5 First Digital

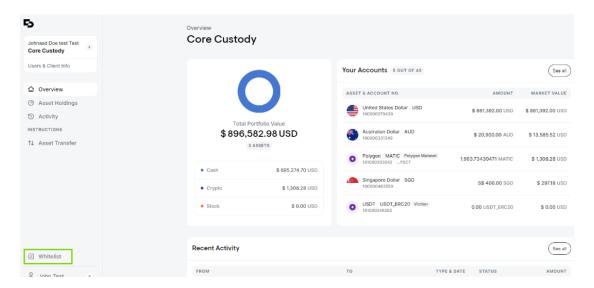
Knowledgebase > Client Portal Next Gen > Getting Started > Asset Account Management > Whitelisted a Bank Account

Whitelisted a Bank Account

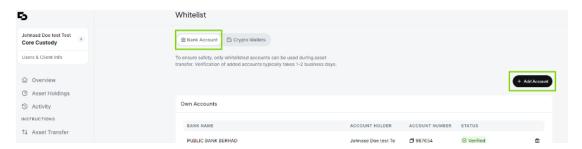
sara li - 2024-05-23 - Asset Account Management

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.

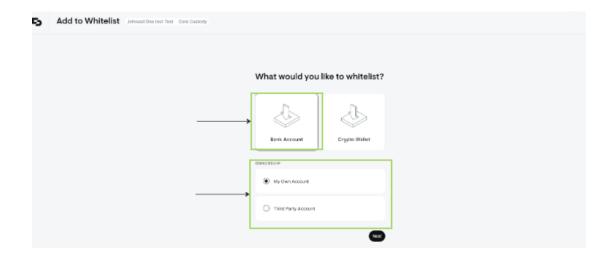
1. Navigate to the "Whitelist" tab at the bottom of the left panel.



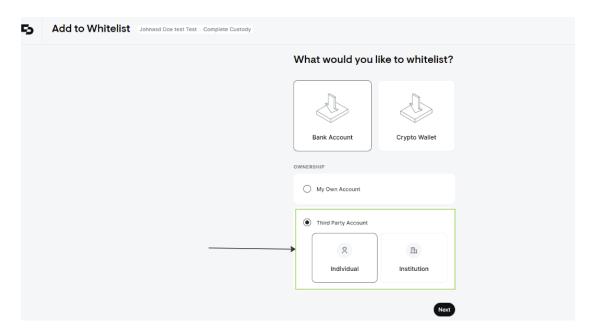
2. Choose "Bank Account," then click on the "+ Add Account" icon.



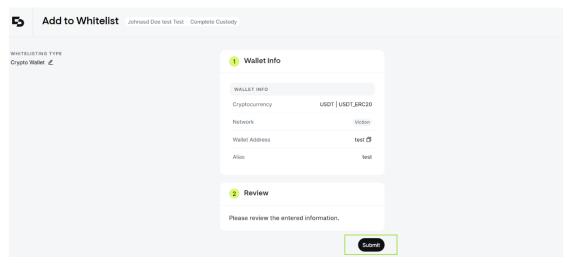
3. Select "Bank Account." Select "My Own Account" if it is your account in your own name (name match required). Select "Third Party Account" if the account is not your self-owned account.



• 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 " \mathbf{Submit} " to proceed.



6. Upon submission, the status will display as " ${\bf Initiated}$ " 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.