

Video verification for private clients

What you will need



The latest version of the Diia app and a qualified electronic signature for an individual.



Physical documents (ID Card/foreign biometric passport) added to the Diia app.



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

Prepare **two devices**:

1. A **smartphone** with your Ukrainian mobile number and the Diia app installed.
2. A **laptop, desktop computer, tablet, or smartphone** with a camera for the video call.



Make sure the camera on the device you will use for the video call has sufficient resolution for the Bank to capture clear images of your identity documents.

If your second device is a tablet or a smartphone:



Download the free **Microsoft Teams** app and sign in. We will contact you via Microsoft Teams to conduct the video verification.

If you are using a laptop or desktop computer, installing the Microsoft Teams app is optional.



Contact centre

Daily from 9:00 to 21:00

0 800 50 09 90

No charge for calls
within Ukraine

+380 44 590 1000

Charges determined
by provider

Viber Call *0990

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