

NETELLER[®]

VERIFICATION PROCESS



At the point of every payment

Skrill

NETELLER[®]

 paysafe card

 PAYOLUTION

 XTREME
ENTERTAINMENT

1

Create your NETELLER account

Fill in the form with your email address

Create your password

Choose your account currency


Add your account details


Read and accept our terms and conditions


Open your account

Join for free

Create your account, it takes less than a minute.

 **Instant deposits**
NETELLER makes paying online easy - even where debit and credit cards may not work.

 **You're safe with us**
NETELLER is one of the most trusted online payment systems in the world. We've got you covered 24/7.

 **Norton SECURED**
powered by VeriSign

Email address

Used to sign in to your account

Password

Must be at least 8 characters long and contain at least 1 number and 1 uppercase letter.

Account currency

Choose the currency you use most when transacting online. It cannot be changed.

Please select one

Personal Information

Name

Date of Birth

Gender

Address

Phone Number

☐ Send me information about NETELLER or other relevant offers. NETELLER will not sell my personal information to others for marketing purposes, and I can opt out of offers at any time in my account settings or by clicking unsubscribe in any emails.

By opening my account, I accept the NETELLER Terms of Use, the Net+ Terms of Use and the NETELLER Privacy Policy.

Open Account

2

Fund your NETELLER account

The screenshot shows the NETELLER account dashboard. At the top, the balance is 0.00 GBP. A navigation menu on the left includes Account, Money In, Money Out, Money Transfer, Net+ Cards, History, Rewards, Calculator, Settings, and Support. The main content area has a blue banner with a warning icon and the text "Increase your limits by [verifying your account](#)". A red arrow points to this link, and a green arrow points from the text on the right towards it. Below the banner, there's a section "Add some money to get started" with a "Money In" button. Further down is the "Become a NETELLER VIP!" section, which includes a star graphic and text about VIP benefits.

When you click on this, you will see this pop-up with a request to deposit funds:

The screenshot shows the "Verify your account" pop-up. It has a title "Verify your account" and a list of verification steps: "Fund your account", "Create your personal security questions", "Verify your ID", "Verify your location", and "Verify account ownership". A green arrow points from the text on the right to the "Fund your account" step. At the bottom right, a white pop-up box contains the text: "Please deposit funds and create your security questions before verifying your ID."

2

Fund your NETELLER account

The screenshot shows the NETELLER account dashboard. At the top, the balance is 0.00 GBP. A navigation menu on the left includes Account, Money In, Money Out, Money Transfer, Net+ Cards, History, Rewards, Calculator, Settings, and Support. A banner at the top right says "Increase your limits by [verifying your account](#)." with a red arrow pointing to it. The main content area has a section "Add some money to get started" with a green "Money In" button. Below this is a "Become a NETELLER VIP!" section with five stars and text about VIP benefits. On the right, an "Account overview" table shows details like Account ID, Account status (Unverified), Secure ID (Reset), Account type (Personal), and Last sign in. At the bottom right, there's a "Claim your \$30 TO" banner for Trade Forex, Oil, Gold.

NETELLER

Balance: 0.00 GBP

NAVIGATION

- Account
- Money In
- Money Out
- Money Transfer
- Net+ Cards
- History
- Rewards
- Calculator
- Settings
- Support

OFFERS

LAST CHANCE FOR EXCLUSIVE OFFERS

Increase your limits by [verifying your account](#).

Add some money to get started

Before you can use your NETELLER Account, you need to make sure there's money in it. And with instant and non-instant options for our members in every region, getting money into your account couldn't be any easier.

Money In

Become a NETELLER VIP!

NETELLER VIPs enjoy higher limits, lower fees and many more great benefits.

Transfer funds to your favourite merchants and begin building your VIP rewards.

NETELLER Reward Points

Account overview

Account ID	458825539
Account status	Unverified
Secure ID	Reset
Account type	Personal
Last sign in	27-02-2017

Claim your \$30 TO

Trade Forex, Oil, Gold

You can upload money to your NETELLER Account via:

- ✓ Credit/Debit Card
- ✓ Local Bank Transfer
- ✓ International Bank Transfer
- ✓ Skrill
- ✓ Bitcoin
- ✓ Rapid Transfer
- ✓ Paysafecard
- ✓ Fast Bank Transfer

3

Verify your NETELLER account

Verify your account



Fund your account



Create your personal security questions



Verify your ID



Verify your location



Verify account ownership



Need help verifying your account? Visit our [Verifying your NETELLER Account FAQ](#)

There are 4 steps to verify your account:

You need to complete them one by one to fully verify your account.

3

Verify your NETELLER account



Create your personal security questions



Remember your security answers

You may be required to answer your security questions to access your account. Your security answers must be between 2-22 characters long, and each answer must be unique. You cannot use the same security question twice.

All fields are required.

Security question 1



Security answer 1

Security question 2



Security answer 2

Security question 3



Security answer 3

Save questions

STEP 1: SECURITY QUESTION

Upgrade your account and raise your limits



Record your answers in a safe place.

Mother's maiden name?

test1

First pet's name?

test2

Favorite author?

test3



Secure

NETELLER.
Two-step authentication



Simple

We recommend that you enable two-step authentication to provide an extra layer of security. [Learn more.](#)

Enable Two-step authentication

No thank you

3

Verify your NETELLER account

Depending on your location, you can see:

- ✓ both electronic and webcam verification
- ✓ only webcam verification

Electronic verification

You simply need to provide your Passport ID. If you don't succeed, don't worry – you can still use the webcam upload option.

✗ We could not electronically verify your identity. Please upload a copy of your government issued ID to complete your ID verification.

STEP 2: VERIFY YOUR ID

Verify your account



Fund your account



Create your personal security questions



Verify your ID



ELECTRONIC VERIFICATION

Please supply us with your Passport so we can attempt to automatically verify your identity.

Passport

SUBMIT

Valid ID number format

OR

UPLOAD YOUR ID VIA WEBCAM

You can upload your ID to our secure document verification system.

UPLOAD

3

Verify your NETELLER account

Webcam verification is easy.

- ✓ Make sure you enable access to the webcam
- ✓ This should happen automatically
- ✓ If not, you might get a pop-up window asking for permission
- ✓ Please click on 'Allow'

If you don't have a camera, you can use your mobile phone, but you will need to download our mobile app. It's very simple!

STEP 2: VERIFY YOUR ID

Verify your ID



Use Your Webcam

We require you to use your webcam to take a photo of your government issued ID and a selfie. We ensure your data is transmitted using HTTPS secure transport with strong cipher suites and stored encrypted using AES encryption, so your information is 100% secure. *This will also verify your account ownership step at the same time.*

Upload A Document

1

DRIVING LICENSE

2

Document ID Number

OR

3

Expiry date

No Expiry



4

VERIFY*

* You will be directed to NETVERIFY by Jumio to complete your document upload. [Learn more](#) about verification with NETVERIFY.

5

Don't have a webcam?
[Download our Mobile App](#)
to easily complete the webcam
verification

3

Verify your NETELLER account

Once you have your camera ready, you need to follow these 4 steps:

Choose the type of ID document:
Driving License, ID Card, Passport

Enter your document ID number

Some documents have an expiry date.
If you have it, type the date here or
click on the X

This button will stay disabled until you
provide all the required information
and allow the application to access
your webcam.

Verify your ID



Use Your Webcam

We require you to use your webcam to take a photo of your government issued ID and a selfie. We ensure your data is transmitted using HTTPS secure transport with strong cipher suites and stored encrypted using AES encryption, so your information is 100% secure. *This will also verify your account ownership step at the same time.*

Upload A Document

1

DRIVING LICENSE

2

Document ID Number

3

Expiry date

No Expiry



4

VERIFY*

* You will be directed to NETVERIFY by Jumio to complete your document upload. [Learn more](#) about verification with NETVERIFY.

OR

5

Don't have a webcam?
[Download our Mobile App](#)
to easily complete the webcam
verification

3

Verify your NETELLER account

As soon as you allow the NETELLER application to access your webcam, you will be able to take a snapshot of your document.

Hold your document up to your webcam

Center it in the viewing window, when the document is fully legible, click "Take snapshot"

Verify your shot in the window to the right

If fully legible click "Continue", if not, click "Take another snapshot" to try again

Tip: make sure that lights do not create a glare on plastic documents. **The document must be clearly readable.**

STEP 2: VERIFY YOUR ID



3

Verify your NETELLER account

You will be required to take a selfie holding the ID document next to your face, so we can compare your photo with your actual look. This is just an additional security measure.

Sit straight in front of your camera

Try to be in the centre and make sure your whole face is visible. Then click "Take snapshot"

Verify your shot in the window to the right

If fully legible click "Continue", if not, click "Take another snapshot" to try again.

STEP 3: SEND US A SELFIE



3

Verify your NETELLER account

If you have any issues with uploading your documents/selfie please contact our Support Centre. You can find the contact form here:

<https://www.neteller.com/en/support>

Type "CONTACT US" in the search bar and you will have all the information on how to get in touch with us!

STEP 2 & 3: VERIFY YOUR ID + SELFIE

The screenshot shows the Neteller support page. At the top, a search bar contains the text "contact us". Below the search bar, the page title is "Contact us". A message states: "We are here to help. We can answer your call quicker if you have your [Account ID](#) ready." Below this, a section titled "GIVE US A CALL" displays the phone number "+44 120444 0908" and the operating hours "United Kingdom Mon-Sun 9 am - 6 pm GMT". It also includes links for lost/stolen cards and a detailed contact page. At the bottom, a section titled "SEND US AN E-MAIL" has input fields for "Email Address:", "Name:", and "Question:".

3

Verify your NETELLER account

Once we confirm who you are, we need to confirm your location.

Sometimes it's done automatically, so you don't need to do anything and this box will tick by itself.

Otherwise, you will have to allow your browser to access your location or you can upload your address verification documents.

STEP 4: VERIFY YOUR LOCATION

Verify your account



Fund your account



Create your personal security questions



Verify your ID



Verify your location



Verify account ownership



Need help verifying your account? Visit our [Verifying your NETELLER Account FAQ](#).

3

Verify your NETELLER account

STEP 4: VERIFY YOUR LOCATION

Verify your location

GEOLOCATION

Allow your browser to access your location so we can verify it matches your registered address.

SHARE LOCATION

[How to enable geolocation](#)

OR

UPLOAD ADDRESS VERIFICATION DOCUMENT

- Includes full name and address that are registered on your NETELLER Account.
- Is not more than 90 days old.

Select a document to upload

Select one...

Upload

If you will click on the "SHARE LOCATION" button, you will get a pop-up and your browser will check your location.

tpi2.member.neteller.com

Would you like to share your location with this site?

Learn more...

Share Location

account

Fund your account

Create your personal security questions

Verify your ID

Verify your location

GEOLOCATION

Allow your browser to access your location so we can verify it matches your registered address.

Processing

[How to enable geolocation](#)

UPLOAD ADDRESS VERIFICATION DOCUMENT

- Includes full name and address that are registered on your NETELLER Account.
- Is not more than 90 days old.

Select a document to upload

Select one...

Upload

3

Verify your NETELLER account

STEP 4: VERIFY YOUR LOCATION

There are two possible outcomes for this process:

Either your location will be confirmed and you will have this step completed

Or

In case of any issue, you will need to send us your proof of address.

Verify your account



Fund your account



Create your personal security questions



Verify your ID



Verify your location



Verify your location



GEOLOCATION

Allow your browser to access your location so we can verify it matches your registered address.

OR

UPLOAD ADDRESS VERIFICATION DOCUMENT

- Includes full name and address that are registered on your NETELLER Account.
- Is not more than 90 days old.

Select a document to upload

Select one...

Upload



Your current location does not match your registered address, please try again from the address you signed up with. Or upload an address verification document.

[Try again](#)

3

Verify your NETELLER account

You can upload one of these documents as a proof of your address.

Just ensure that this document:

- ✓ Includes your full names and address, the same as registered in your NETELLER Account
- ✓ Is issued within the last 90 days
- ✓ Has all 4 edges clearly visible

STEP 4: VERIFY YOUR LOCATION

Verify your account



Fund your account



Create your personal security questions



Verify your ID



Verify your location



UPLOAD ADDRESS VERIFICATION DOCUMENT

- Includes full name and address that are registered on your NETELLER Account.
- Is not more than 90 days old.

Select a document to upload

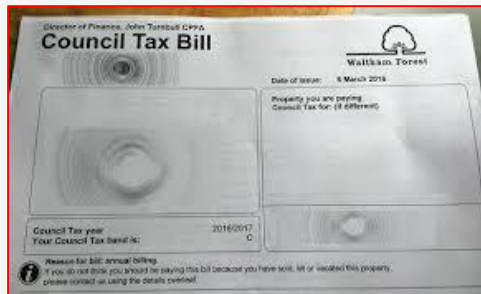
Select one...

- Select one...
- Council Bill
- Credit Card Statement
- Court Document
- Lease/tenant Contract
- Pension Document
- School Enrollment Letter
- Tax Return
- Utility Bill

3

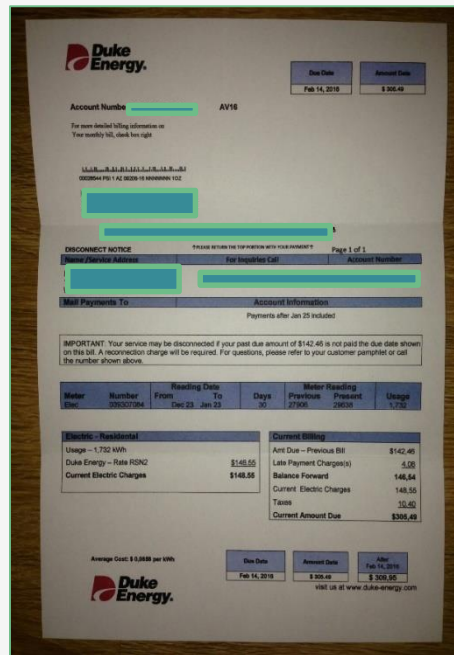
Verify your NETELLER account

STEP 4: VERIFY YOUR LOCATION



NOT OK:

- ✓ Address visible
- ✓ Names visible
- ✓ Up to 3 months old
- ✗ All 4 edges are visible



OK:

- ✓ Address visible
- ✓ Names visible
- ✓ Up to 3 months old
- ✓ 4 edges are visible

3

Verify your NETELLER account

This is an additional confirmation of your identity, which will allow us to increase the limits on your NETELLER Account.



You need to send us a picture of you, holding your ID next to your face.

STEP 5: VERIFY ACCOUNT OWNERSHIP

Verify your account



Fund your account



Create your personal security questions



Verify your ID



Verify your location



Verify account ownership



Use Your Webcam

You can upload your ID to our secure document verification system.

VERIFY VIA WEBCAM

Need help verifying your account? Visit our [Verifying your NETELLER Account FAQ](#).



Your NETELLER account is ready!

Verify your account



Your account has been upgraded!

You can now take advantage of increased deposit, withdrawal and money transfer limits.



Fund your account



Create your personal security questions



Verify your ID



Verify your location



Verify account ownership



Need help verifying your account? Visit our [Verifying your NETELLER Account FAQ](#).



Your account is fully verified now and you can enjoy increased deposit, withdrawal and money transfer limits!

Thank you for choosing

NETELLER®



Paysafe

The point of every payment