

Do I need to provide any documents to make a withdrawal?

Yes. You need to verify your identity in order to withdraw funds. Account verification is necessary in order to prevent fraudulent financial transactions on the account.

To pass the verification process, you need to send us these documents:

- 1) A scan or photo of your ID (national passport or driving license). See the example of a **valid ID** or **passport**
- 2) A scan or photo of both sides of the card (or cards, if you have used more than one for deposits). Cover the CVV number and expose only the first 6 and last 4 digits of your card number. Make sure that the card is signed. See the example of the **card image**

If you've used an e-wallet to deposit, you only need to send us a scan of your ID.

All the documents will be verified within 3 business days after you make a withdrawal request.