

PROFITIX

Know Your Customer (KYC) Policy

KNOW YOUR CUSTOMER (KYC)

1. INTRODUCTION

1.1. The Company strictly complies with the implemented KYC procedure that applies to all Clients to verify their identification for safety and security purposes. The verification procedures are also for preventing any illegal action within the properties of the Company. The Client shall provide and submit his/her personal information and documentation immediately after his/her registration with the Company.

1.2. Personal information shall be collected by the Company including, but not limited to, full name, birth date, full address, occupation, financial capabilities and contact details like phone number and email address of the Client. The Company may also obtain and collect the personal information of the Client as obliged by the affiliated banks and PSPs, and when, without limitation, he/she registers in the official website or when the Client initiates financial transaction in his/her account.

2. COMPLIANCE

2.1. Certain documents must be submitted by the Client in compliance with the verification procedure including, without limitation, A) Proof of Identity, such as government-issued I.D., driver's license, passport; B) Proof of Residence, such as bank statement, utility bill, certificate of residence, government-issued lease agreement not older than six (6) months; C) and a front and back Copy of the Credit Card if such was used to conduct a financial transaction with the Company. The Client must take note of the following when submitting a documentation copy of his/her credit card:

Front copy:

Display the full name and last four (4) digits of the card
Cover the first twelve (12) digits of the card

If card does not have a displayed name:

Display the first six (6) digits and last four (4) digits of the card
Cover the remaining six (6) digits of the card in the middle

Back copy:

Display the full name and last four (4) digits of the card
Cover the first twelve (12) digits and the CVV of the card

2.2. Documents for verification can be in JPEG, PNG, and/or PDF format without password protection and may be submitted through the official email of the Company. Copies must be clear and legible, and all corners of the document must be visible. The Client can send all his/her documents to helpdesk@profitix.com.

2.3. In accordance with the official Terms and Conditions of the Company, the Client is responsible for ensuring that the information and documentations he/she provides are true, accurate, and complete. The Client acknowledges that provision of forged documents may lead to legal action.