3. How to prove my identity with Video Ident?

As a Hamburg-based company, KlickOwn falls under the regulation of the BaFin; the German financial regulatory body. Under its supervision, we have made regulatory compliance one of our top priorities. It is because of this, that we have **introduced video verification for all investors who want to invest more than € 10,000 and wish investors who invest a second time with KlickOwn.**

Investors are asked to complete **a short 2-3 minute video identification** procedure. Once this short step is completed, investors are free to invest in high-yield real estate with KlickOwn.

What do you need to complete the video identification?

- A working webcam or phone-camera
- A working microphone
- A valid email address
- A valid passport

Video Ident FAQ:

Q: How long does the video identification take?

A: This can vary but on average it takes 2-3 minutes

Q: Can I go through the video identification on any device?

A: Yes, you can complete the identification from your laptop, desktop, tablet or phone. Any device that has internet connected and a working camera and mic will work.

Q: Which browser works best for the identification?

A: Our service provider identityTM works best on Firefox, Safari or Internet Explorer. All browsers should work fine, but occasional problems with Chrome have been reported.

Q: What language is the video identification in?

A: As of now (07.01.2019), it can be done in English, German and Spanish.

Q: What if my session breaks down or is interrupted?

A: In the eventuality that your session is stopped short, please return to your dashboard and try again.

Q: Will I need to verify my identity every time I invest?

A: No. Once you have successfully completed your identification, you will be able to use all features on the platform.

Q: I see a blue screen instead of the live video session. What should I do?

A: When a large number of users are waiting to be verified, a blue screen may appear instead of the video session. In such a case: please return to your dashboard and try again. Should the problem persist, please try using a different browser or the phone application.

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Here is the step-by-step guide for getting through our identity verification:

Step 1

Head over to your KlickOwn dashboard and click on "identity verification".

Step 2

Choose your preferred device. **Video identification is possible via mobile and desktop devices.** Pick the one that best suits you and read through the terms and conditions. Now mark them as read and start the identification.

Step 3

After a few seconds, you will be asked to **allow access to your microphone and webcam**. Consent to both of these requests to be connected with a security officer from our partner identityTm.

Step 4

Now that you are connected, **show your passport or ID card** (please provide a proper proof of your registered residential address if you use an ID card) to the webcam for the security officer to see. First showing your identification page, and then the front and back.

Step 5

The next step is simply verifying your personal details with the security officer. You will then **receive a verification SMS** which includes your personal security code. Input the code into the screen in front of you.

And you're done!