

### What is IDV?

IDV is an authentication tool used by Benefit to validate a BenefitPay user as genuine through verifying the user's identity documentation and cross checking with a selfie taken by the user.

### What are the cases that require the use of IDV?

IDV will be triggered upon 2 cases:

- Logging in to BenefitPay from a New Device
- After signing out from the BenefitPay application for the first time

### What are the required Documents for IDV?

- National or GCC ID
- Taking a selfie

### Are there any charges or fees for IDV use?

Users will not be charged upon using IDV.

### What happens when users skip the IDV process?

The accounts in BenefitPay will remain deactivated until the user completes the authentication process.

### I tried to scan my ID, but the IDV failed to Process the Picture?

Upon Scanning the ID insure the following:

- Follow the scanning instruction (Front and Back of your ID)
- Stay in a well-lit place.
- Use a valid ID.
- Avoid any Flares and reflection on the scanned ID.
- Scan the full ID within the scanning frame.
- Clean your device camera lens.
- Ensure your Physical ID is not extremely Damaged.

### Will Benefit be able to view the pictures I take?

The Pictures taken by ID are stored and could be viewed by Benefit company authorized employees and authorities upon their requests.

### Does the process of my IDV status take a long time?

In case the verification process is taking a long time, we advise you to contact our call center to assist you manually to verify your account.

### What are the benefits of IDV?

- A measure to secure your BenefitPay account against fraud.
- Verify the user as the authentic account holder.