WePay - Verifying Customer Identify

KYC

This article applies to:

1. If KYC needs to be entered, you will see an alert at the top of your homepage

   - Action is need to complete your account: Update your personal information
   - You must add a bank account: Update your settlement bank information

2. This will also be found in the "Alerts" section of your merchant center under Settings > Alerts

KYC – Know your customer ('KYC') is the process of verifying the identity of a customer/merchant and their business. The term is also used to refer to the bank and anti-money laundering regulations which governs these activities.

3. Click “Update your personal information”

4. Choose business type and industry under "Account Details"

   - Verify your information
     
     We're required to collect and verify certain information about our customers.
     
     Protecting your information is our priority. Learn more about our Terms of Service and Privacy Policy

   - Account Details
     
     YOUR BUSINESS TYPE: 
     
     Individual
     
     YOUR BUSINESS:
     
     Choose one

   Note: For CAD merchants, State is replaced with Province and SSN is replaced with SIN
5. Read Terms of Service and Privacy Policy and then check the box

6. Click "Submit"

Note: The Terms of Service has important information for merchant types that are unable to process through WePay. Reading this will help eliminate account closures later.