

Video Verification

What you will need



The latest version of the Dia app and qualified electronic signature of private individual or private entrepreneur



Physical documents (ID Card/ foreign biometric passport) that have been added to the Dia app



A room with sufficient lighting and a stable internet connection, with no third parties present and no unnecessary background noise



Phone number of the Ukrainian operator

Necessary devices

You need **two devices** for the video verification process:

- a smartphone with your phone number of the Ukrainian operator and the installed Dia app
- a laptop/PC, tablet or smartphone with camera for a video call



Make sure that the camera of your device has sufficient resolution to enable photo capture of your documents during the video call

Install the Microsoft Teams App



If your second device is a tablet or smartphone, download the free Microsoft Teams application from [Google Play](#) or the [App Store](#) and log in



For a laptop/PC, installing the application is optional

Contact centre

Daily from 9:00 to 21:00

0 800 50 09 90

No charge for calls within Ukraine

+38 044 590 1000

Charges determined by provider

Viber Call

Calls can be made via the bank's business chat in the Rakuten Viber app