

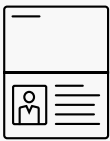
# 1. HOW TO IDENTIFY YOURSELF

Your payment security is the highest priority at hobex. In order to guarantee this, it is essential that we identify our customers. The following documents are required in order to be able to determine your identity.

## IDENTIFYING THE PERSON

The appropriate identification documents are a prerequisite for the following people: **Contractors, managers and authorised representatives.**

Please note that we can only accept the identification documents mentioned below. **Important:** The respective documents must be valid for at least one month from the date of submission!



First double page of the **passport** (paper and plastic pages)



Front and reverse of the **personal ID**



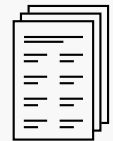
Front and reverse of the **driver's licence**



Current **company register excerpt**



Excerpt of all **shareholders in the company**



Excerpt of all **associated companies**

## IDENTIFICATION OF THE COMPANY ENTERED / BENEFICIAL OWNER

Further required data: A current **excerpt from the company register** (not older than one week).

**Excerpts for all companies with >25% shares in the company and company register excerpts for shareholders also with >25 % shares in the already associated companies.**

# 2. VERIFY BANK ACCOUNT

In order to be able to guarantee seamless payment processing we need to ensure that the amounts are also transferred to your company bank account. Either a clearly legible copy of a current account statement or a screenshot of your online banking account is required for verification.

## IT SHOULD FULFILL THE FOLLOWING CRITERIA

- The name of the account holder must be identical with the company.
- The name and IBAN must be clearly visible on the bank statement/screenshot.
- The account statement may not be older than one month.
- The income/account balance on the account statement or screenshot must not be visible and can be made unrecognisable.

## ANY MORE QUESTIONS?

For further questions in relation to the prerequisites for successful identification as well as payment processing please contact our Support Team.

Below, you can find answers to the most frequently asked questions regarding sending and use of your data as well as about the necessity for identification.



### 1. HOW DO I SEND MY DOCUMENTS?

Please send us the scanned or photographed documents in high-resolution format in an e-mail to [vertrieb@hobex.at](mailto:vertrieb@hobex.at)



### 2. WHY DOES HOBEX NEED TO VERIFY MY IDENTITY?

hobex is legally obliged to do this as we offer payment services and must adhere to all legal safety standards.



### 3. WILL MY PERSONAL DATA BE TREATED CONFIDENTIALLY?

hobex only collects data in compliance with legal requirements. hobex does not transfer your data to third parties without request under any circumstances. Exceptions are official orders.



### 4. MORE QUESTIONS?

If you have questions you are welcome to call our customer hotline from Monday to Friday between 8 am and 5 pm on +43 662 2255-333 or send us a mail at any time to [vertrieb@hobex.at](mailto:vertrieb@hobex.at)