



# Video-ID with HooYu

## Stay compliant with BaFin and Sepblac KYC video requirements

At HooYu we enable your business to have complete control to fully orchestrate the customer onboarding journey you require. We've launched our Video-ID service so that your business can comply with KYC regulatory demands in Germany and Spain.

Customers will be able to onboard with a live agent and can be connected within at least 2 minutes. Our configurable setup means that you'll be able to add or remove the video journey component as needed for the market your business is operating in.



Now with Video-ID you're able to verify customers using live agents and add a further layer of confidence to your onboarding journey. BaFin and Sepblac, the German and Spanish regulators, have made Video-ID a requirement; and other European markets have followed suit.



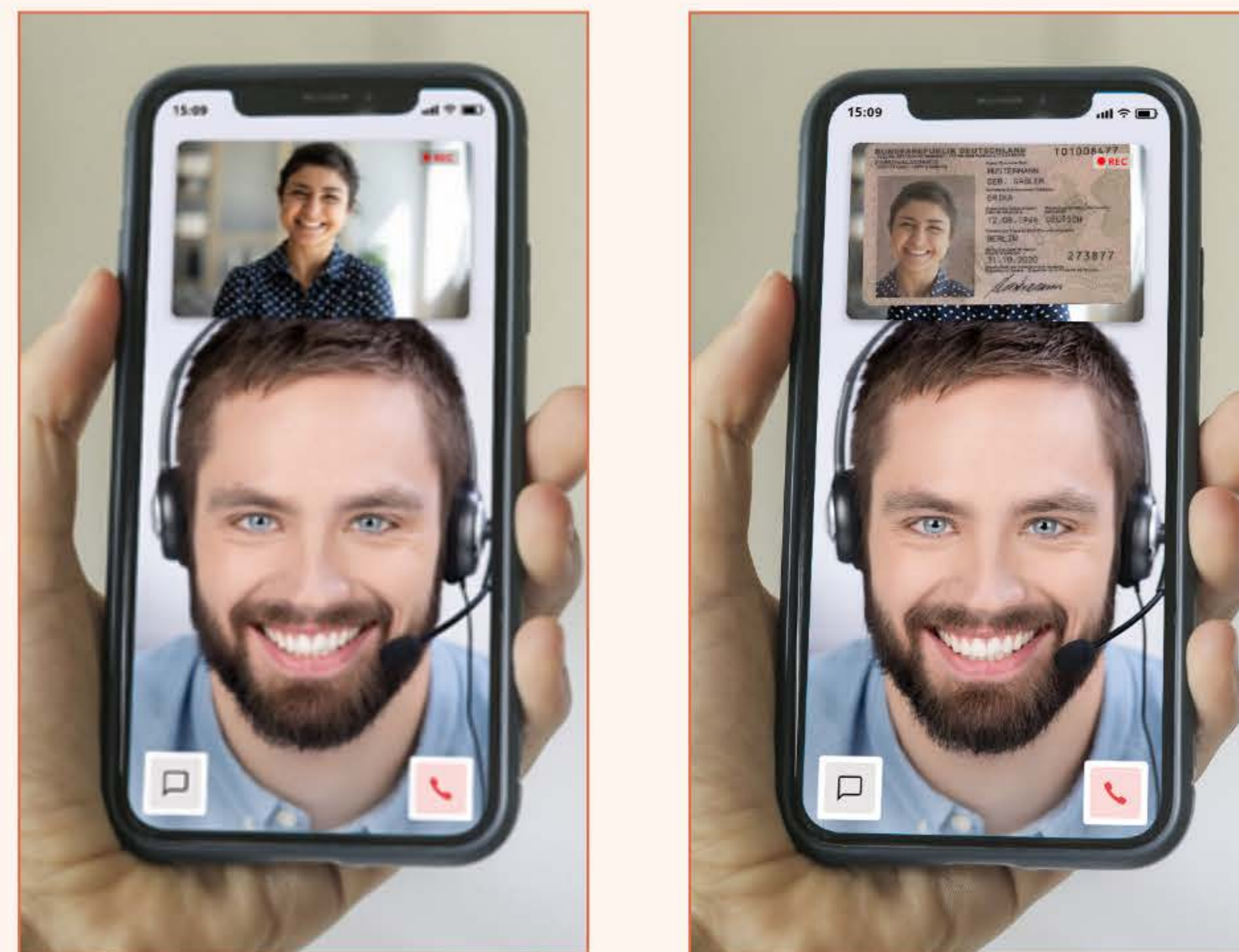
## The Video-ID journey is completed in three simple steps for your customer.

1. The first educates the customer on what they will have to do, obtains their consent for GDPR purposes and prepares the customer for the video journey and guides them through the process.
2. The customer is then connected to a video agent, who operates in a secure certified environment, who then checks liveness, certifies the ID document security features and performs facial comparison.
3. The final step ties the user to their device and then we submit the results back to our client.

### Step 1 Education & Guidance

The screenshot shows the hooqu Video ID app interface. It includes a header with the hooqu logo and 'Video ID'. Below the header is a video call window showing a woman and a man. The main content area contains instructions: 'Video ID is a video call between you and our certified agent. Before you start, please make sure you have stable broadband. During this video call, the agent will: Take a picture of you and your ID document, Check that your ID document is valid and not expired, Send an SMS to your mobile phone with a verification code, Request access to your device camera and microphone.' There are 'Continue' and 'Start' buttons at the bottom.

### Step 2 Video agent interview



### Step 3 Completion & Submission



The dashboard shows 'CONFIRMED IDENTITY' results. It includes a 'Request Details' section with a profile picture and '100% Complete' status. The 'Results' section shows a 'Score 44.2%' and various indicators: LivePhoto (97%), FaceMatch (85%), Video, Female, Nationality (DEU), Passport, and Faces Score. The 'Confidence Indicators' section shows three progress bars: Master (44.2%), Match Name (100%), and Match Location (80.0%). The 'Video' section shows 'Status: Accepted', 'Document Type: Passport', and 'Language: en'. The 'ID Card Details' section shows 'Score 97%' and various fields: User Chosen Type (Passport), Nationality (DEU), Issuing State or Organization (DEU), Date of Expiry (2025-01-19), Document Number (Valid), Date of Birth (Valid), and MRZ (Valid). There is a 'Reject Document' button.

Video-ID is here not only to fulfil your compliance obligations but to help you build a stronger relationship with your customers and show them that you're there every step of the way.

Ask us for a demo