



RACCOONPAY ONBOARDING

COMPANY DETAILS

The RaccoonPay payment provider uses the name and registration number to automatically verify your company details. In case of automatic verification fails, you may be asked for a registration document.

The registration document must be:

- Issued by a reliable, independent source, such as the local commercial register of the country where the business is registered in.
- Be issued within the last 12 months, or it must contain a signature and a state of affairs

Format: PDF (maximum 2 pages), minimum 1 KB, maximum 4 MB

BANK ACCOUNT DETAILS

The proof of bank account must have:

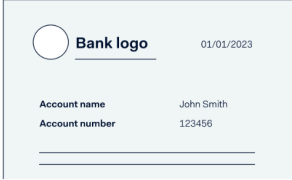
- The account holder's name. The bank account holder must be the legal company.
- The account number or IBAN.
- The date of issuance must be less than 12 months ago. This requirement applies to all types of documents except for RIBs or cheques.
- The country where the bank account is located. For EU bank statements, the payment provider infers the country from the IBAN.
- An indicator that the document was issued by a bank, such as a bank name, a bank logo, or a bank-specific font.

Not accepted:

- Photos of bank-issued cards, such as credit or debit cards.
- Edited or personalized documents.
- Documents were issued more than 12 months ago.

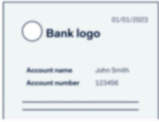
Format: PDF (maximum 2 pages), minimum 1 KB, maximum 4 MB

How to upload your document

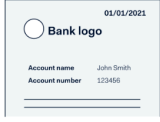


- ✓ Bank logo visible
- ✓ Account holder name is visible
- ✓ Account number is visible
- ✓ Date of issuance is visible
- ✓ JPG, JPEG, PDF or PNG format
- ✓ File size 100KB to 4MB (1KB to 4MB for PDF)


Documents that we **cannot** accept



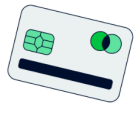
Blurry or illegible documents



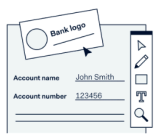
Documents issued more than 12 months ago



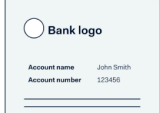
Cash deposit or terminal receipts



Picture of your credit or debit card



Self-made documents



Documents without date of issuance visible

DECISION-MAKERS / COMPANY OWNERS

A photo ID document is needed, and it can be:

- Passport
- Identity Card
- Driver's license

The photo ID must:










- Be non-expired.
- Have the machine-readable zone (MRZ) visible (if available).
- Be a physical photo ID document, not a digital one.

The uploaded document must:

- Have separate files for the front and back of the ID document (only when providing an ID card or driver's license).
- Be a full-color, cropped, and straightened image.
- Be a photo or a scan of the physical photo ID document. We do not accept a screenshot of a photo, a photo pasted on another document, a photo of a screen, or a photo of a printout.

Formats:

- PDF (maximum 2 pages), minimum 1 KB, maximum 4 MB
- Formats: JPEG, JPG, PNG, or PDF (maximum 1 file), minimum 100 KB, maximum 4 MB

How to upload your ID document	Document and file types that we cannot accept	
 	 Broken or damaged	 Multiple sides or documents in the same file
	 Dirty, illegible, or with a watermark	 Screenshot or photo of screen
	 Blurry or overexposed	 Angled, rotated, sideways or upside down
	 Black and white	 Overcropped or cut off

- ✓ JPG, JPEG, PDF or PNG format
- ✓ File size 100 KB to 4 MB (1KB to 4MB for PDF)
- ✓ Full color, cropped, and straightened image
- ✓ For ID card, attach both sides, each side in its own file