



# **Seller Identity Verification Guide for Amazon.sg**

Aug 2021

# Prepare these Documents

Seller Identity Verification process is done on individual level which means that the supporting documents submitted must be tagged to the individual registering for a selling account OR the individual registering for a selling account on behalf of the company.

## Documents and Information Needed

- ✓ Passport **OR** Driving License (Valid, not expired).
- ✓ Personal Bank/ Credit Card Statement **OR** Company Bank/Credit Card Statement

## IMPT: Document Requirements

- ✓ **Acceptable file types:**
  - gif, png, jpg, pdf, and docx
  - Do not include special characters in the file name (examples: \$, &, or #)
- ✓ **Less than 10MB in size**
- ✓ **No screenshots allowed. Provide authentic and unaltered documents only**
- ✓ **Supported Languages:**
  - Arabic, Chinese, Dutch, English, French, German, Hindi, Italian, Japanese, Polish, Portuguese, Spanish, Swedish, Tamil, Thai, Turkish, Viet
  - Otherwise, provide notarized translations in a supported language with stamp and signature on document
- ✓ **Colored document**
- ✓ **Clear and Readable**
- ✓ **Not cropped (all edges of the document must be clearly seen)**

# “Can I submit my National ID card instead of Passport or Driver’s License?”

Yes you may choose to submit National ID card for identity verification submission.

However our drop-down selection for identity proof type in the registration step currently only has “Driver’s License” and “Passport” options.

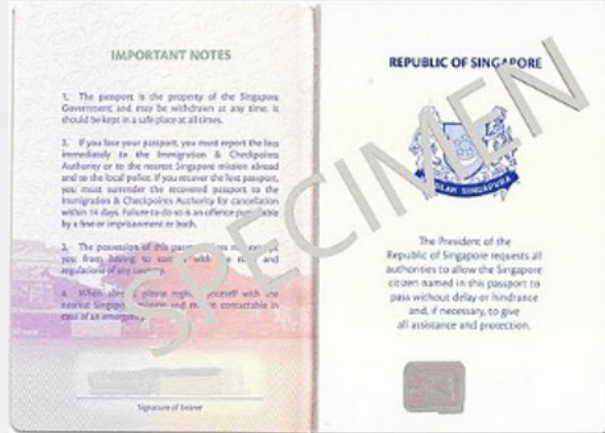
Please select “Driver’s License” if you may choose to upload National ID card instead.

Ensure that the requested expiry date, issuance address are in correspondence to what is indicated on your National ID card if you choose to select “Driver’s License” but submit National ID card instead.

# Passport Requirements

Signature  
page

Information  
page

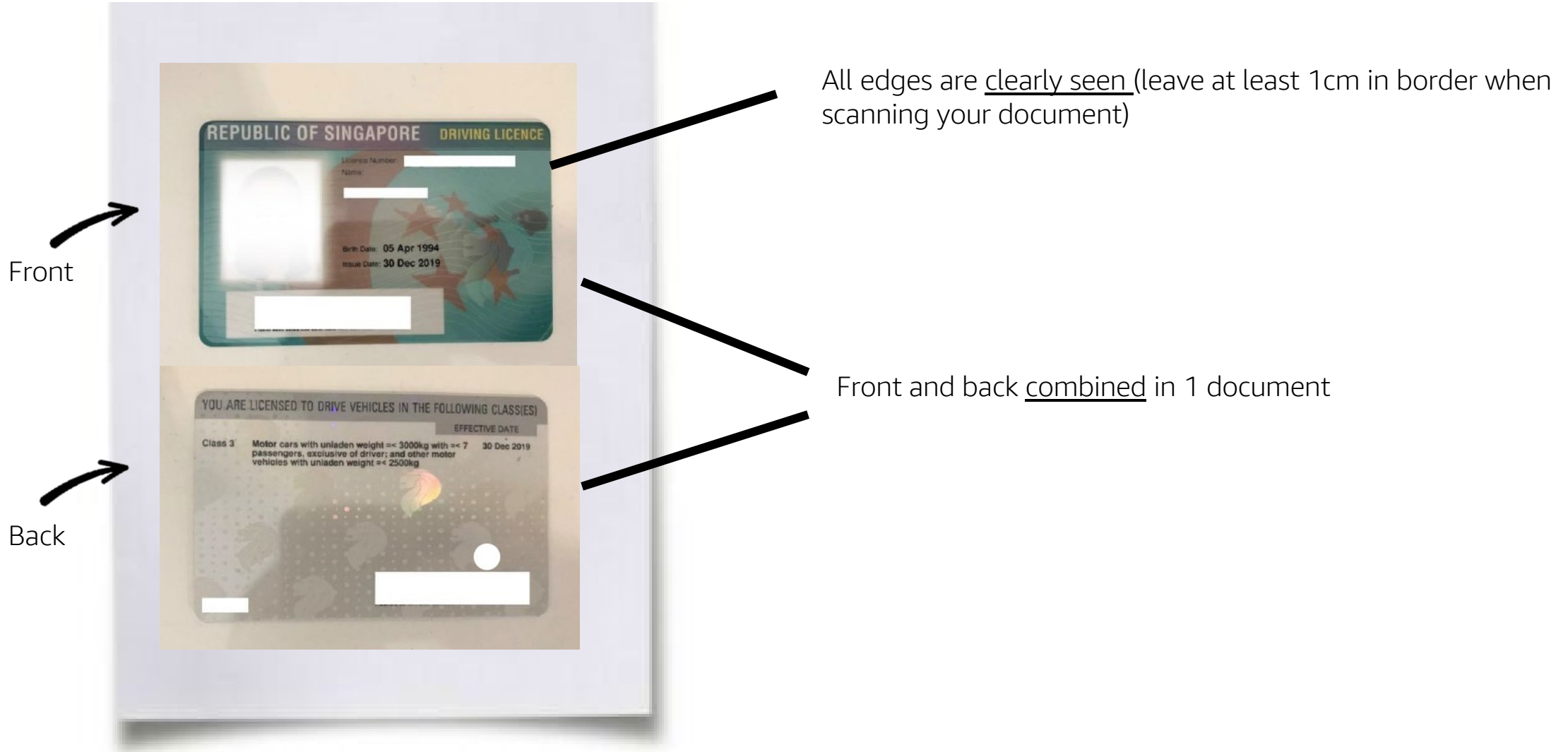


All edges are clearly seen (leave at least 1cm in border when scanning your document)

Signature page and information page combined in one document. All passports have a signature; if you can't find the signature page within the information page, we recommend you to search in other pages of your passport

If your passport of your Nationality has signature and information within the same page, you can submit that page only

# Driver's License Requirements



# Personal Bank / Credit Card Statement

Visible  
address

HOWARD BANK

Statement Ending 09/21/2018  
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RETURN SERVICE REQUESTED

John Doe  
123 Main Street  
Baltimore, MD 21224

**Managing Your Accounts**

- Primary Branch: Canton
- Phone Number: 443-573-4800
- Online Banking: HowardBank.com
- Telephone Banking: 1-877-527-2703
- Mailing Address: 3301 Boston Street, Baltimore, MD 21224

**Summary of Accounts**

Account Type	Account Number	Ending Balance
HOWARD RELATIONSHIP CHECKING	XXXXXXX4101	\$5,684.22

**HOWARD RELATIONSHIP CHECKING-XXXXXXX4101**

**Primary Checking**

**Account Summary**

Date	Description	Amount
09/01/2018	Beginning Balance	\$18,806.47
	3 Credit(s) This Period	\$4,293.20
	20 Debit(s) This Period	\$17,414.45
09/21/2018	Ending Balance	\$5,684.22

**Account Activity**

Post Date	Description	Debits	Credits	Balance
09/01/2018	Beginning Balance			\$18,806.47
09/04/2018	Signature POS Debit 09/02 MD BALTIMORE GIANT FOOD	\$57.48		\$18,747.99
	INV SEC# 071562			
09/04/2018	Nationstar d/b/a Mr Cooper XXXXXX6179	\$1,989.60		\$16,758.39
09/05/2018	HMS WARRANTY 8002473680 5829389	\$42.99		\$16,715.40
09/05/2018	SAMS CLUB MC ONLINE PMT CKF426104254POS	\$4,671.42		\$12,043.98
09/05/2018	DISCOVER BANK ET TRANSFER	\$8,212.00		\$3,831.98
09/06/2018	BALTIMORE GAS ELEC ONLINE PMT	\$160.75		\$3,671.23
09/06/2018	AMAZON	\$170.00		\$3,501.23
09/06/2018	DEVONSHIRE II CO CONS CP BC05198	\$195.00		\$3,306.23
09/07/2018	DEPOSIT		\$693.25	\$3,999.48
09/07/2018	TARGET ONLINE PMT	\$68.59		\$3,930.89
09/10/2018	ATM Withdrawal 09/07 MD BALTIMORE 10101	\$180.00		\$3,750.89
	PHILADELPHIA RD SEC# 00838			
09/10/2018	Signature POS Debit 09/08 MD BALTIMORE GIANT FOOD	\$70.11		\$3,680.78
	L A FITNESS	\$12.98		\$3,667.80
09/11/2018	AT&T MOBILITY ONLINE PMT	\$116.22		\$3,551.58
09/14/2018	DEPOSIT		\$606.62	\$4,158.20
09/14/2018	DIRECT DEP		\$3,035.33	\$7,193.53
09/14/2018	Signature POS Debit 09/13 MD BALTIMORE GIANT	\$19.86		\$7,173.67
09/17/2018	ATM Withdrawal 09/15 WV INWOOD	\$400.00		\$6,773.67
	MARTINSBURG INWOOD			
09/17/2018	Signature POS Debit 09/16 MD BALTIMORE GIANT	\$14.06		\$6,759.61

Member FDIC

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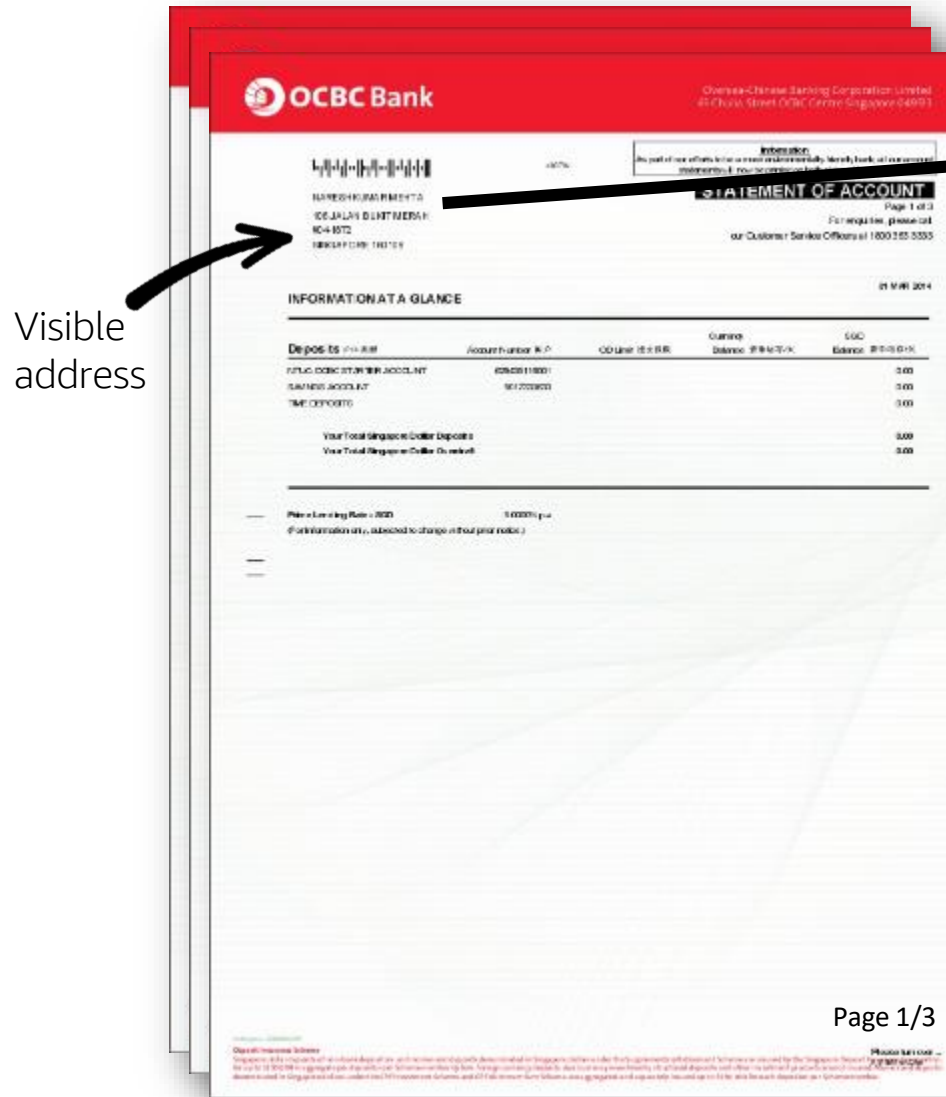
Name must match exactly with the name in your Passport/Driver's License

Issued within the last 90 days

Transaction titles can be clearly seen.  
You may blank out numerical values if needed

All pages are included in your document (Multi-pages)

# Company Bank / Credit Card Statement



Name does not need to match exactly with the name in your Passport/Driver's License. However there needs to be presence of a company name or a company bank account holder name.

Issued within the last 90 days

Transaction titles can be clearly seen.  
You may blank out numerical values if needed

All pages are included in your document (Multi-pages)

# Step 1: Select Country

Select the country where your business is located.  
Make sure to choose the correct option as this  
can't be changed once submitted.



**IMPORTANT: If you have selected e.g. Singapore, you will need to ensure at least one of the documents below is issued from this country:**

- **Passport / Driver's License**
- **Personal / Company Bank or Credit Card Statement**

The screenshot shows a web interface for 'Identity Verification'. At the top, the title 'Identity Verification' is centered. Below it, a message states: 'Before we activate your seller account, please help us verify your identity.' A horizontal line separates this from the next section. On the right side of this section is a blue 'Help' link. The main instruction is 'Select country in which your business is located'. Below this is a dropdown menu with 'Singapore' selected and a downward arrow icon. Another horizontal line is below the dropdown. At the bottom center is a yellow 'Next' button.

## Step 2: Identity Document

Fill up required information based on the document you intend to upload (Passport or Driver's License)

After confirming all the information, click "Submit".



### IMPORTANT:

1. All information keyed in must be **an exact match** to the information displayed on your passport/driver's license. Please check your entry carefully before submission

### Identity Verification

[Help](#)

I am the sole owner or point of contact for this account

**Identity document** ?

Driver's license

#

**Expiration date** ?

**Country of issue**

Select country

**First name** ?

First name

**Middle name** ?

Middle name (optional)

**Last name** ?

Last name

**Date of birth (DD/MM/YYYY)** ?

☒

☐ Add a new address

Submit

\*Note: If you are using Driver's license, you may input any future date as expiry date.  
Note: All information entered here are only required for verification purposes.

## Step 3: Upload Document


Upload your two documents and click "Submit".

### IMPORTANT:



- 1. Ensure your documents met all criteria as outlined in the [previous slides](#) before submission. You may also use our [checklist](#)**
- 2. Failure to comply with criteria will result in failing Seller Identity Verification, upon which you will need to re-submit your seller application information and documents (limited to 3 submissions)**
- 3. Provide only 1 ID type throughout your application. Please do not upload multiple types of ID document - only upload the ID document that you have selected in this step.**

### Identity Verification

 **Thank you for your request**  
We have received your information and may reach out to you for further clarification within 2 business days.

[Help](#)

You have submitted the following information for verification.

Name	<div></div> Point of contact
Date of birth (DD/MM/YYYY)	<div></div>
Identity Data	<b>Driver's license#</b> <div></div> Expiration date <div></div> Country of issue : SG
Identity document	<b>Uploaded file :</b> DRIVER LICENSE.pdf
Additional document	<b>Credit card statement</b> <b>Uploaded file :</b> credit card statement.pdf
Business Address	<div></div> Singapore, <div></div> SG

## What to expect next

- Amazon's Seller Identity Verification team is going to review all of the information and documents and this process usually takes between 2-3 business days.
- There will only be email updates if your application is unsuccessful. Please log in to [Seller Central](#) 2-3 business days later if you did not receive any email updates about your application to check if you are approved and can start selling.



# FAQs



# FAQ

## 1) My documents were declined, what should I do?

Your submitted documents currently do not meet the requirements for our review team's verification of your seller identity.

Review this document carefully again to ensure all document criteria are met. Reupload or resubmit as necessary, as you will need to resubmit your documents that meet the requirements on [Seller Central](#) for successful verification.

To help you with your registration, please ensure your documents have met all requirements by using our [checklist](#) before resubmission. If you need support, click on the “Get Support” button located at the bottom of your screen



## 2) How can I resubmit my documents?

Please log in to [Seller Central](#) to resubmit your documents. For security reasons, we only accept documents uploaded to this page. It has been designed to help protect the information we need for verification.

Before your resubmission, please ensure your documents have met all requirements by using our [checklist](#). Please note that you have a total of 3 resubmission tries.

# FAQ

### **3) Why can't I resubmit my documents in Seller Central?**

If you have exceeded the maximum limit of 3 resubmission tries, you will see a message denying your seller identity on seller central and you will not be able to resubmit your documents.

What you can do: Please ensure your documents have met all requirements by using our [checklist](#) and appeal by submitting the correct documents to our Selling Partner Support team via '[Get Support](#)'. The Support team will raise your appeal request to an internal Review team who will respond to you via email.

### **4) Why can't I log on to [Seller Central](#) to resubmit my documents? I am redirected to another site and I cannot proceed.**

This could be a technical error. Please send an email to [amazonsellersg@amazon.sg](mailto:amazonsellersg@amazon.sg) with the email account used for your seller account, provide a description and screenshots of the log in issue. We will get back to you at the earliest to assist you.

# FAQ

## **5) Can I submit my Business bank statement instead of Personal bank statement?**

Yes, you can submit either your Personal bank statement or Business bank statement.

If you are using Personal bank statement

- Ensure that the name matches with your ID documents and registered seller's name.
- The country stated on your Personal bank statement must match with your ID documents and the 'Business Address' field in registration steps.

If you are using Business bank statement

- The country stated on your Business bank statement must match with the 'Business Address' field in registration steps.
- The company name on your Business bank statement does not need to match with your ID documents, or 'Legal name', or 'Business Display Name'.

## **6) If the full name on my ID document and registered seller name is not an exact match with my bank statement because it is missing my middle name, is it acceptable?**

Yes, this is acceptable.

# FAQ

**7) Must the name on my business bank statement match the name on my ID document or any of these registration fields: 'Legal name' or 'Business Display Name'?**

No, the name on your business bank statement does not need to match name on my ID or any of these registration fields: 'Legal name' or 'Business Display Name'.

**8) My 'business address' field is different from the address on my ID document and bank statement. Will it be approved?**

The address on your ID document or your Bank statement does not need to be an exact match with the field 'Business Address'. However, the country on either your ID document OR your Bank Statement must match the country stated in the 'Business Address' field.

For example, either of the following is acceptable:

- Country on Personal bank statement/ Business bank statement = Country on 'Business Address' field
- Country on Personal ID documents = Country on 'Business Address' field

# FAQ

## **9) Can I upload more than 1 type of ID document (Passport, Driver's License) in a single file?**

Please only upload the ID document that you have selected as your choice of ID type in Seller Central Registration steps to avoid confusion and rejection from the Review team. The Review team will only review the relevant ID document that corresponds to your last submitted choice of ID type in Seller Central Registration steps.

## **10) My passport has no signature, can it be accepted?**

No, it is not acceptable. All passports across the world has a signature section. For some countries it is on a different page (e.g. Singapore) – please check your passport for the bearer's signature page.

## **11) What are all the acceptable identity document languages?**

Acceptable document languages: Arabic, Chinese, Dutch, English, French, German, Italian, Japanese, Polish, Portuguese, Spanish, Swedish, and Turkish.

## **12) What can I do if my documents are not supported within the list of acceptable languages?**

Please submit notarized translations (must be accompanied with stamp and signature on document).

# Document Checklist



# Checklist 1

Please check that your documents have met all the criteria below before submission:

- ☐ If you submit a copy of your **passport**, does your file have **both the picture page** and the **bearer's signature page**, **without cropping off any blank pages**, and merged into one file?
- ☐ If you are using Passport or Driver's License, did you provide both sides of your ID in **colour**? (Document in black and white will be **Rejected**.)
- ☐ Did you provide both sides of your Bank Statement/ Credit Card Statement in **colour**? (Document in black and white will be **Rejected**.)
- ☐ Did you submit **ALL pages** of your Bank Statement/ Credit Card Statement?
- ☐ For multi-page files (e.g. ID card or Bank statement), are the **images combined into one file of less than 10 MB in size** and **uploaded in acceptable file types of gif, png, jpg, pdf, and docx**? (Ensure it does not include special characters in the file name (examples: \$, &, or #))
- ☐ Does the full name on your ID document **match the full name** on your registered Amazon account?
- ☐ Does the **country on either** your ID document **or** Bank Statement/ Credit Card Statement **match the country** you have selected [here](#)?
- ☐ Is your Bank Statement/ Credit Card Statement **issued within the past 90 days**?

## Checklist 2

- ☐ If you are using Personal Bank Statement/ Personal Credit Card Statement, does the full name on your statement **match the full name** on your ID documents?
- ☐ Does your Bank Statement/ Credit Card Statement show **transaction titles** (you can blank out value of transactions)?
- ☐ Are all your submitted documents **not cropped** (all edges can be seen)?
- ☐ Is your ID Document valid (**not expired, revoked or closed**) and its expiration date matches your input in the field “Expiration date” in Seller Central?
- ☐ Are all your submitted documents in **high-quality, in color and unobstructed (not angled, blur or cropped)**?
- ☐ Are all your submitted documents **authentic and unaltered**?
- ☐ Are all your submitted documents **not a screenshot**?
- ☐ Are all your submitted documents **supported in Arabic, Chinese, Dutch, English, French, German, Italian, Japanese, Polish, Portuguese, Spanish, Swedish, and Turkish language**? If not, did you submit **notarized translations in a supported language**?

**End of Document**

