

## What to expect from the ID verification process?

You are being requested to complete a secure ID verification to verify your identity using the third-party service, TreeFort. During this process, trusted sources of information such as banks, government-issued IDs, and phone companies will be used to verify your identity. It is important to understand that this process requires your consent and active participation when verifying your personal information. It is not possible to verify your personal information without your approval and involvement, and you will have the opportunity to review a privacy policy that will inform you of what information will be collected from you, and how that information will be used. You can also opt out of the process at any time.

### Before You Begin

There are a few steps you can take before beginning the ID verification process that will make the process as seamless as possible, which are outlined below:

- ✓ have your ID document (e.g. driver's license, passport, or provincial ID) ready, and make sure it is not expired.
- ✓ have your cellphone ready.
- ✓ make sure you have access to your online banking credentials if needed (*in certain cases, this may not be required*). If you have a joint account, make sure you are using the credentials (i.e. debit card number) that is assigned to you.
- ✓ if possible, make sure your information (e.g. your address and last name) are up-to-date with your bank. You can typically manage this information by logging into your bank's online portal.

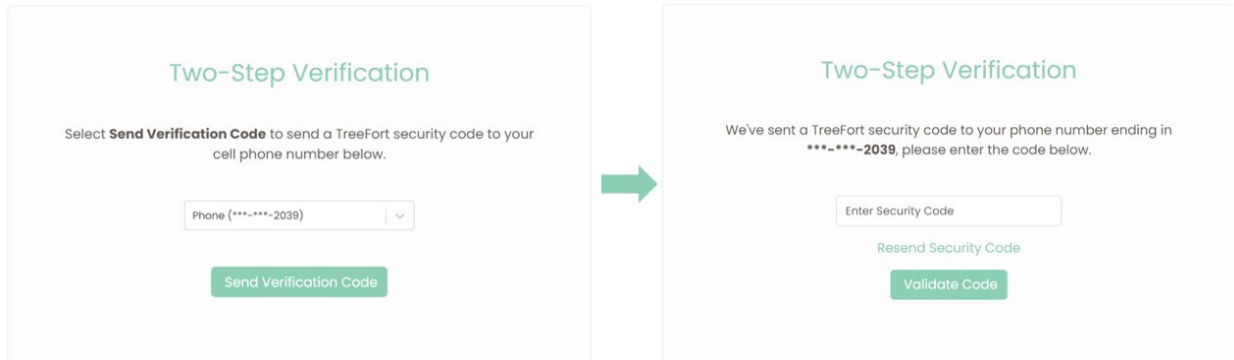
### Step 1 – Beginning the ID Verification Process

You will receive an email from [support@treefort.tech](mailto:support@treefort.tech) with a link to begin the ID verification process. This email will mention the name of the person who is requesting that you complete the ID verification process, and the organization that they are affiliated with. **Note:** if you did not receive an email, remember to check your junk folder.

Once you have received the email, select the link in the email to begin the process. You can initiate the process from your cellphone or computer; however, you will have a **maximum of 3 days** to complete the process from the time you receive the email. If, at any time, you exit out of the process, simply re-select the original link that was sent to your email address to pick up where you left off.

## Step 2 – Security Code and Privacy Notice

Selecting the link in the email will take you to a two-step verification page, shown below. Select **Send Verification Code** to send a security code to your cellphone. Enter that code into the box and select **Validate Code**.



The image shows two screenshots of the 'Two-Step Verification' page. The first screenshot shows the initial step where the user is prompted to 'Select Send Verification Code' to send a security code to their phone. Below this is a dropdown menu for the phone number and a 'Send Verification Code' button. A green arrow points to the second screenshot, which shows the next step where the user has received a security code (represented by asterisks) and is prompted to 'Enter Security Code'. Below this is a 'Resend Security Code' link and a 'Validate Code' button.

If the code is correct, you will be directed to a Privacy Notice, where you can review what information will be collected from you, and how that information will be used. You will also have the opportunity to review a more comprehensive Privacy Policy. Any questions related to privacy and security of your information can be sent to [privacy@treefort.tech](mailto:privacy@treefort.tech).

To continue with the ID verification process, you must select the checkbox at the bottom of the page and select to **Agree and Continue**, as shown below.



This screenshot shows a privacy notice section with a checked checkbox and the text: 'By Clicking Agree and Continue, I hereby:'. Below this are two bullet points: 'Confirm that I have read and agree to the TreeFort Privacy Policy' and 'I agree that TreeFort may verify my name, address, date of birth, and cell phone number with information about me held by third party sources including my financial institution, Equifax, and my mobile service provider. This will be done in order to verify my identity and help protect against potential fraud, such as when someone other than me is trying to use my information to conduct a transaction without my permission. I also provide my consent for TreeFort's trusted sources to disclose and/or compare my information for this purpose. My personal information will not be shared with any third parties for any other purpose.' At the bottom is an 'Agree and Continue' button with a mouse cursor hovering over it.

## Step 3 – Verify your identity using government-issued ID

In this step, you will be asked to upload an image of your government-issued ID (e.g. driver's license, passport, or provincial ID), and complete a simple face scan. This information will be used to make sure that you have a valid ID document and that you are the same person as shown on your ID document.

Selecting **Get Started** from the screen shown below will begin the process. If you are using a computer, a link will be sent to your cellphone. Select this link to upload your ID document and complete the face scan. If you are using your cellphone, you will simply be redirected.

Verify your identity using your driver's license or passport

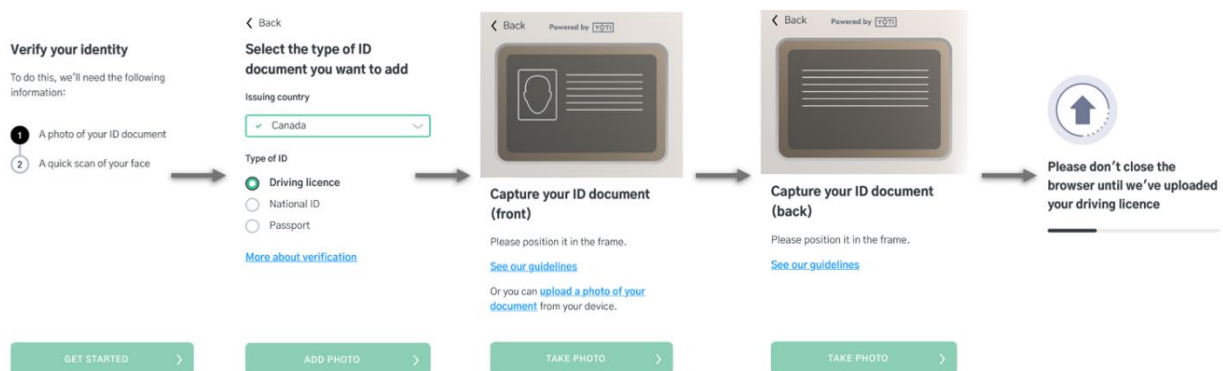
To help verify your identity, we will need the following information:

- 1 A photo of your ID document (driver's license or passport)
- 2 A quick scan of your face

We use this information to make sure that you have a valid ID document and that you are the same person as shown on your ID document. A link will be sent to your phone, and you can follow the instructions provided to securely upload your ID document and complete a face scan. Select **Get Started** to begin.

[Get Started](#)

You will first be asked to select the type of ID document you will be using and will be asked to upload images of this document. This process is shown in the diagram below.



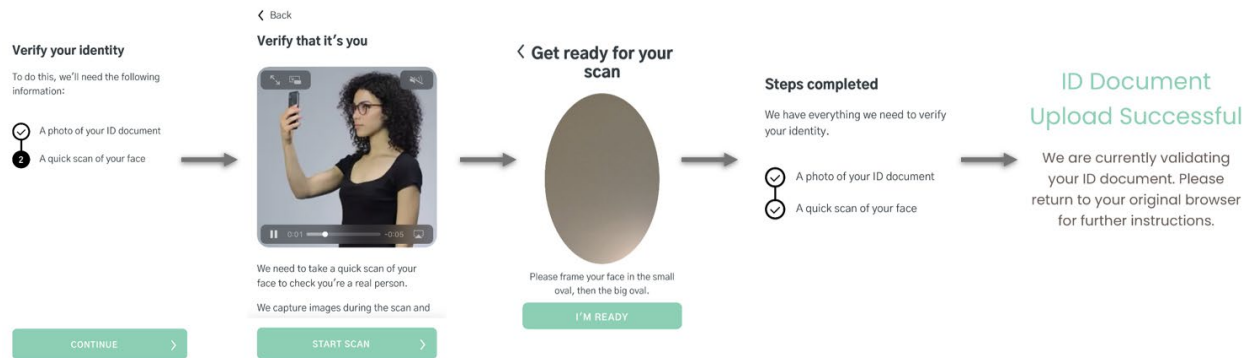
### Some tips to make sure this is completed correctly:

- ✓ make sure the issuing country and type of document you select from the dropdown matches the type of document you will be uploading (e.g. select “Canada” and “Passport” if you will be using your Canadian passport).
- ✓ make sure that the entire ID is in view when you take the photo, and that the photo of your ID is clear (e.g. there is enough light, the image is not blurry, there is no glare on the photo, and nothing blocking the photo). **Note:** if you are using your driver’s license or provincial ID, you will be asked to take a picture of both the front and back of your ID.
- ✓ if there was an issue, you will be asked to retry the process. Instructions will be provided to assist you in uploading the document correctly.

Once you have completed uploading your ID document, you will be asked to complete a face scan. Watch the example video shown on screen to see how to complete the face scan process.

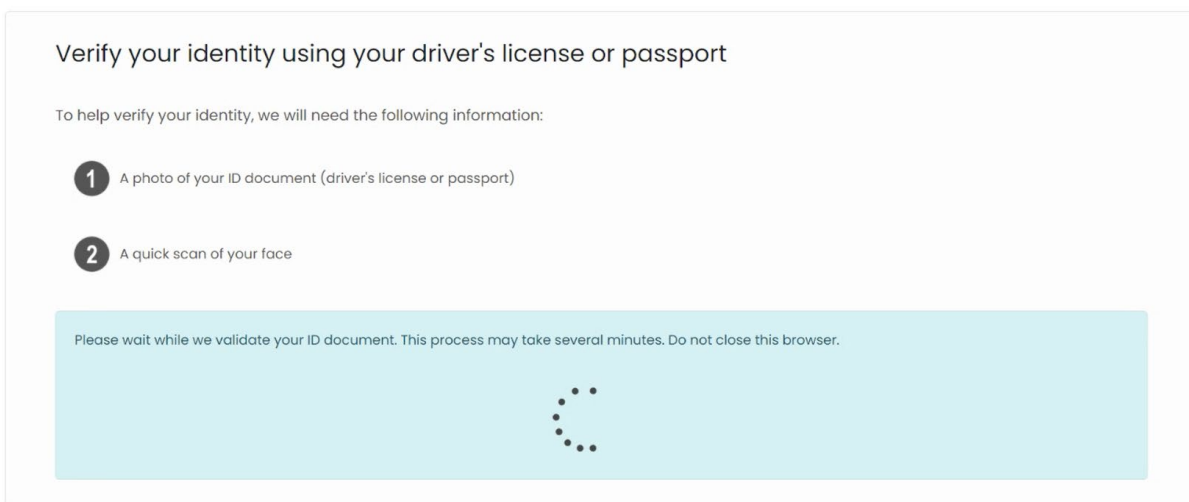
**Note:** you will need to scroll down and select the checkbox that you agree to proceed before the **Start Scan** button will be available to select.

Follow the instructions on screen to complete the face scan process. You will need to reposition your entire face in the oval as the size of the oval changes during the scan.



If you have completed the face scan correctly, you will be redirected back to the original page if you initiated the ID verification process on your cellphone. If you initiated the ID verification process on your computer, look back at your computer screen for further instructions.

**Note:** you will now see the page shown below. It may take several minutes to verify your ID document – **please do not close the browser while the system is processing your ID.**



## Step 4 – Verify your identity using your financial institution

You may be directed to the following page, asking you to verify your identity using your financial institution.

**Note:** if you are not directed to this page, simply skip this step and move on to **Step 5.**

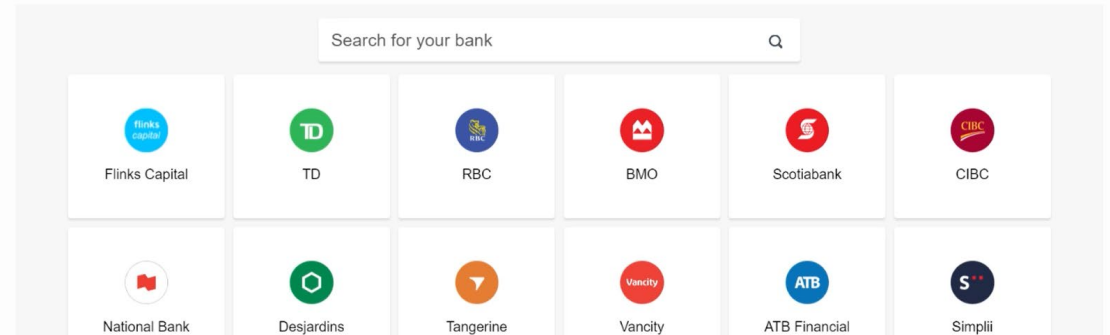
## Verify your identity using your financial institution

To help verify your identity, we need confirmation of the following information from your financial institution:

- Name
- Address
- Date of Birth

To begin, please select the financial institution where you hold an account and sign into your account. By signing into your account, we will only receive the information listed above.

**Please note – we never see or have access to any of your online banking login credentials or other account information not listed above.**

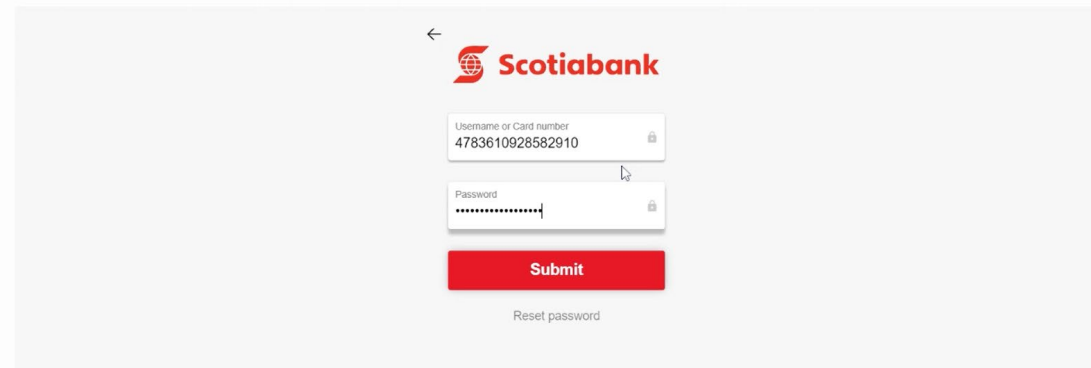


To complete this process, select the financial institution where you hold an account and can access your online banking from the list, or search for your bank using the search bar. Once selected, you will be asked to login to your account using your online banking credentials, as shown below.

**Note:** if you are using a joint account, make sure you are using the credentials (i.e. debit card number) that is assigned to you.

To begin, please select the financial institution where you hold an account and sign into your account. By signing into your account, we will only receive the information listed above.

**Please note – we never see or have access to any of your online banking login credentials or other account information not listed above.**



**Note:** we never see or have access to any of your online banking credentials or sensitive account information. By logging into your account, we **only** receive the following information:

- your name
- your address
- your date of birth

## Step 5 – Finishing Up

When the ID verification process is complete, you will be directed to the following page.



Your ID verification report has been sent to John Doe at TreeFort Law for review. You may now exit out of this window.

This page will indicate where the results of your ID verification report have been sent (both the name and associated organization of the person who has requested your ID verification). This person will receive a notification that you have completed the process, and they will follow-up with you once they have reviewed your report.