



# How to complete the Account Verification process

For Individuals & Sole Proprietors

## 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.

|

## 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

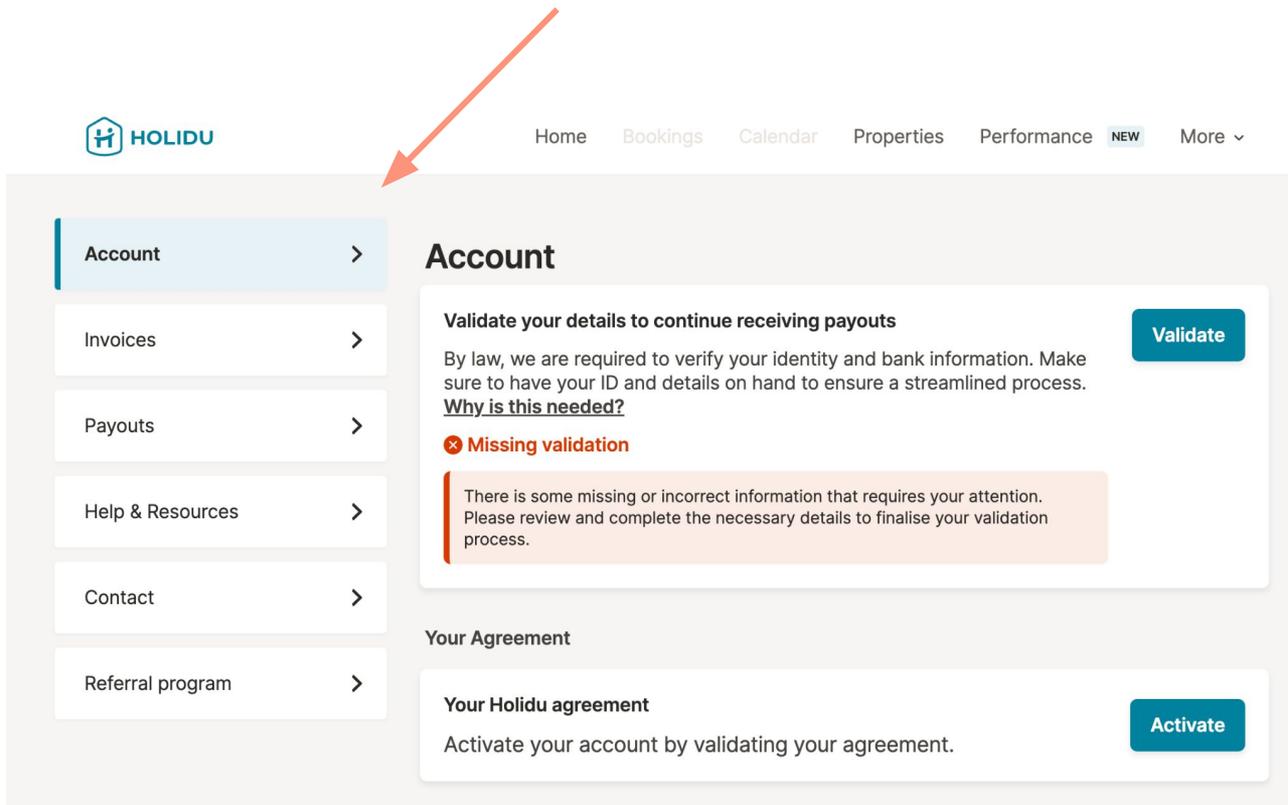
|

#### 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 items: Account, Invoices, Payouts, Help & Resources, Contact, and Referral program. The 'Account' item is highlighted with a blue bar and a right-pointing chevron. An orange arrow points from the text 'Go to the Account section' to this 'Account' menu item. 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: '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.' 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**

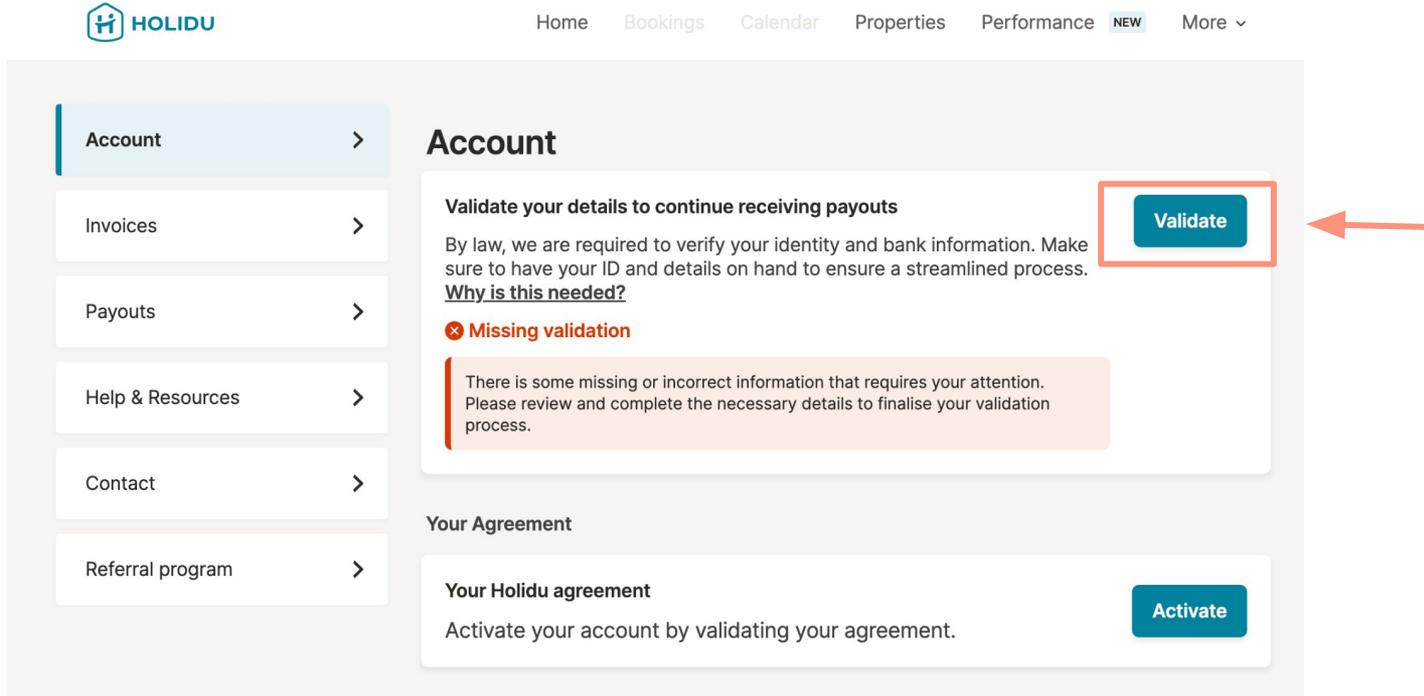
There is some missing or incorrect information that requires your attention. Please review and complete the necessary details to finalise your validation process.

### 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 (with a 'NEW' badge), and More. On the left side, there is a sidebar menu with 'Account' selected and highlighted in light blue. Below 'Account' are links for 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 rectangular box and pointed to by a red arrow from the right. Below the button, there is a message: '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?'. A red 'x' icon followed by the text 'Missing validation' is displayed. Below this, a light orange callout box contains the text: 'There is some missing or incorrect information that requires your attention. Please review and complete the necessary details to finalise your validation process.' At the bottom of the main content area, there is a section titled 'Your Agreement' with a sub-section 'Your Holidu agreement' and an 'Activate' button.

### 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**

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 >](#)

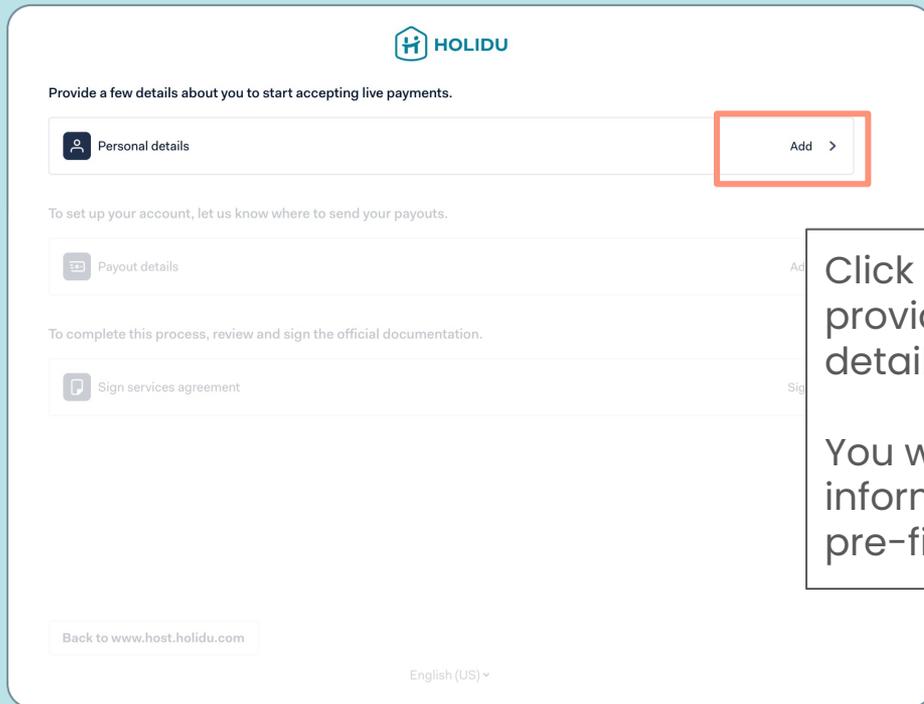
[Back to www.host.holidu.com](#)

English (US) ▾

## Payment Provider Page

You will be asked to provide the following:

- Personal Details
- Payout Details
- Service Agreement



The screenshot shows the HOLIDU Payment Provider Page. At the top, the HOLIDU logo is displayed. Below it, the text reads: "Provide a few details about you to start accepting live payments." There are three main sections, each with a title and an "Add" button:

- Personal details:** The "Add" button is highlighted with a red box.
- Payout details:** The "Add" button is partially visible on the right.
- Sign services agreement:** The "Add" button is partially visible on the right.

At the bottom left, there is a button labeled "Back to [www.host.holidu.com](http://www.host.holidu.com)". At the bottom right, there is a language selector showing "English (US)" with a dropdown arrow.

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.

### INDIVIDUAL DETAILS

Personal details ✓

Address ✓

Summary

### Personal details

💡 Why do I need to fill in this information? ▾

#### First name

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

Anna

#### Last name

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

Test

#### Date of birth

28.02.1990



#### Country of residence



Germany ▾

#### Email address

anna.schratt+kyc@holidu.com

#### Phone number

+4915229042000

## 4. Provide Personal Details

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

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

### INDIVIDUAL DETAILS

Personal details ✓

Address ✓

Summary

#### Provide personal address

Why do I need to fill in this information? ▾

Search address

Start typing the address

Germany

Address

Riesstraße 24

Other address information (optional)

Postal code

80992

City

Munich

Save and go to overview

Back **Next**

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)

**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.

How does verification with our partner work?



**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

**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

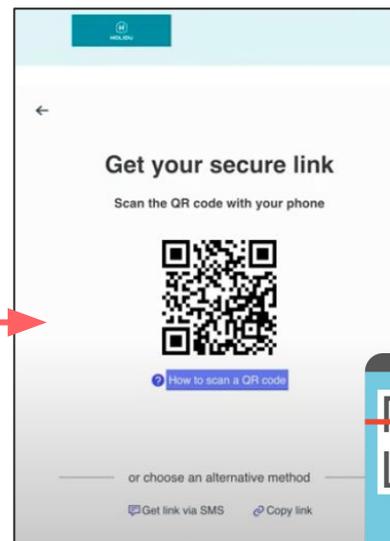
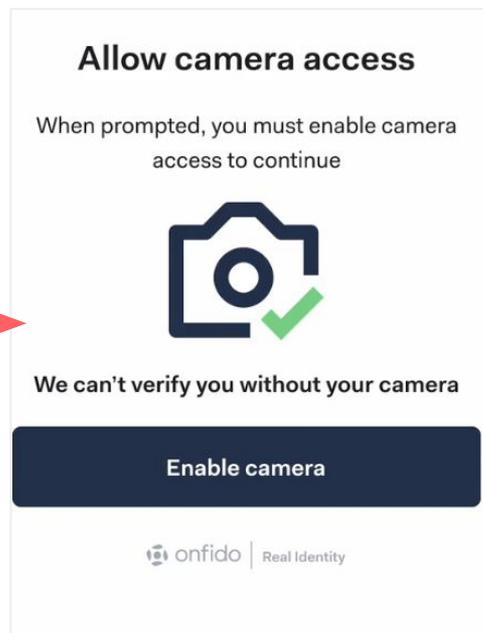
Germany

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

**Submit document**

 onfido | Real Identity

## 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

**Passport photo page**

Scans and photocopies are not accepted

Show all details – including the bottom 2 lines

All details must be clear

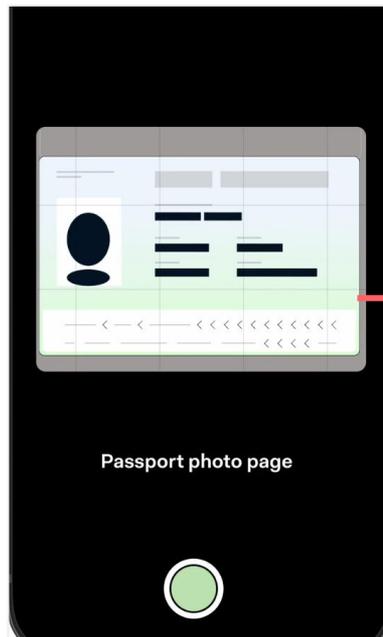
 

Move away from direct light

This is good

[Take photo](#)

onfido | Real Identity



**Check your image**



Make sure your details are clear and unobstructed

[Redo](#) [Upload](#)

onfido | Real Identity

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

### How to upload your ID document



- ✔ JPG, JPEG, PDF or PNG format
- ✔ File size 100KB to 15MB (1KB to 15MB for PDF)
- ✔ Full color, cropped, and straightened image
- ✔ For ID card, attach both sides, each side in its own file

### Document and file types that we **cannot** accept



- ✘ Broken or damaged



- ✘ Multiple sides or documents in the same file



- ✘ Dirty, illegible, or with a watermark



- ✘ Screenshot or photo of screen



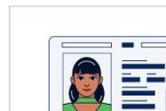
- ✘ Blurry or overexposed



- ✘ Angled, rotated, sideways or upside down



- ✘ Black and white



- ✘ Overcropped or cut off

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

### 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 

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?](#)

Option 2: Upload

### ID Document

#### ! Individual details couldn't be verified

We found the following issues:

- The name and date of birth couldn't be verified.
- The name and residence country couldn't be verified.

Review the information below and correct any mistakes, or [upload an id document](#) then resubmit.

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

Select document type

Select a document

Requirements:

- The document cannot be expired or damaged
- Provide the page with the photo, including the code on the bottom
- The full document needs to be visible, with all text readable
- Images have to be in color

Save and go to overview

Back

Next

Select document type

Select a document

Driver's license

Passport

Identity card

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

## 5. Provide ID document – Option 2: Document Upload



**Good**      **Not cut off**      **Not blurry**      **No glare**

Front page

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

Back page

 **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](#)

### Upload of ID or Driver's license:

Make sure to have two separate files available (front and back) and upload them.



**Good**      **Not cut off**      **Not blurry**      **No glare**

Front page

 **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](#)

### 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".

### 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** 

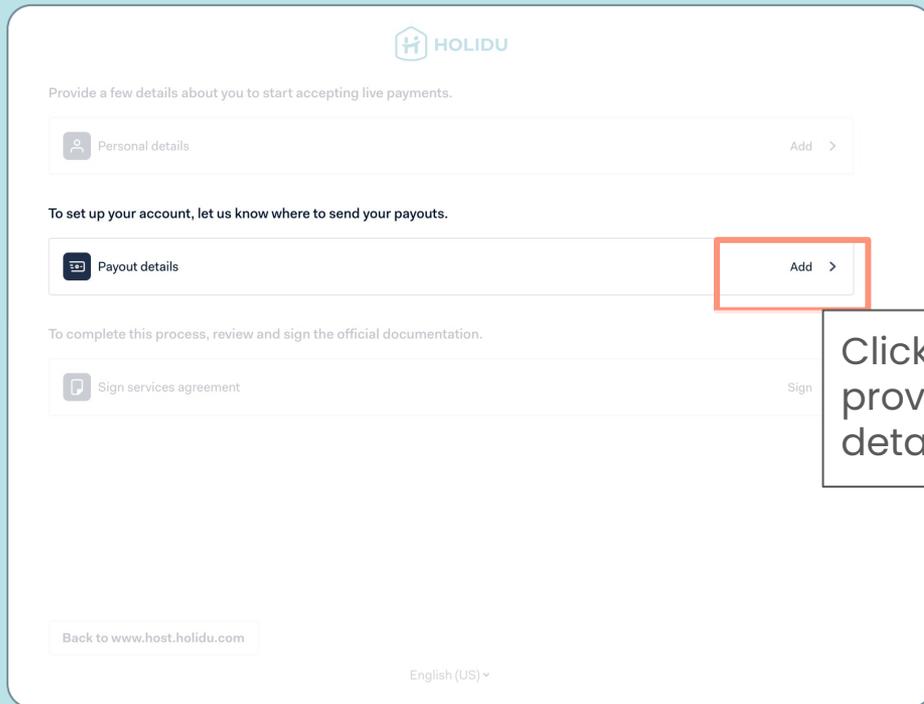
Country	Germany
Address	Riesstraße 24
Postal code	80992
City	Munich

[Save and go to overview](#) [Back](#) [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)



The screenshot shows the HOLIDU interface for setting up a payment provider account. It features three main sections: 'Personal details', 'Payout details', and 'Sign services agreement'. The 'Payout details' section is highlighted with a red box, and its 'Add >' button is also highlighted. The interface includes a 'Back to www.host.holidu.com' button at the bottom left and a language dropdown menu at the bottom right.

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

Back to [www.host.holidu.com](http://www.host.holidu.com)

English (US) ▾

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**

### 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

 <b>Instant</b> <b>Verify the account via mobile bank app or bank website</b> To quickly and safely verify the account you need access to the online banking environment associated with this account holder. <small>Powered by tink</small>	 <b>Provide account details and upload a scan of a bank statement</b> Manually provide your account details and upload a bank statement.
--	---

How does verification with our partner Tink work?

Save and go to overview

Next

 **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

#### 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

## 6. Provide Payout Details – Option 1: Instant Verification

**Select your bank**



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 or the 10-digit subscriber number

Continue

## 6. 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



## 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

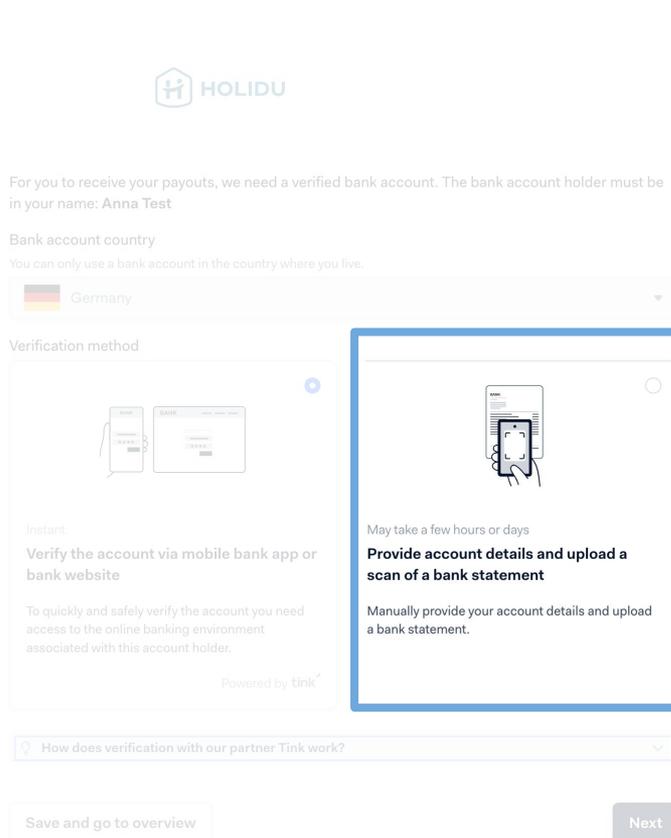
Note: for **non-EU** countries: please select the option to provide an IBAN (not local bank information)

#### BANK ACCOUNT DETAILS

Verification method 

Instant verification

Summary



The screenshot shows the HOLIDU verification interface. At the top, the HOLIDU logo is displayed. Below it, a message states: "For you to receive your payouts, we need a verified bank account. The bank account holder must be in your name: Anna Test". The "Bank account country" is set to "Germany". Under "Verification method", two options are shown: "Instant" (powered by Tink) and "Provide account details and upload a scan of a bank statement". The second option is highlighted with a blue border. At the bottom, there is a "Next" button and a "Save and go to overview" button.

HOLIDU

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

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

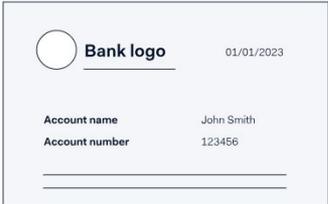
Next

Option 2: Upload

\*Instant Verification not available in Greece

## 6. Provide Payout Details – Option 2: Bank Statement Upload

### How to upload your document

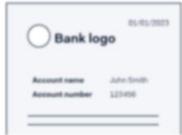


Bank logo 01/01/2023

Account name John Smith  
Account number 123456

- ✓ 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)

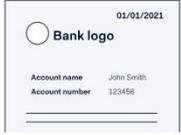
### Documents that we cannot accept



Bank logo 01/01/2023

Account name John Smith  
Account number 123456

• Blurry or illegible documents



Bank logo 05/01/2021

Account name John Smith  
Account number 123456

• Documents issued more than 12 months ago

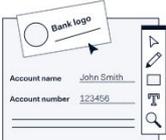


ATM

• Cash deposit or terminal receipts



• Picture of your credit or debit card



Bank logo

Account name John Smith  
Account number 123456

• Self-made documents



Bank logo

Account name John Smith  
Account number 123456

• 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



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 indicated 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

## 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

Upload your bank statement



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

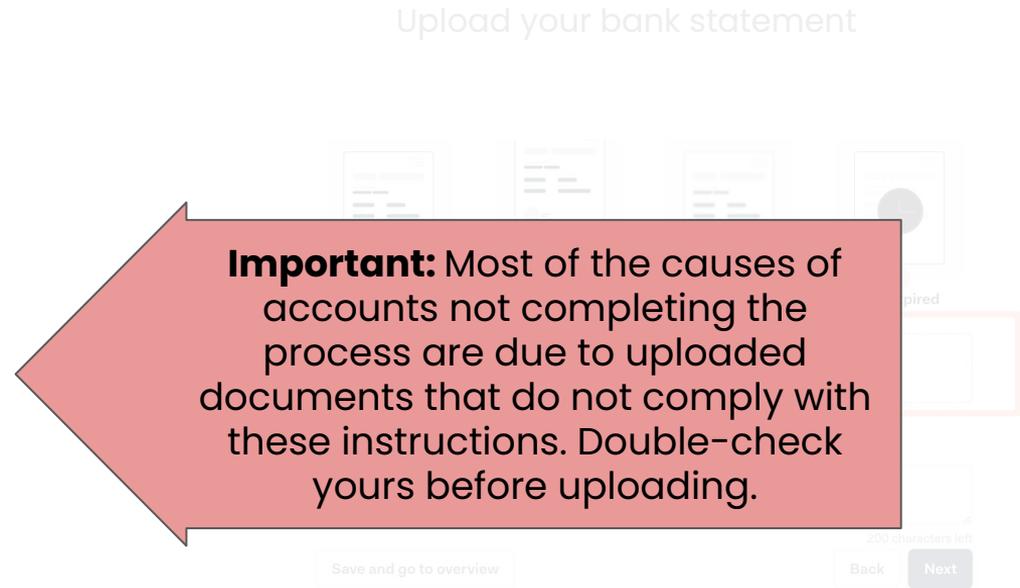
200 characters left

## 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



## 6. 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
-----------	---



Save and go to overview

Back

Submit

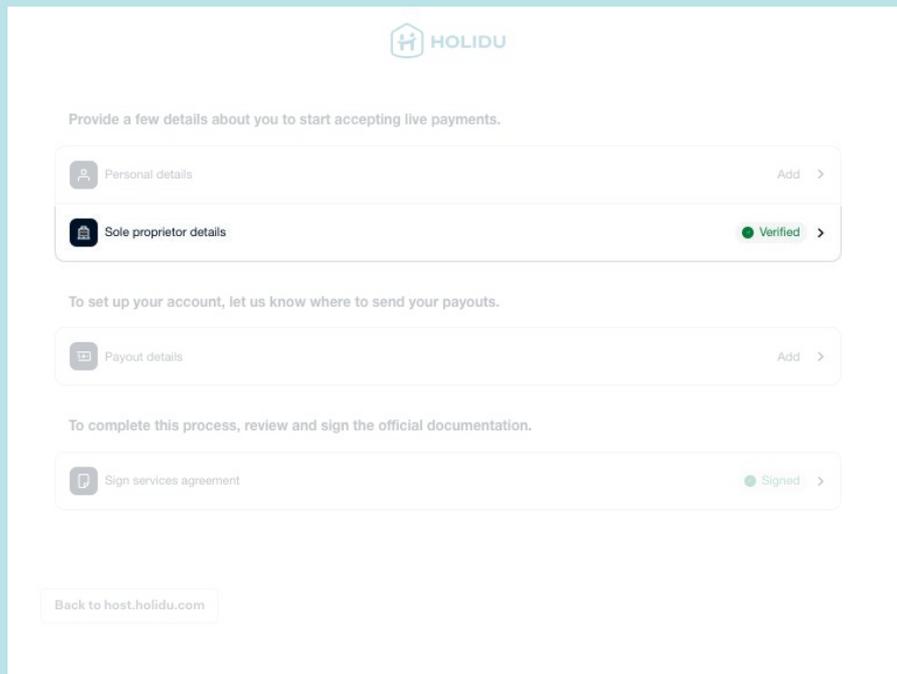
Check the summary and submit your details.

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

## Payment Provider Page

**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”



The screenshot shows the HOLIDU Payment Provider Page. At the top, the HOLIDU logo is displayed. Below it, a heading reads "Provide a few details about you to start accepting live payments." There are two main sections for adding details:

- Personal details:** A button labeled "Personal details" with an "Add" link and a right arrow.
- Sole proprietor details:** A button labeled "Sole proprietor details" with a "Verified" status indicator (a green dot) and a right arrow.

Below these sections, a heading reads "To set up your account, let us know where to send your payouts." There is one button labeled "Payout details" with an "Add" link and a right arrow.

Finally, a heading reads "To complete this process, review and sign the official documentation." There is one button labeled "Sign services agreement" with a "Signed" status indicator (a green dot) and a right arrow.

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

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

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

SOLE PROPRIETORSHIP DETAILS

**Basic information**

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

Test Sole Proprietor

Country/region of establishment

Germany

Save and go to overview

**Next**

SOLE PROPRIETORSHIP DETAILS

**Registration details**

Why do I need to fill in this information?

Trading name

test sole prop

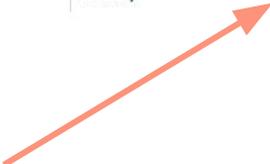
Same as legal name of the company

Handelsregisternummer

I don't have a registration number

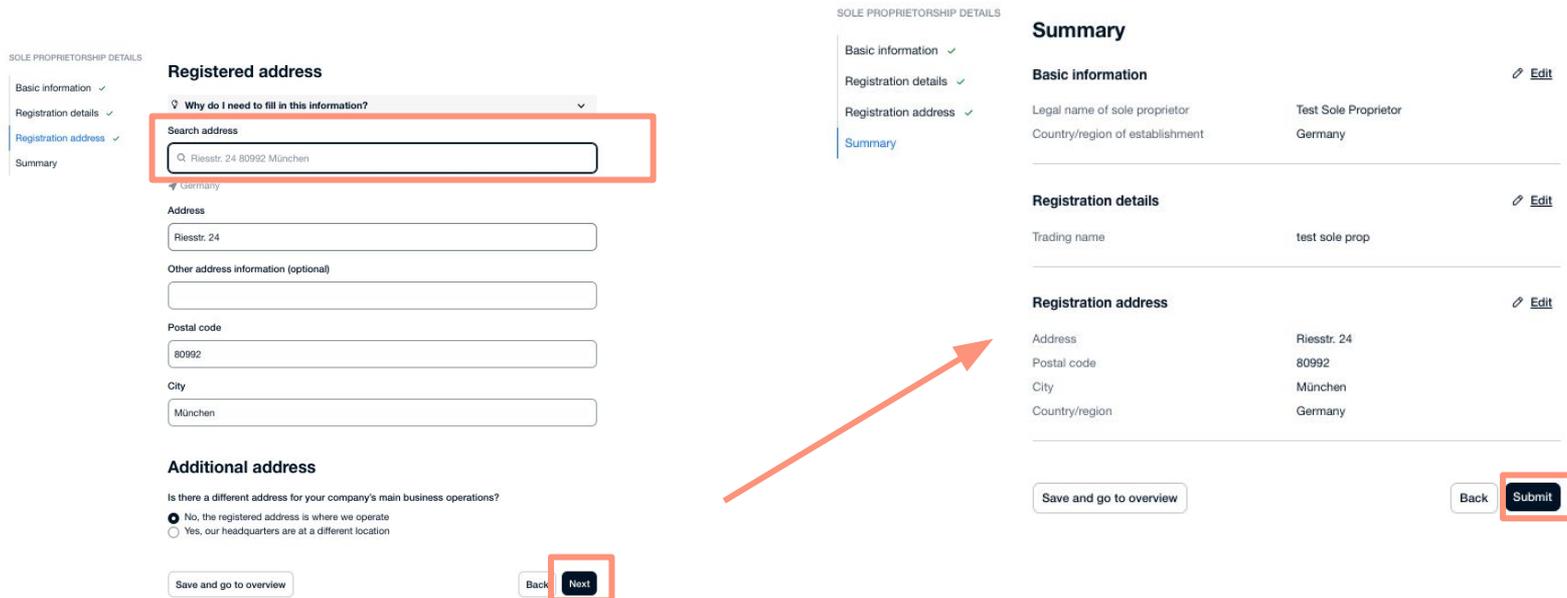
Save and go to overview

Back **Next**



## 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”.



**SOLE PROPRIETORSHIP DETAILS**

Basic information ✓  
Registration details ✓  
Registration address ✓  
Summary

### Registered 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

### 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

Save and go to overview Back Next

**SOLE PROPRIETORSHIP DETAILS**

### Summary

Basic information [Edit](#)

Legal name of sole proprietor	Test Sole Proprietor
Country/region of establishment	Germany

Registration details [Edit](#)

Trading name	test sole prop
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Registration address [Edit](#)

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

Save and go to overview Back **Submit**

## Payment Provider Page

The last 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 >

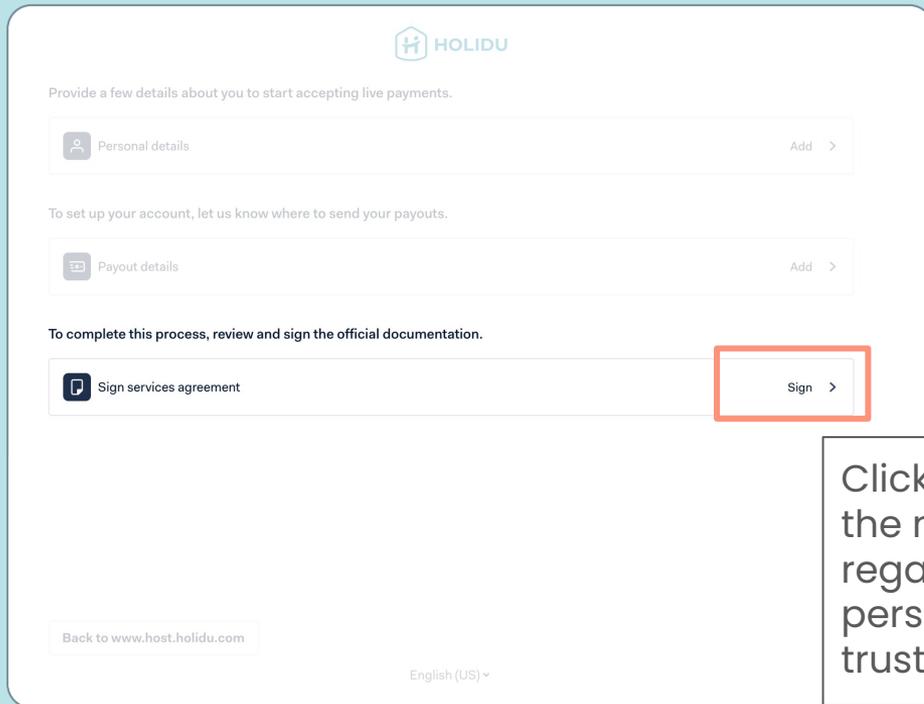
**To complete this process, review and sign the official documentation.**

 Sign services agreement Sign >

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

English (US) ▾

## 8. 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.

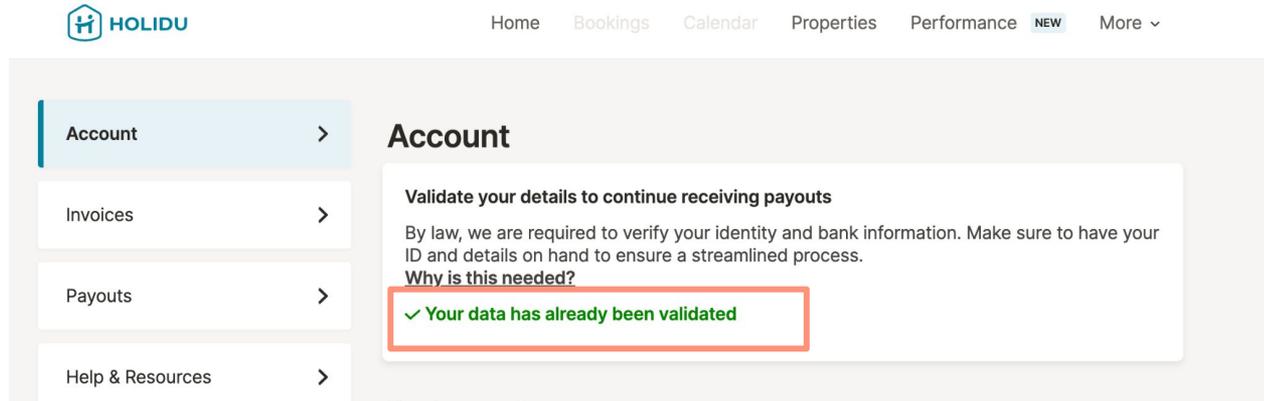
 Sign services agreement **Sign >**

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

English (US) ▾

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



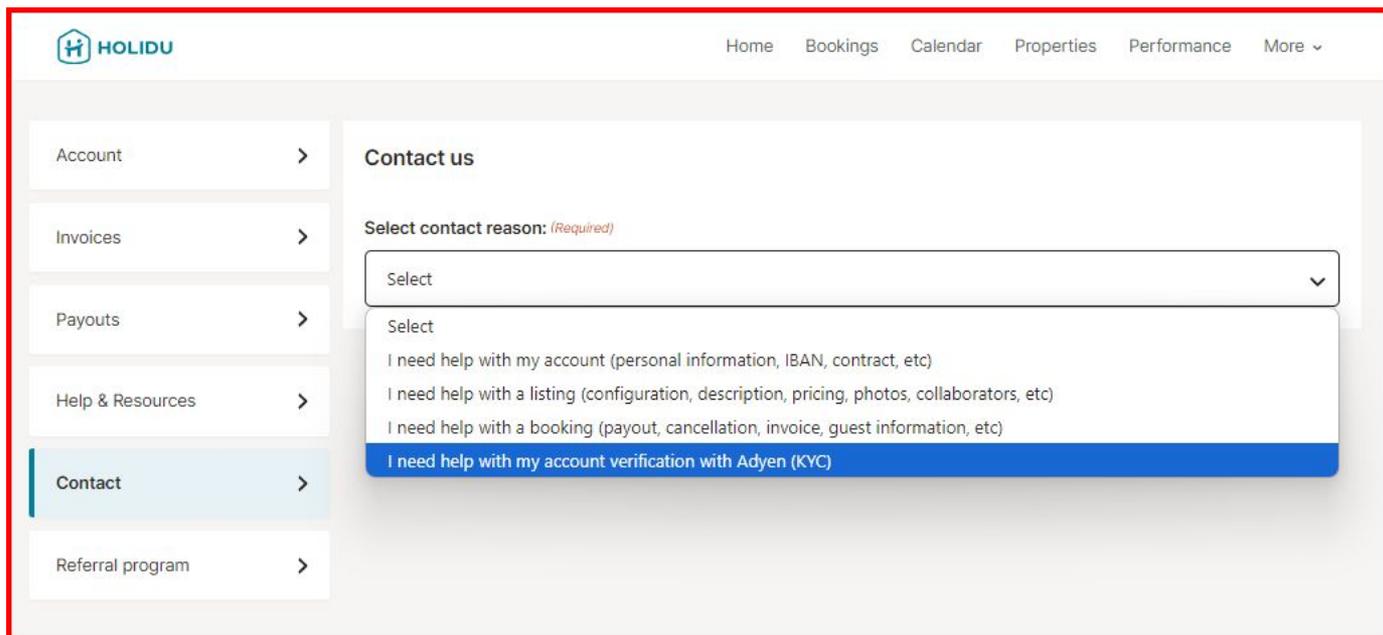
The screenshot shows the HOLIDU user interface. At the top, there is a navigation bar with the HOLIDU logo on the left and menu items: Home, Bookings, Calendar, Properties, Performance (with a 'NEW' badge), and More (with a dropdown arrow). Below the navigation bar is a sidebar menu with the following items: Account (highlighted with a blue bar and a right-pointing arrow), Invoices (with a right-pointing arrow), Payouts (with a right-pointing arrow), and Help & Resources (with a right-pointing arrow). The main content area is titled 'Account' and contains a message: 'Validate your details to continue receiving payouts'. Below this, it states: '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.' There is a link for 'Why is this needed?'. A red-bordered box highlights a green checkmark and the text: '✓ Your data has already been validated'.

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](#).



The screenshot shows the HOLIDU user interface. At the top, there is a navigation bar with the HOLIDU logo and links for Home, Bookings, Calendar, Properties, Performance, and More. On the left side, there is a sidebar menu with the following items: Account, Invoices, Payouts, Help & Resources, Contact (highlighted with a blue bar), and Referral program. The main content area is titled "Contact us" and contains a form with the following elements:

- A heading "Contact us".
- A label "Select contact reason: (Required)".
- A dropdown menu with "Select" as the current selection.
- A list of options for the contact reason:
  - 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) (highlighted with a blue bar)