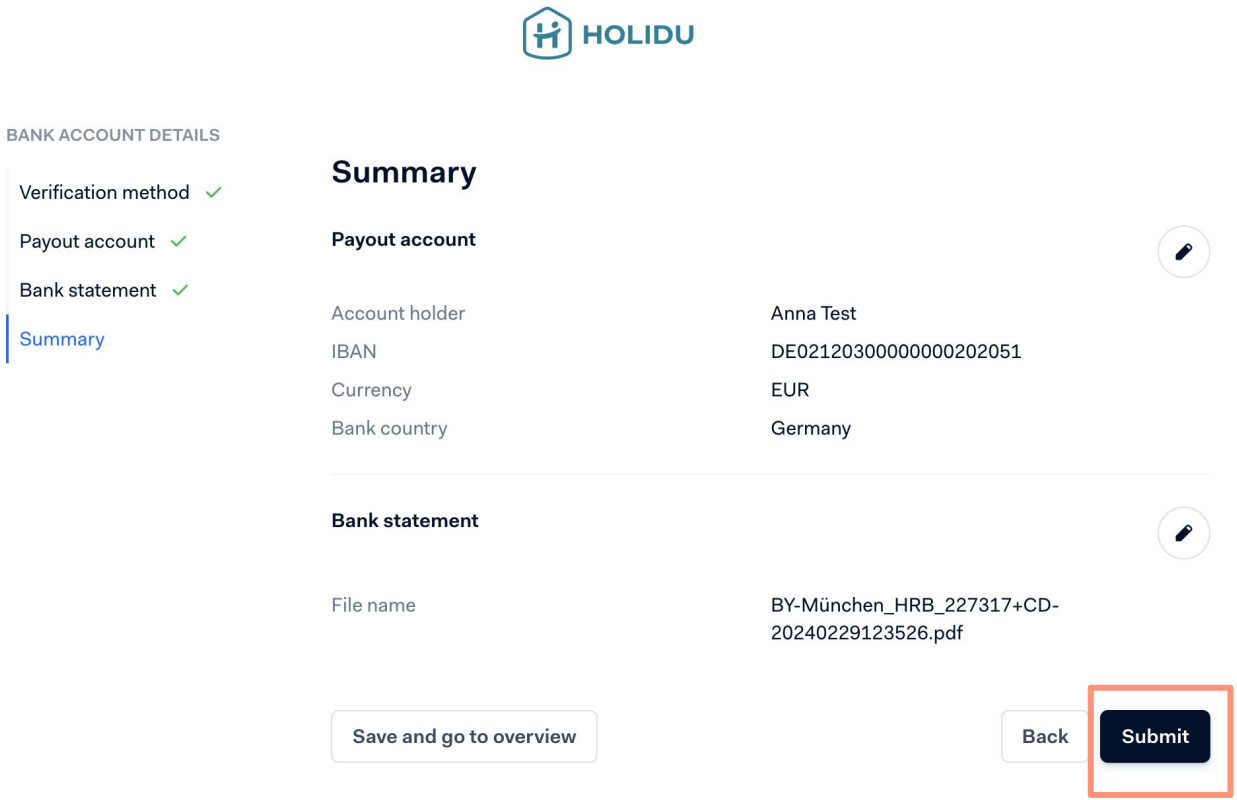


Important: Most of the causes of accounts not completing the process are due to uploaded documents that do not comply with these instructions. Double-check yours before uploading.

6. Provide **Payout Details** - Option 2: **Bank Statement Upload**



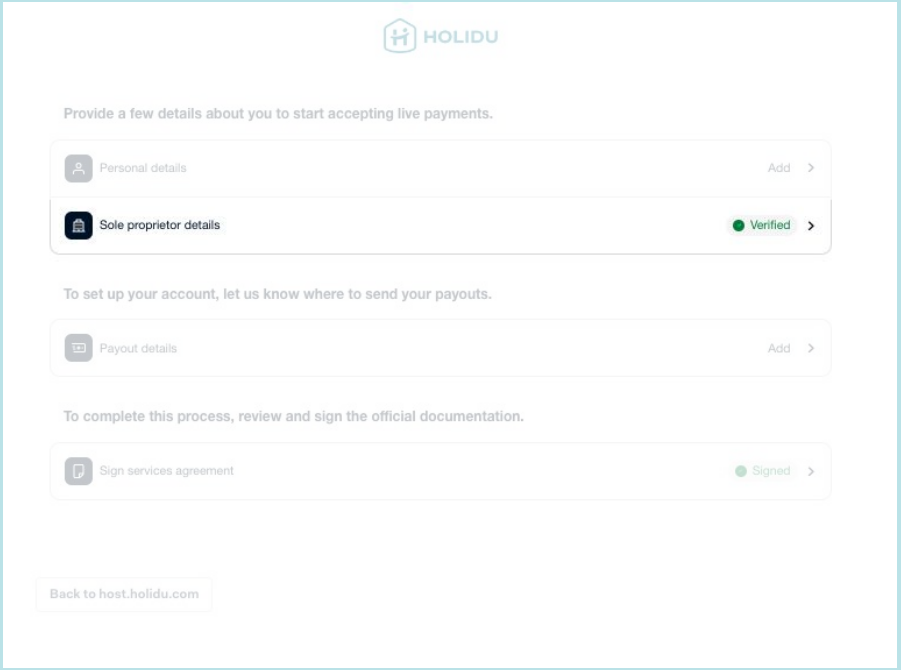
Check the summary and submi your details.

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

Payment Provider Page

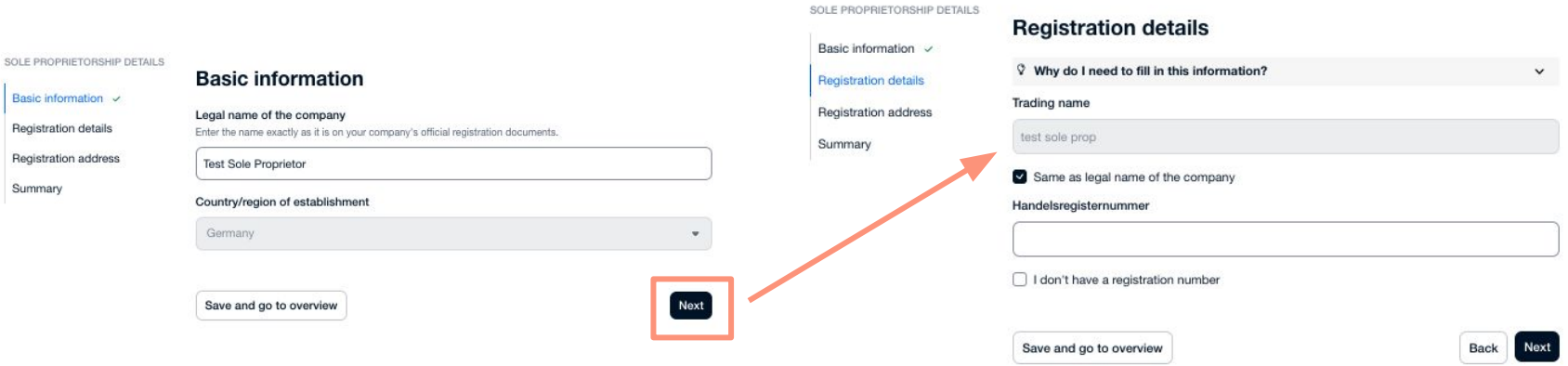
If you are registered as sole proprietor / sole trader, we also need to verify your business details

If not, you can directly jump to the next section “Sign Services Agreement”



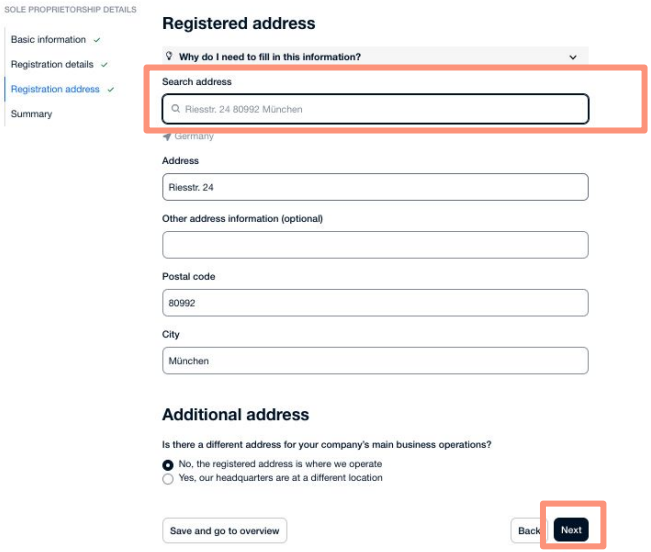
7. Provide **Sole Proprietor Details** (not always applicable)

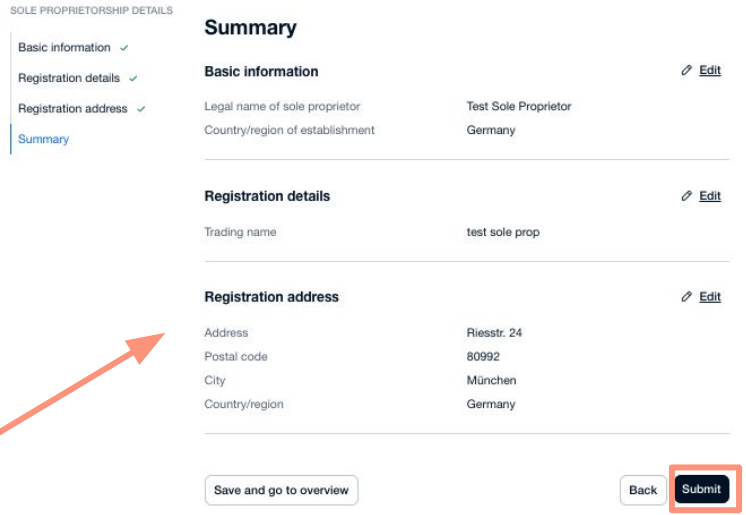
Please enter the officially registered **legal name** & provide your registration details



7. Provide **Sole Proprietor Details** (not always applicable)

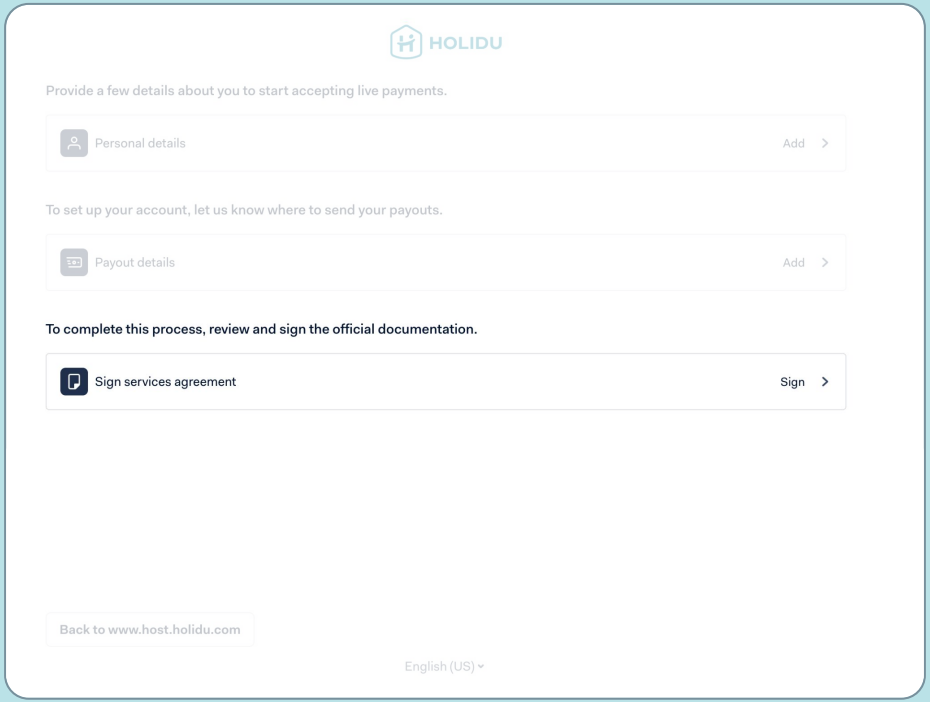
Provide the your legally registered address, click on “next” and check in the summary if you entered all details correctly. Then click on “Submit”.



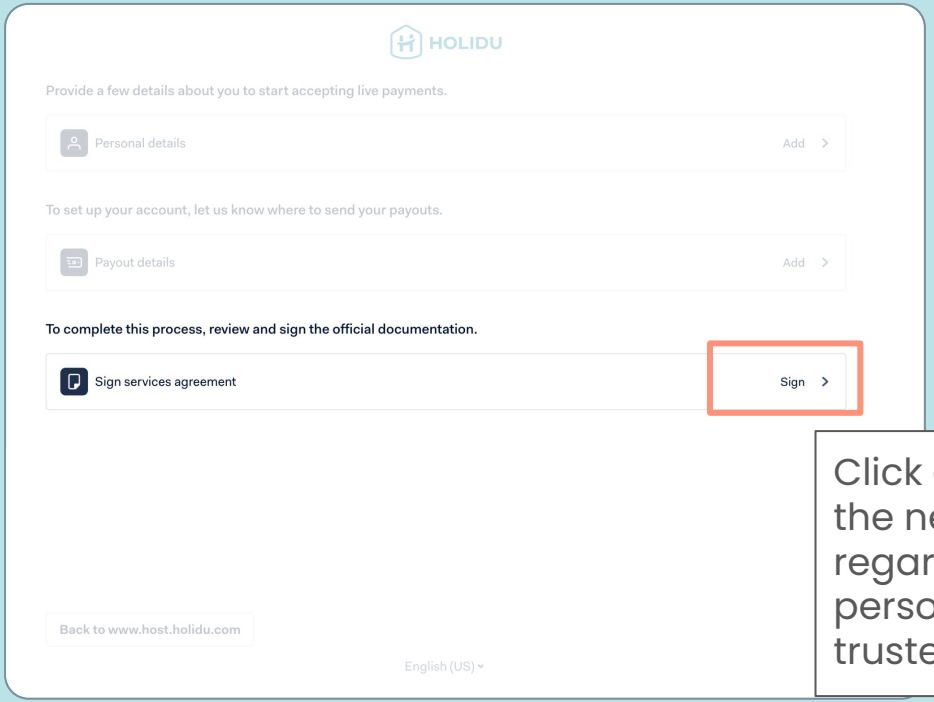


Payment Provider Page

The last step is to accept and sign the Services Agreement

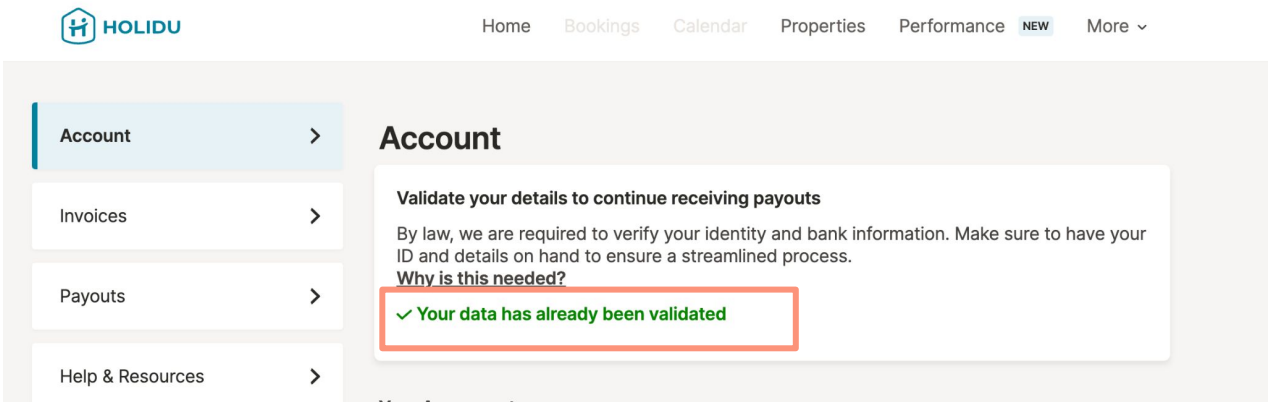


8. Accept the **Services Agreement**

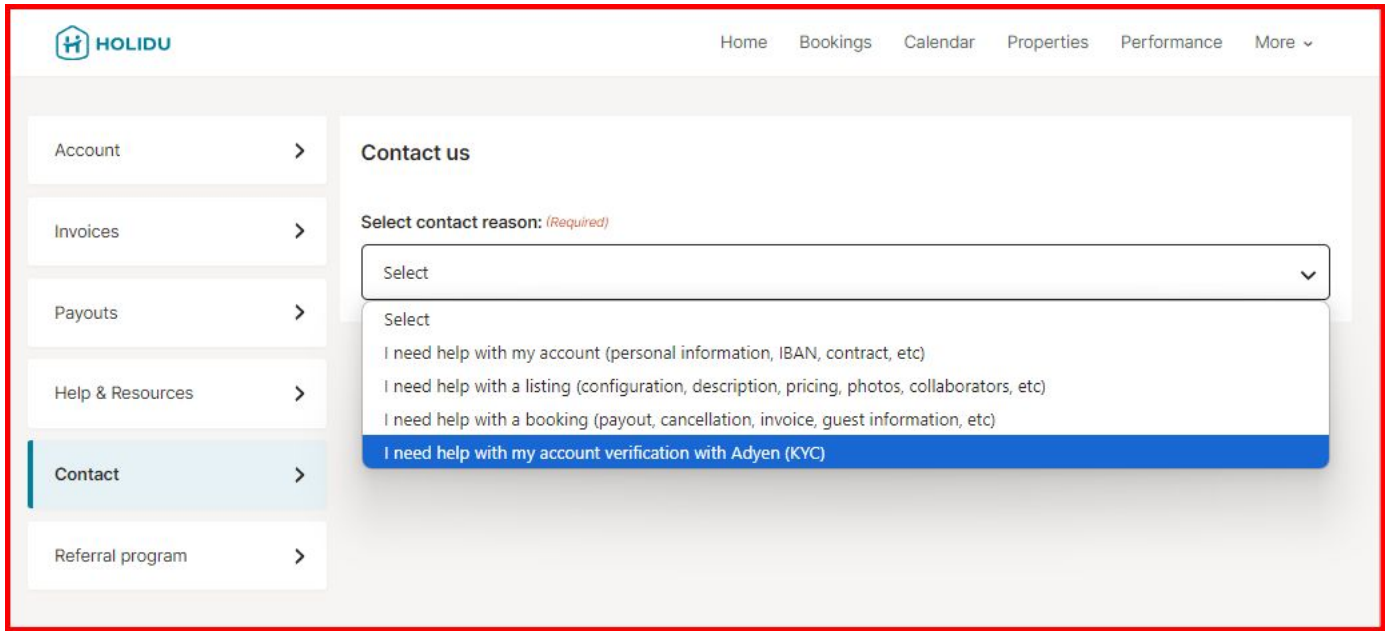


Click on “Sign” to accept the new agreement regarding the handling of personal data by our trusted partner.

9. **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

If you have any questions, please fill the contact form here.