

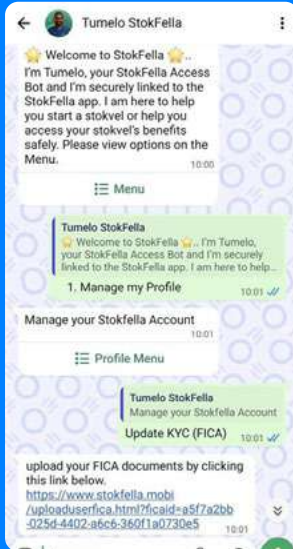


FICA / KYC

How to submit your
FICA documents



How To submit FICA documents: On WhatsApp with Tumelo



STEP 01

Start your conversation with Tumelo by saying 'Hi'.

STEP 02

Tumelo will respond with a welcome message.

STEP 03

Click on "Menu" on the bottom of that message.

STEP 04

Select "Manage my Profile".

STEP 05

You will be asked to login.

STEP 06

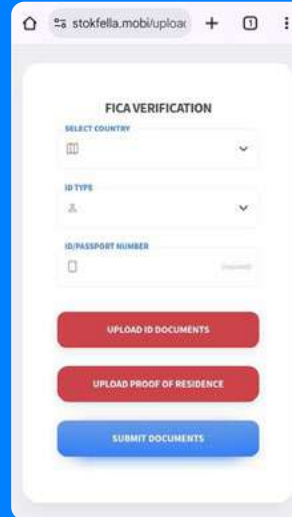
Click on "Enter Pin" and type in your 4 digit pin.

STEP 07

Once you have successfully logged in Click on "Menu".

STEP 08

Select "Manage my Profile"



STEP 09

Click on "Profile Menu"

STEP 10

Select "Update KYC (FICA) from the profile menu options and click on "Send".

STEP 11

Click on the link Tumelo sends you.

STEP 12

You will be redirected to the FICA verification page.

STEP 13

Complete the requested information and upload your ID document (click on the Upload ID Document) and Proof of Residence (Click on "Upload Proof of Residence")

STEP 14

Click "Submit Documents".

APPROVED DOCUMENTS

If Documents are approved you will receive an approval/confirmation SMS or email.

DECLINED DOCUMENTS

If documents are declined please contact our customer care consultants: support@stokfella.com

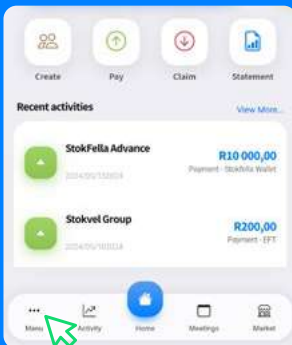
Note: Your identification document (SA National Identity or Passport) needs to be certified for approval.

How To submit FICA documents: On the StokFella .mobi site or app

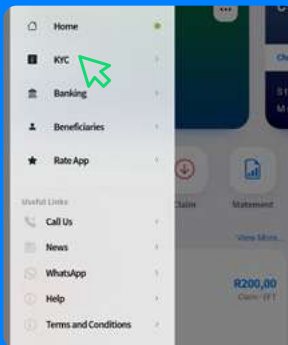


STEP 01 Log into **StokFella App** or <https://stokfella.mobi/>

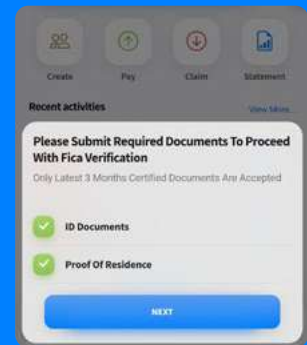
STEP 02 Select 'Menu' (Bottom Left).



STEP 03 Select 'KYC'.



STEP 03 Click 'Next' to proceed to the FICA Verification.



STEP 04 Complete the requested Information.

FICA VERIFICATION

SELECT COUNTRY

ID TYPE

ID/PASSPORT NUMBER

UPLOAD ID DOCUMENTS

UPLOAD PROOF OF RESIDENCE

SUBMIT DOCUMENTS

STEP 05 Click 'Submit Documents'.

APPROVED DOCUMENTS

If Documents are approved you will receive an approval/confirmation SMS or email.

DECLINED DOCUMENTS

If documents are declined please contact our customer care consultants: support@stokfella.com.

Note: Your identification document (SA National Identity or Passport) needs to be certified for approval.