



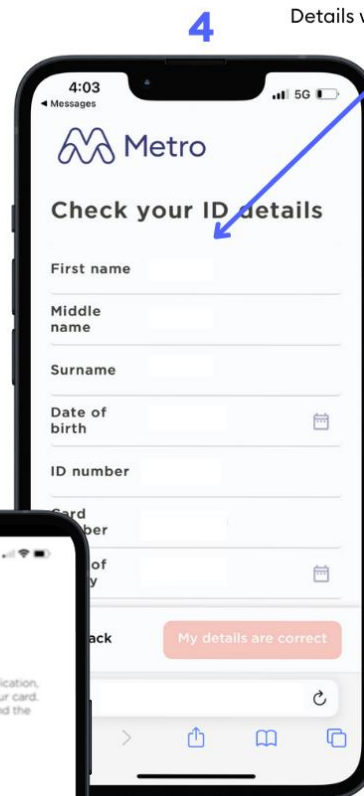
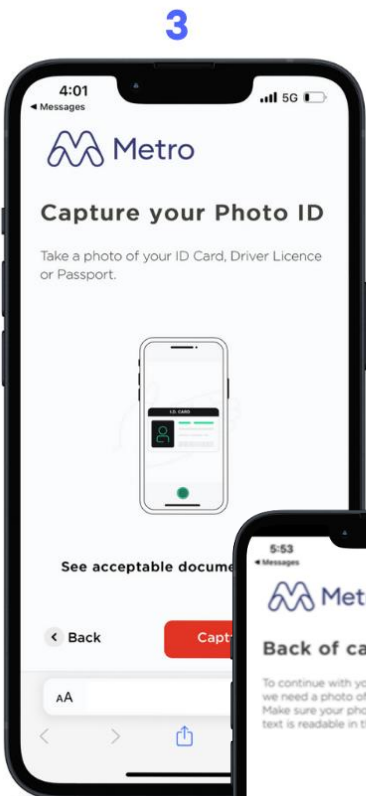
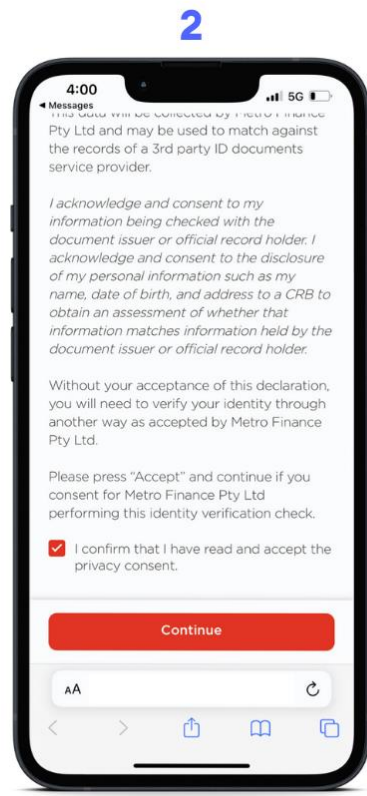
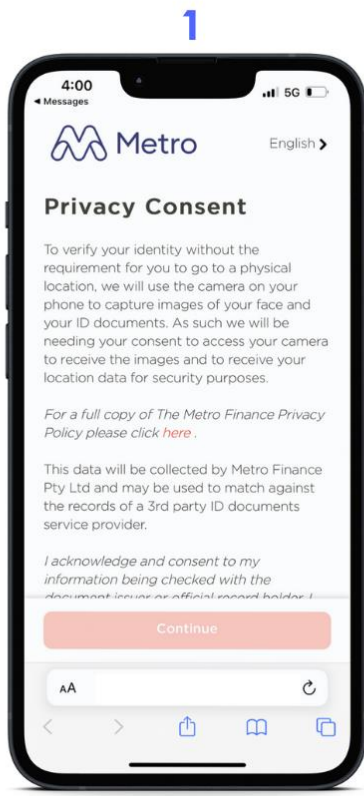
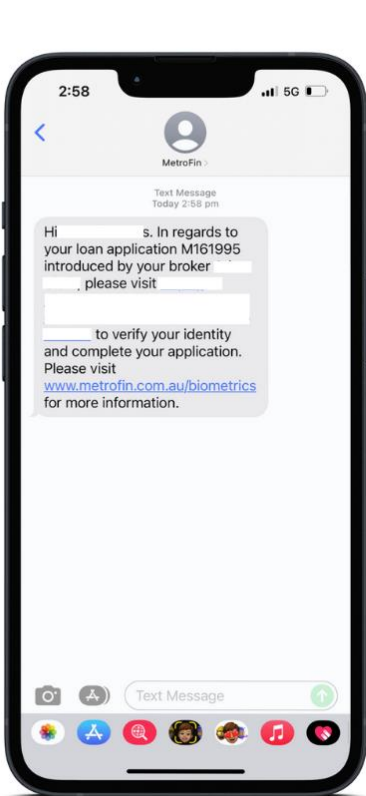
Customer process for Electronic ID Process

- Step 1: Click the link on the text message which has been sent via your broker.
- Step 2: Acknowledge the privacy consent form.
Press “Allow” to capture your location
- Step 3: Take photos of your Driver’s License or passport if you have given those details to your broker in lieu of a license. If your license is in QLD or WA, the app will ask for photos of both sides.
- Step 4: Confirm details captured are correct
- Step 5: Continue to Face Verification
Allow access to camera
Hold phone up to your face to capture your photo
- Step 6: Complete

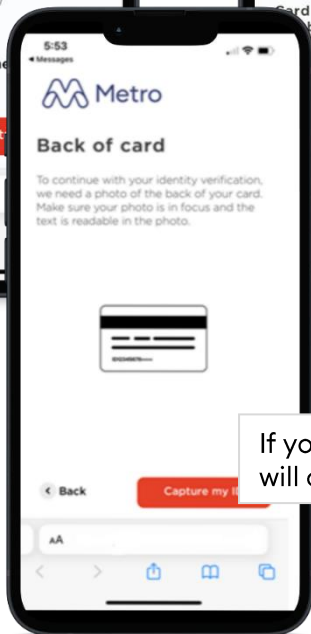
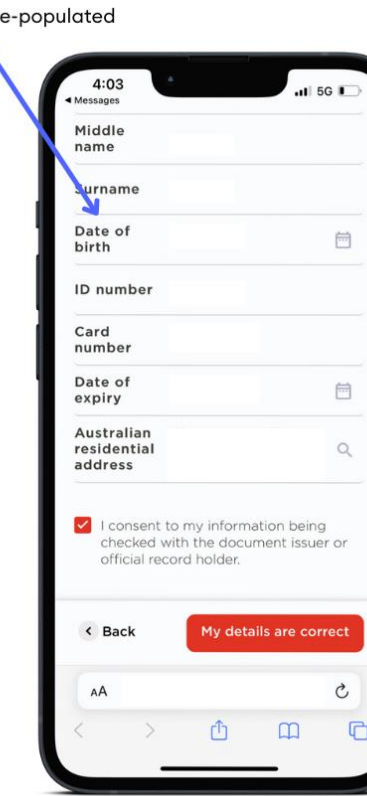
Customer Tips

- When taking photo of Driver’s License make sure it is in good lighting and has no shadows
- Do not hold the license in palm of hand for the photo – place it on a surface with a different colour to the license and take photo then.
- Make sure your phone has the camera activated
- Make sure the entire license is showing in the photo
- When the customer is taking a photo of themselves, do so with no headwear on, i.e. take off hats, and glasses if wearing them.

If in doubt with any of the above, please speak to your finance broker for assistance

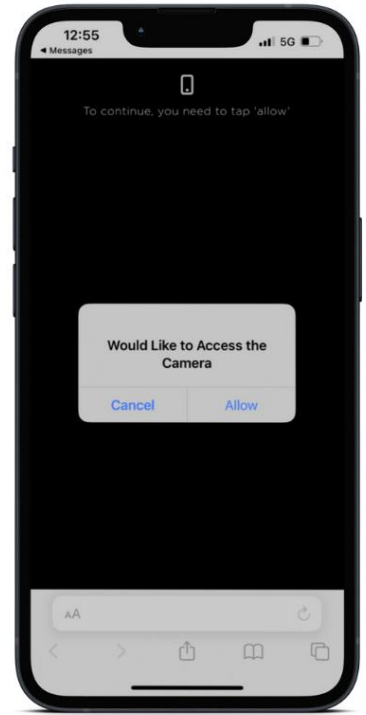
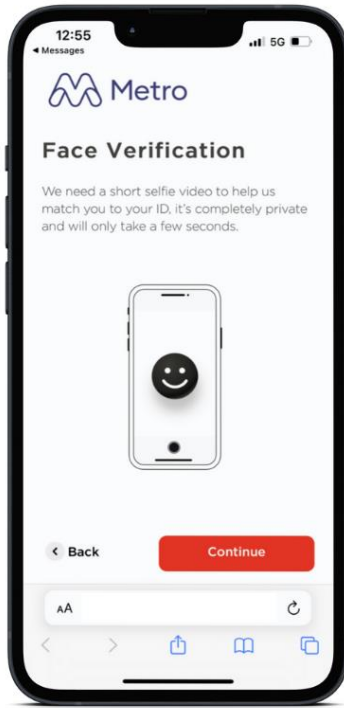
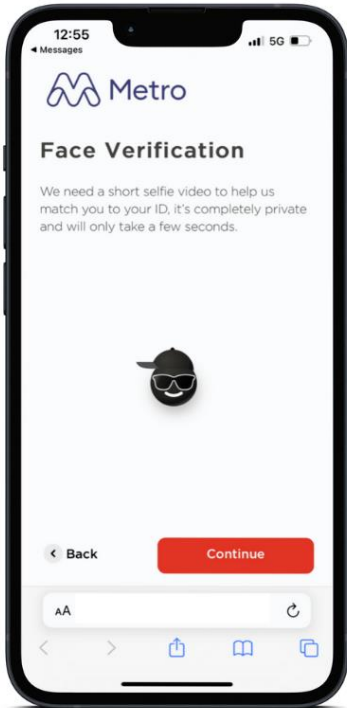


Details will be pre-populated



If your license is in QLD or WA, the app will ask for photos of both sides.

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