

Whitelisted a Bank Account

sara li - 2024-05-23 - Asset Account Management

Before initiating any transfer instructions within the portal, please ensure the bank account is whitelisted. The process for whitelisting bank accounts usually takes 1-2 business days.

1. Navigate to the "**Whitelist**" tab at the bottom of the left panel.
2. Choose "**Bank Account**," then click on the "+ **Add Account**" icon.
3. Select "**Bank Account**." Select "**My Own Account**" if it is your account in your own name (name match required). Select "**Third Party Account**" if the account is not your self-owned account.
 - If you opt for a "**Third Party Account**," you must specify whether the account is an "**Individual**" or "**Institution**" account. Click "**Next**" to proceed.
4. Complete all the mandatory fields.
 - *Please note that the required documents may vary depending on the selection from the previous step.*
5. Review the information you provided in the previous step and review our disclaimer. Click "**Submit**" to proceed.
6. Upon submission, the status will display as "**Initiated**" on the Whitelist screen.

Note

Please note that **verification typically takes 1-2 business days**. Once the bank account is whitelisted, it will appear in the dropdown when creating an instruction within the portal.

If the status is canceled or pending for **more than 2 business days**, please contact us at **cs@1stdigital.com**.

Warning

For **individual accounts**, we require our clients to upload a Proof of ID (POI) and Proof of Address (POA) for identity verification.

Accepted documents include:

- **Proof of ID (POI):** Passport

- **Proof of Address (POA):** Electricity bill, water bill, phone bill, property tax bill, bank statement, or domicile certificate issued within the last 3 months from the date of adding the external account.

For **Institution accounts**, we require you to provide a **Certificate of Incorporation, Certificate of Incumbency, Business Registration, or Proof of Address.**

Our Client Services Team may reach out to you if additional information or documents are required to support the our AML/CFT process.