

# HooYu



The simple experience you want,  
without all the paperwork



**NatWest**  
International

# Supporting our customers with HooYu

Wherever you find yourself in the world, you'll always be able to find NatWest International. Your account is easily accessible via mobile, telephone or online banking and we believe that opening or amending your account should be too. With NatWest International's identity verification partner, HooYu, you will be able to make the changes you want from your smartphone, anywhere and at anytime.

## What is HooYu?

HooYu is a digital identification platform that verifies people using digital footprints, ID document authentication and facial biometrics. What does that mean for you? HooYu will ask you to take a selfie and pictures of your documents.

## Why use HooYu?

HooYu is a convenient and efficient method of verifying people no matter where they are in the world. As well as being safer, it can be done in a short space time, provided you have all the documentation you need. We're confident your account will now be opened or amended much quicker through the support of HooYu.

## Is HooYu safe to use?

HooYu is incredibly safe for you to use. It encrypts your connection to keep your data secure. Additionally, your details are permanently deleted from the HooYu platform when the bank receives the necessary information from you.

## When You Would Use HooYu

You will be sent a HooYu link to complete when:

- Opening a Savings Account
- Opening a Current Account
- Obtaining a Mortgage
- Carrying out account amendments

This would be applicable regardless of whether it is a sole or joint account.

## Tips before starting the process

- Ensure you have your proof of identity eg. passport or driving licence. The next page provides some of the typical documents we usually ask for but if you cannot provide them for whatever reason, please contact us to ask for more information.
- Ensure that all of your documents are in date or were created in the time scale specified.
- Give your smartphone camera a quick clean so that your selfie is clear and HooYu can easily verify you.

# Acceptable documents:

Typical documents we accept include:

## Verification of Identity Example

Document Type	Additional Information
Passport	<ul style="list-style-type: none"><li>• Must be current, valid and signed</li><li>• Must bear a photograph of your true likeness</li><li>• Copies must be taken of the page(s) that verify the passport number, signature and photograph</li></ul>
Driving Licence	<ul style="list-style-type: none"><li>• Must be current, valid and signed</li><li>• Must quote full legal name</li><li>• Must bear a photograph of true likeness of the individual</li></ul>

The Royal Bank of Scotland International Limited trading as NatWest International (NatWest International). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850. Regulated by the Jersey Financial Services Commission.

Guernsey business address: Royal Bank Place, 1 Gategny Esplanade, St. Peter Port, Guernsey, GY1 4BQ. Tel. 01481 703860. Regulated by the Guernsey Financial Services Commission and licensed under the Banking Supervision (Bailiwick of Guernsey) Law, 1994, as amended, the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law, 2002, and the Protection of Investors (Bailiwick of Guernsey) Law, 1987, as amended.

Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637190. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business and registered as a General Insurance Intermediary

NatWest International is the registered business name of The Royal Bank of Scotland International Limited under the Business Names Registration Act. Gibraltar business address: NatWest International House, 57 Line Wall Road, Gibraltar. Tel. 200 77737 or 200 73200. Regulated and authorised by the Financial Services Commission, Gibraltar to undertake Banking and Investment Business from 55 and 57 Line Wall Road, Gibraltar.