

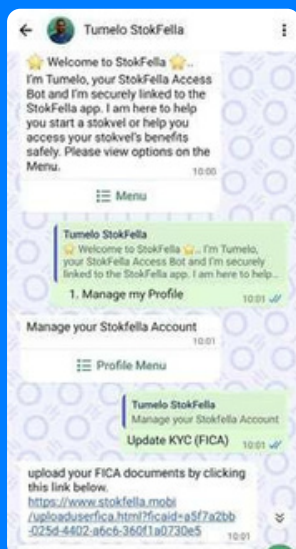


FICA / KYC

How to submit your
FICA



How To submit FICA: 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

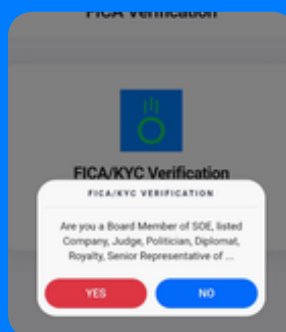
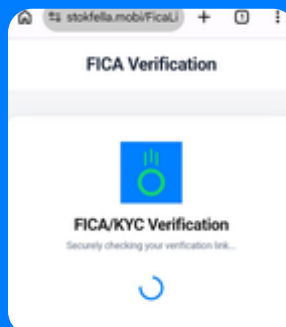
Click on "Enter Pin" and type in your 4 digit pin.

STEP 07

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

STEP 08

Select "Manage my Profile"



STEP 09

Click on "Profile Menu"

*make sure your ID is correct before going to step 10

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

Click Yes/No asking if you are a Board Member of SOE, Company, Judge, Politician etc.

STEP 14

Confirm your personal details are correct (Name, surname, phone, email, Country and ID number) and select current address

STEP 15

Follow steps listed to complete Facial Recognition.

APPROVED FICA/KYC

You will receive notification that your FICA/KYC has been approved

DECLINED FICA/KYC

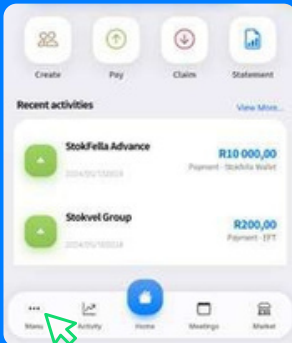
If your FICA/KYC is to be under review or declined, please contact our customer care consultants: support@stokfella.com

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

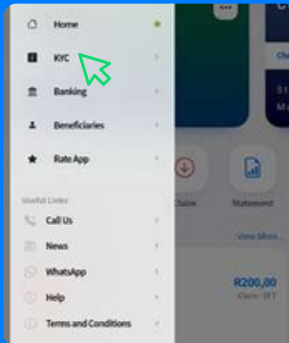


STEP 01 Log into **StokFella App** or <https://stokfella.mobi/>
*make sure your ID updated under your profile before proceeding

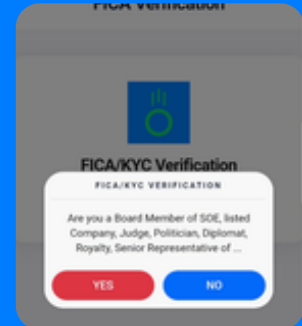
STEP 02 Select 'Menu' (Bottom Left).



STEP 03 Select 'KYC'.



STEP 03 Click Yes/No for this question.



STEP 04 Confirm your personal details are correct (Name, surname, phone, email, Country and ID number)

LAST NAME (SIB FOR ID)

EMAIL ADDRESS

CELL NUMBER

SELECT COUNTRY

ID TYPE

ID/PASSPORT NUMBER

STEP 05 Select current Address from drop-down list

FICA Verification

Back

Select Your Address

Please select the address you want to use for FICA/KYC Verification.

ADDRESS

NEXT

STEP 06 Follow steps listed to complete Facial Recognition.

3D Liveness Check

When you are ready and your face is clearly visible, start the face scan.

Press Start

Start Face Scan

Back to Form

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