

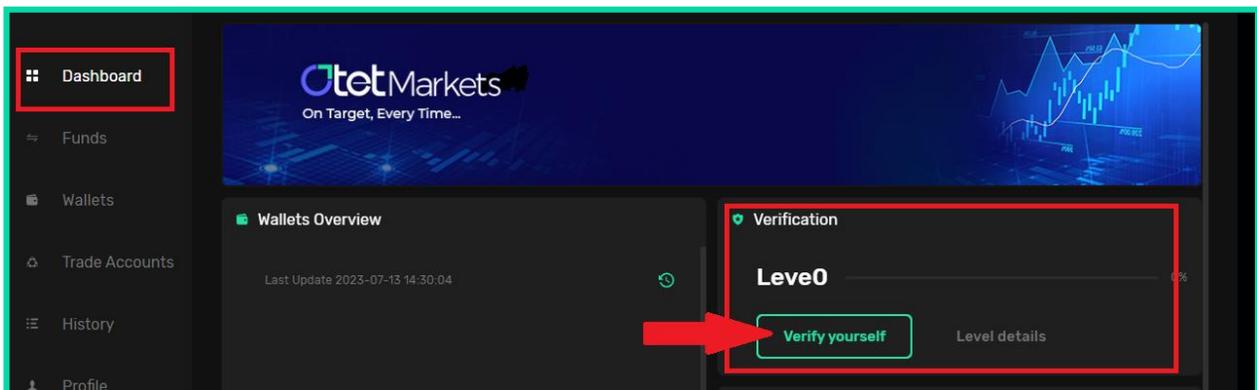
## ❖ Authentication procedures in Otet Markets (KYC)

To withdraw funds, all Otet Markets brokerage users must go through the "customer authentication" process, abbreviated as KYC. Note authentication is done only once

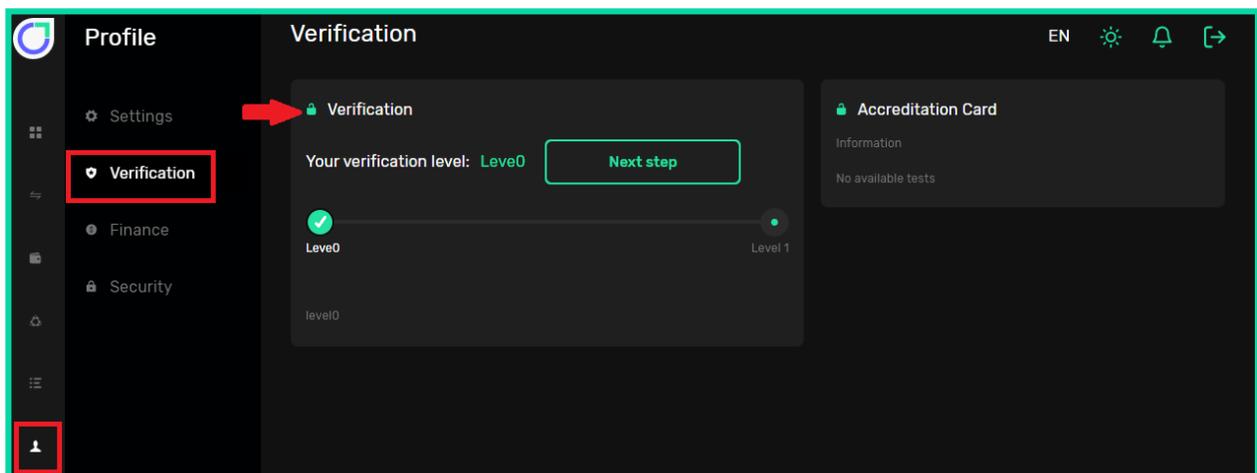
You can do the KYC steps in the following order:

1. There are two ways to enter the KYC page.

1-1 After logging in to the user account, click the Verify Yourself button on the dashboard's first page in the Verification box (top right).



1-2 From the left menu of the dashboard, click on Profile and select Verification from the open menu. You can also enter the authentication page from this path.



2. As shown in the image below, you are at Level 0 before authentication. At this level, you are only allowed to deposit money, make transactions, and transfer funds between internal Otet accounts, and you are not allowed to withdraw money. To withdraw money, you must upgrade

to Level 1, which requires completing the authentication process. For this purpose, click on the green “

Next Step” button.



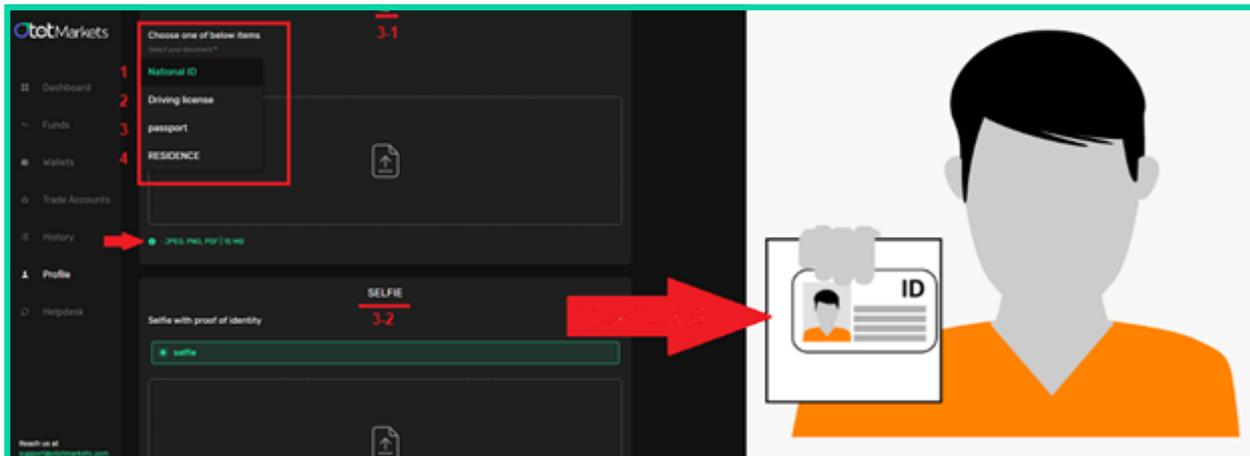
3. On the page that opens, upload the following documents:

1-3 A picture of a valid identification document (ID), which can be one of the following:

(1) National ID card or birth certificate / (2) Driver's license/ (3) Passport/ (4) Residence card of the country of residence (except Turkey, USA, and Canada)

2-3 Selfie with Photo ID

You must upload a photo of your ID next to your face to verify your identity. In this photo, the roundness of your face should be seen entirely, and the identification document's writings should be clear and legible.

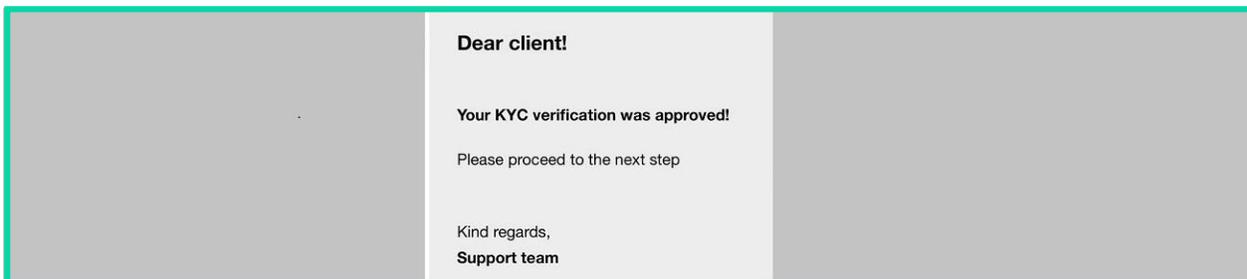


**\* Note:** All documents must be in JPEG, PNG, or PDF formats, and the maximum size should be 10 MB.

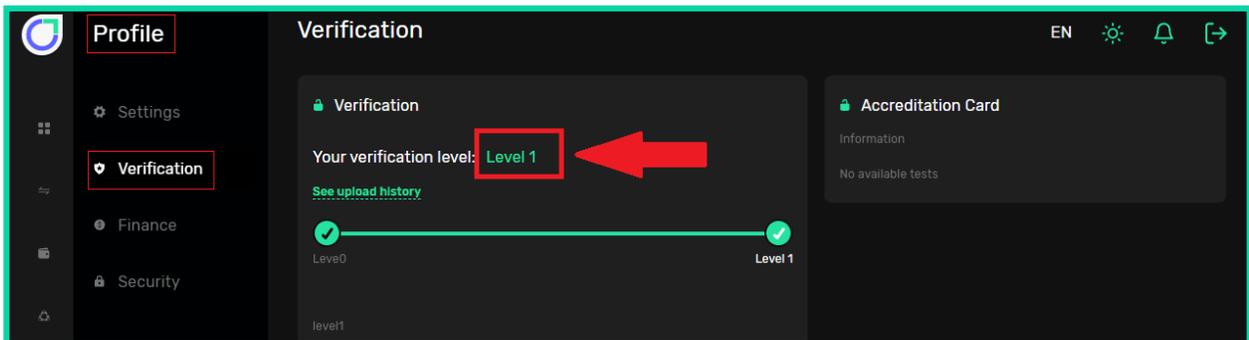
## User accesses in Level 0 and Level 1:

Transfer (انتقال وجه)	Withdrawal (برداشت وجه)	Deposit (واریز وجه)	
X	X	✓	Level 0
✓	✓	✓	Level 1

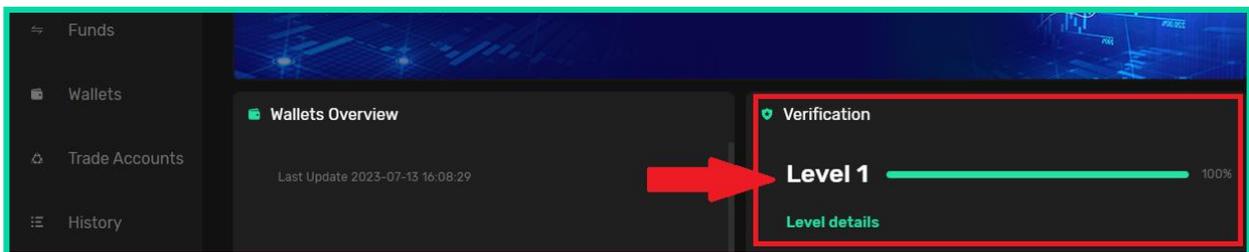
4. Upon uploading the documents, the verification and authentication phase begins, which may take 1 hour to one working day. Once your identity is confirmed, a confirmation email will be sent to you.



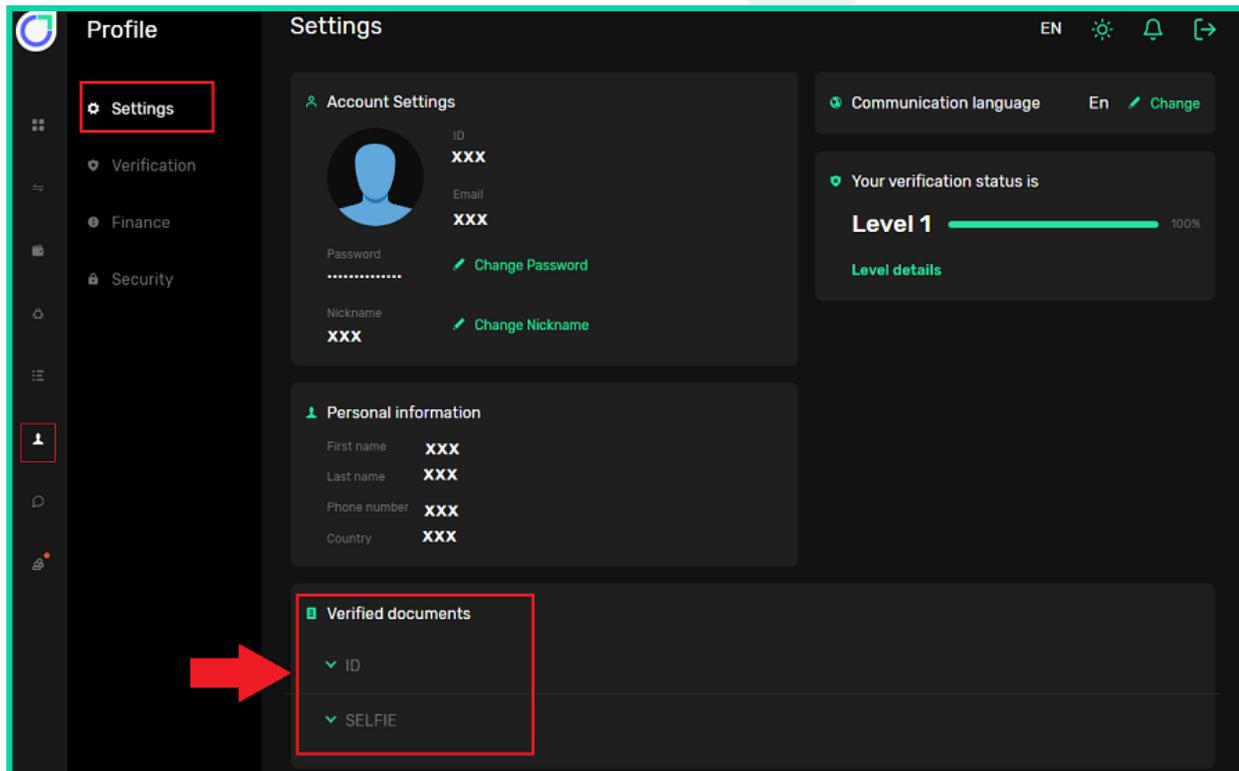
5. Your level will be upgraded from zero to one, and you can withdraw money. You can view your authentication status in the Verification section of your profile.



1-5 On the first page of the dashboard, in the upper right corner, within the Verification box, your authentication status is displayed. If you are at Level 1, the KYC process has been completed and approved by Otet.



6. To see your profile information, click on Profile from the left dashboard menu and then select Settings. On the page that opens, in the Verified Documents section, you can check the documents you have uploaded.



\* **Note:** In the account settings section, you can only change the password and username.

You cannot change the rest of the information, such as your email address or phone number. If you need to modify these items, you should raise a support ticket. Please refer to the instructions for creating a support ticket in the guide on sending a message to Otet Markets support ([article link](#)).

Otet Markets brokerage support unit is ready to respond to dear customers 24 hours a day, seven days a week. If you face any challenges or want more information, contact our experts through the online chat at the bottom of the pages.

“Thank you for choosing our brokerage for your transactions.”

