

## SOLIDTRUST PAY - available Verification Levels



**1. ACTIVE** - Basic Account Level. **Active Members** have confirmed their email address and can send and receive up to \$500 daily. Active Members may fund via most methods, but with lower limits. Active Members are limited to cheque withdrawals only.

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**2. VERIFIED** - Upgraded Status allowing unlimited transactions. **NOTE** - maximum per transaction size may not be greater than \$9999 USD. Verified Members may withdraw to any verified VISA or MasterCard registered in their profile in addition to cheque withdrawals.

### Verification requires the following:

1. government issued, non-expired, UNALTERED photo identification (*passport, drivers license, country ID card*)
2. recent phone bill matching the phone number and address as registered in your profile.

**HELPFUL HINT** - if a phone bill is not available, provide any TWO documents showing your name and address. Screenshots of online accounts are acceptable as long as your name and address are listed.

**HELPFUL HINT** - if you are planning on using your VISA or MasterCard, include either a recent statement showing your name and the card #, or a scan of the front and back of your card. You will be required to complete the **Card Authorization Form** (*found in your MY BANKS & CARDS area*).

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**3. BANK VERIFIED** - Elite Account Status allowing members to use their bank accounts, credit/debit cards, bank wires and all advanced options.

### Bank Verification requires the following (*see info on VERIFICATION above*):

1. government issued, non-expired, UNALTERED photo identification (*passport, drivers license, country ID card*)
2. recent phone bill matching the phone number and address as registered in your profile.
3. Print and sign the **Bank Authorization Form** for your country (*found in your MY BANKS & CARDS area*).

\*for more information on Bank Verification visit [ADD BANK ACCOUNTS](#)

**HELPFUL HINT** - *submit documents for all levels at the same time as Bank Verification does require regular Verification first.*

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**SolidTrust Pay** complies with all government regulations requiring processors to verify their customers, maintain records and report suspicious transactions. We are registered with the Canadian Financial Transactions Agency (FINTRAC) - MSB number: M08812220. **To prevent fraud and money laundering, verification documents are required for transactions of any type over \$1000.**

To send your documents, choose **ONE** of the following options:

- 1) **UPLOAD** documents to us online [HERE](#)
- 2) **SCAN** and email your documents to [verifications@solidtrustpay.com](mailto:verifications@solidtrustpay.com) (*include your username*)
- 3) **FAX** copies of your documents to: **(705) 731-0341** (*include your username and email address*)
- 4) **MAIL** your documents via regular postal mail (*include your username and email address*)to:

**Solid Trust Pay  
PO Box 551  
Bobcaygeon, Ontario  
CANADA K0M1A0  
ATTN:Verifications Department**

**ATTENTION** - *we reserve the right to request additional documentation, notarized or translated documents*

**The Verification Procedure may take up to five business days.**

**Please refrain from inquiring about your status until five business days have passed.**

*Thank you for your co-operation*

## Bank Accounts | SolidTrust Pay

**You have not yet added any Bank Accounts to your profile.**  
Please review all information thoroughly before proceeding.

**Add any number of Bank Accounts to your profile and enjoy easy  
Direct Bank Transfers for Deposits and Withdrawals.**

**To add a Bank Account complete these 2 steps:**

1. add your details here: [Add New Bank Account](#) *(when completed you must return to this page)*
2. print and sign the **Authorization Agreement** for your country below *(not required if not listed)*

- a voided cheque (if asked for) must be added in the space provided on the form
- cheque must show your name and all contact info *(matching your STPay profile)*
- INTERNATIONAL MEMBERS may submit a recent bank statement matching their information
- when processed, your status will change to **BANK VERIFIED** *(you must be previously Verified)*

[United States ACH agreement](#)

[Canadian EFT agreement](#)

[Österreich Lastschriftinzug Form](#)

Submit documentation via **ONE** of the following options; allow 3 to 4 business days for confirmation.

email: [authorization@solidtrustpay.com](mailto:authorization@solidtrustpay.com)

fax: (705) 731-0341

upload: via your **My Verifications** area

**SECURITY ALERT** - ownership of an **STPay TrustCard** is highly recommended. The Card is an anti Identity / Bank / Credit Card Theft product unique to SolidTrust. Transfers by TrustCard holders are completed within 2 - 3 business days. Visit the **FAQs** and the **Apply for TrustCard** link in your **SECURITY ZONE** area.

