

Hi,

Improvements to Verification of Identity (VOI) - applicant process

From today, **Friday 26th May 2023**, we are implementing some improvements to streamline our VOI process for applicants.

1. Applicants will now only be required to provide ONE form of acceptable ID to pass our VOI process
2. The request will now be issued via email rather than SMS

For guidance on what ID is acceptable for applicants to pass VOI, see [ID Matrix Verification of Identity](#) on our broker site. For a step-by-step video guide, [watch here](#).

If you have any questions about the latest changes, feel free to reach out to your friendly [ubank BDM](#).

Speak soon,

Team ubank

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