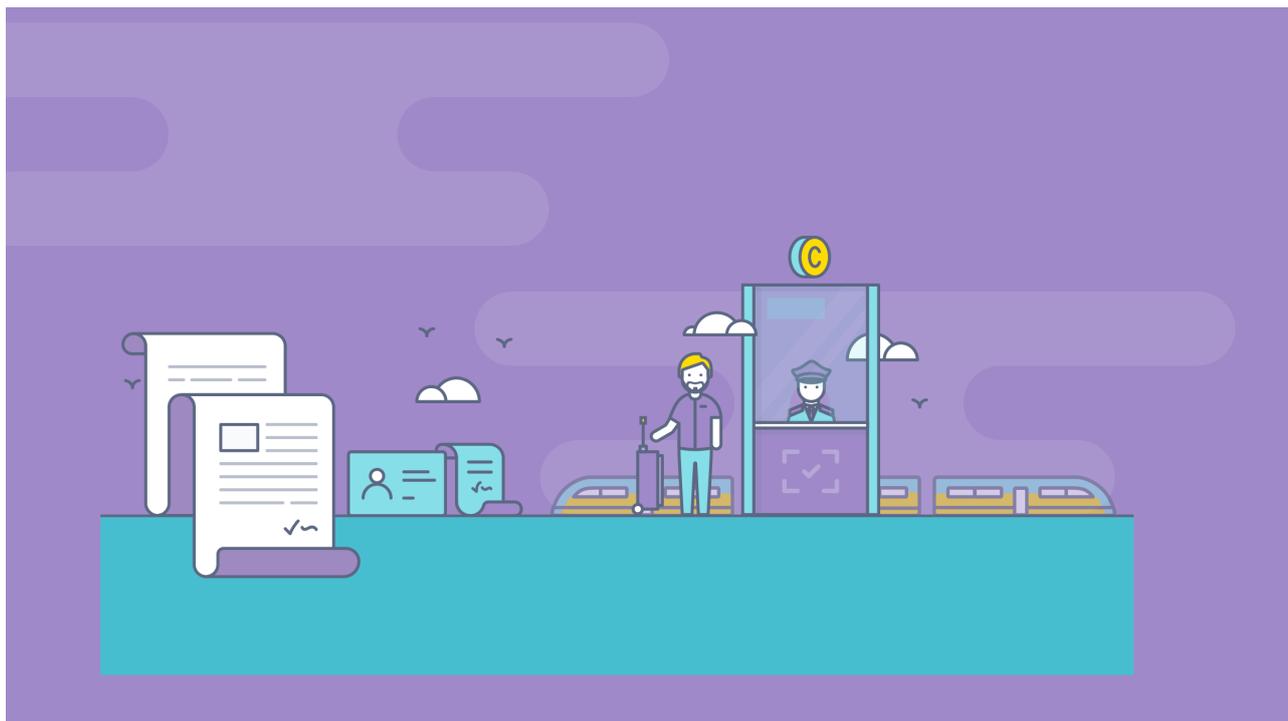


# Frequently Asked Questions About KYC/AML Verification:

## Why is KYC/AML required?



CoinMetro has implemented a KYC procedure to respect rapidly evolving international regulations and to protect itself and its clients against them. By following the KYC procedure, you will be protected from legal risks and will receive a more stable level of service.

## What Kind of Identification Documents Are Acceptable?

### 1. **Acceptable (must include a photo):**

- Passport
- Government-Issued photo ID
- Driving License

### 2. **Unacceptable:**

- Facebook profile
- Student card
- Identification card without a photo
- Credit card
- Club membership card



If you have any questions, please don't hesitate to ask them on our [Telegram channel](#) or get in touch with our [support team](#).

### **What Documents Count as Proof of Address?**

Any of the following documents are considered acceptable forms of proof of address, but must **not be more than three months old**:

- Utility bill (electricity, water, gas, heating, internet)
- Bank statement
- Credit card statement
- A landline phone (not mobile) or internet bill

Documents which *MAY* be accepted (depending on your country):

- Driving license
- Income tax letter

We **cannot** accept hotel bills as a proof of residence.

**NB.** These documents may **ONLY** be used if they contain a **clear and up-to-date address**, and must also **not be more than three months old**.

If the transaction amount exceeds the value of 100,000 euros, the client must provide documents to prove the source of the funds (tax or income statement).

### **PLEASE NOTE**

#### ***US Residents, Accredited and Non - Accredited Investors***

If you are a US accredited investor, under Regulation D of the US Securities and Exchange Commission (SEC), you are required to provide a tax or income statement to submit your KYC application. Additionally, we're currently working hard to find a solution for contributors who are classified as non-accredited investors as per the aforementioned regulation.

#### ***Processing***

As an extra security measure, we will be doing a final, manual review of the documents. This process should usually take between 48 and 72 hours, but it may take longer due to the high number of requests that we're receiving at the moment. Once completed, we will send a confirmation email to you.

#### ***Declined Proof of Address***

If this happens, it's likely that the proof-of-residency document you sent to us is outdated, has no address on it, or it's not legible. Please replace your declined document with a new one which clearly shows your current home address and is **not** more than three months old.



If you have any questions, please don't hesitate to ask them on our [Telegram channel](#) or get in touch with our [support team](#).