CLIENT ONBOARDING GUIDE

INCOMPASS Forex



Registration process

Instructions

1. Please click on the application link that has been e-mailed to you and fill in the required information.

2. Once we have received all your information, you will receive an email with our application form and all T and C's attached. Feel free to ask if you have any questions, otherwise you please need to sign this document at the bottom and return it to us.

A scanned in signature can be added, or the document can be printed and signed.

3.Once we receive your signed application form, we will send a link that will enable us to collect your ID documentation. For this, we use a service called Docfox.

After you register, you will receive an email, and also a verification OTP. This email will come from fica@incompass.co.za, with the subject "Incompass Forex needs your documentation" (please also check your spam or junk email).

Please follow the easy prompts, you will be asked to:

- Either take a photo or upload a copy of your ID book. If you hold a smart ID card you will need to do the back and front as the back contains the bar code that is needed by the SA Reserve Bank.
- Upload a utility bill not older than 3 months.
- Upload a selfie of yourself holding your driver's licence or passport if we have not met you in person.
- Should your ID book be older than 10 years, we ask you to please additionally upload a copy of your driver's licence or passport.

Frequent questions

- Must I complete the required information in one go?

No - at any time you can save your progress by clicking "save" at the bottom of the page. A link to your partially completed form will then be emailed to you which you can use to continue to complete the form.

- Can I sign the application electronically?

We are not able to accept electronic signatures unless they are scanned in signatures. Our current verification process requires us to compare your actual signature to your signature on your ID card/ driver's licence or passport, hence the need for it to be your 'true' signature.

- Can I appoint my IFA to make the decision regarding the rate at which to trade?

Yes - please tick the IFA box, complete your IFA's details and initial next to it.

- What is Docfox?

Docfox is an online platform that makes it easier for us and yourself to meet FICA requirements.

- What if I don't have a proof of address in my name?

We can also accept, for example, your TV licence or car licence. Please chat to us for alternative arrangements if you do not have any utility bills in your name.

- Why do I get an email and an OTP?

This way we can tie your phone number and email address to you as a person. For security reasons, the email address and phone number used now will be the only acceptable communication points going forward.

- Why do you need a selfie and sometimes an additional ID?

We need this so that we can verify it is actually you. Should your ID book be older than 10 years, we ask you to please additionally upload a copy of your driver's licence or passport. We do that so that we can recognise you, some ID photos taken over 10 years ago will very likely no longer look like you.

What happens next?

Once we have all the documents back, there are a couple of checks that need to happen in the background by our compliance team.

- Do you ever ask for additional information?

It can be necessary that our compliance department need some further information from you, such as source of funds, or an additional proof of your residential address.

We apologise beforehand, but this unfortunately cannot be avoided as we must comply with the FICA and money laundering process.

Account opening

Should all the checks and documents come back clear, your account will be opened and one of our traders will welcome you as a client and forward the relevant banking details to you.

- How long does the whole process take?

Unfortunately, we cannot guarantee you a specific time frame as it can depend on the outcome of the check carried out in the background. We do, however, endeavour to get your account open as soon as we can.

- How soon can I transfer money when my account is open?

Once all your documentation has been approved, we will open your account and send you your account details to you. You can then begin to effect transfers immediately.

Keep reading for more hints and tips on confirming your ID



Signing the application form

When you have received your application form, you will be asked to sign it. Of course you are welcome to do so the old fashioned way and print it all, sign it, and return it to us.

For those wishing to save paper, or more tech savvy, we have some alternatives for you:

- You can print only the signature page, sign, take a picture and send the picture of the signed page to our Incompass WhatsApp number: +27 79 736 9854 together with the filled in application form (it is an editable PDF).
- You can sign it via your mobile or tablet device using your electronic pen / pencil or finger.
- You can sign it using your scanned in signature. Scanned signatures, are an option on all PDF documents no matter your operating system, as long as you open the document in ADOBE.
  - At the top of the ADOBE page is a symbol that looks like the nib of a pen in a circle.
  - Clicking on this will bring up a signature option and within this there is an option to create a signature.
  - This normally involves taking a photo of a signature you have done on a plain piece of white paper.



Please note we cannot accept electronic or typed in signatures

Using Docfox

Docfox makes the onboarding of you, as a client, a much easier process. All you need is your cell phone or a PC.

Step one looks like this:

Thank you for sending your completed forms in order to register with Incompass. You will receive an email shortly with the Invite to register on Docfox and upload your FICA.
This email will come from fica@incompass.co.za with the subject “Incompass Forex needs your documentation” (please also check your spam or junk email).

Step two looks like this:

Once you receive and open the Invite email, please click the Accept Invite tab in the Heading.
Register online and login.
You will receive an OTP via sms on your cell phone.

On to the last step;

On My Dashboard select -

- My request
- Click View
- Upload requested documents (ID, Proof of address and Selfie holding your drivers licence or passport).

The selfie and confirming your ID

Yes, we know the word 'selfie' conjures up images of smiling people with an array of different backgrounds and groups of friends.

But for us at Incompass, innovation and technology has allowed us to put the selfie to very good use.

In the pre selfie days, we would require you to take a copy of your ID or passport and head off to get it. Nowadays we can do it all from the comfort of your own home or office.

How to do it?

Please take a photograph of yourself (or have one taken), together with your ID document. The photograph must clearly show your face and the image on the identity document being held in the same picture to confirm that the ID document actually belongs to you.

Don't forget we also need a separate, clear scanned uncertified copy your identity document.

