

**Crown Agents**  
**Bank**

**EMpower Pensions**  
facial authentication user guide



# Facial authentication proof of life guide

Completing the biometric proof of life process is quick, convenient, and secure. Please use the following guidelines for assistance with completing your proof of life check.

## Before you get started

- ensure you are in a bright or naturally lit room (with no window behind you)
- ensure that there is no glare on the screen
- your face is not covered.

Please have ready the government issued photographic ID you would like to use.



### Supported documents

- ✓ Passport
- ✓ Driver's license
- ✓ Photographic Identity card

### Unsupported documents

Screenshots and photos of screens are not accepted.

Some examples of documents we **do not** accept:

- ✗ Birth certificate
- ✗ Company ID
- ✗ Credit card
- ✗ International driving permit
- ✗ Student ID (except for Poland)

**Step 1** – watch tutorial video and then press the '*Facial Authentication*' button.



**Step 2** – please tick the boxes below to confirm that you have read the *Privacy Notice* and consent. Press 'Agree' to proceed.

### Acceptance

[Back](#) [Agree](#)

- I confirm that I have read the [Privacy Notice](#)
- I confirm that I consent to the below terms, and to CAB's collection and processing of my biometric data.

Only click the 'Agree' button above if you are happy to proceed with the Proof of Life Facial Authentication method

**Step 3** – please answer standard declaration questions to ensure you are still entitled to your pension payment. If you agree to all points, please tick all boxes, and press 'Confirm'.

### Agreement

[Confirm](#)

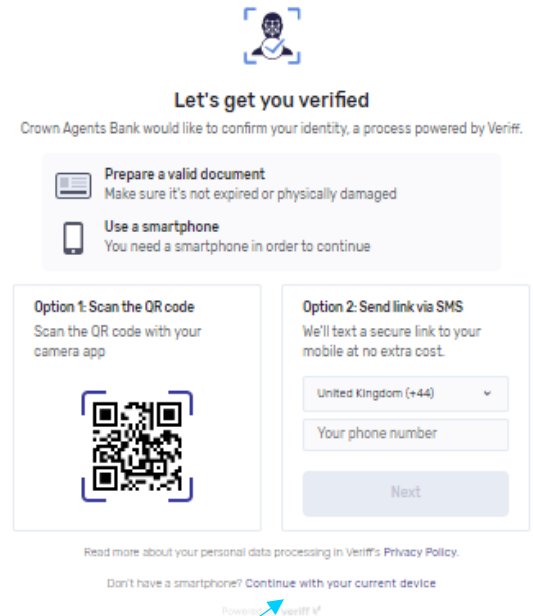
- I declare that I fulfil the conditions of the original award(s) and increase(s) which have subsequently been awarded and am accordingly entitled to the pension(s)/allowance(s) being paid to me.
- I will notify Crown Agents Bank if any of the conditions of payment cease to be satisfied
- I confirm that my personal address or circumstances have not changed
- I confirm that the above statements are accurate to the best of my knowledge

Only click the 'Agree' button above if you are happy to proceed with the Proof of Life Facial Authentication method

## Step 4 – choose how you would like to complete your facial authentication

You have 3 options to complete the verification process

- continue on the device you are using (press the link provided at the end of screen)
- scan the QR code (with your smart phone or tablet)
- send the link via SMS (insert your mobile number in the provided box).



**Let's get you verified**  
Crown Agents Bank would like to confirm your identity, a process powered by Veriff.

**Prepare a valid document**  
Make sure it's not expired or physically damaged

**Use a smartphone**  
You need a smartphone in order to continue

**Option 1: Scan the QR code**  
Scan the QR code with your camera app

**Option 2: Send link via SMS**  
We'll text a secure link to your mobile at no extra cost.

United Kingdom (+44)

Your phone number

Next

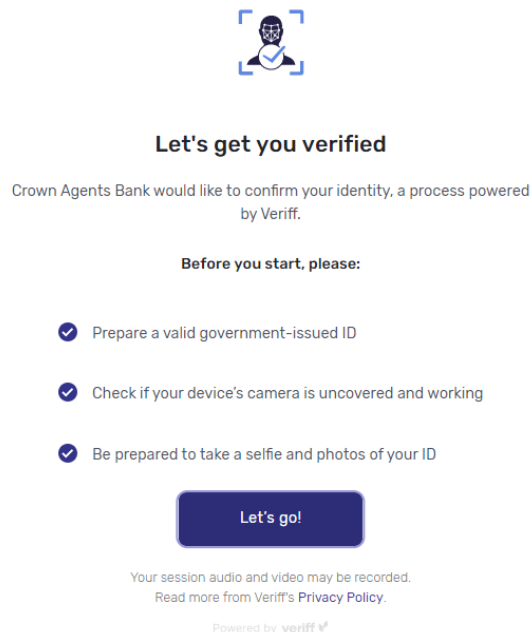
[Read more about your personal data processing in Veriff's Privacy Policy.](#)

Don't have a smartphone? [Continue with your current device](#)

Powered by **veriff**

Continue with your current device link

## Step 5 – start Verification by pressing the 'Let's go!' button.



**Let's get you verified**  
Crown Agents Bank would like to confirm your identity, a process powered by Veriff.

**Before you start, please:**

- ✓ Prepare a valid government-issued ID
- ✓ Check if your device's camera is uncovered and working
- ✓ Be prepared to take a selfie and photos of your ID

**Let's go!**

Your session audio and video may be recorded.  
[Read more from Veriff's Privacy Policy.](#)

Powered by **veriff**

## Step 6 – if you are prompted to do so, please permit access to camera and microphone.

## Step 7 – choose your government issued photographic ID document.

### Supported documents

- ✓ Passport
- ✓ Driver's license
- ✓ Photographic Identity card.

### Unsupported documents

- ✗ Screenshots and photos of screens are not accepted
- ✗ Photocopies of documents are not accepted.

Some examples of documents we **do not** accept

- ✗ Birth certificate
- ✗ Company ID
- ✗ Credit card
- ✗ International driving permit
- ✗ Student ID (except for Poland).

## Step 8 – take picture(s) of your government issued photographic ID following prompts along the way.

You will be guided if your image is not clear with on screen prompts.

### *Tips on taking your photo*

- ✓ make sure you have adequate lighting
- ✓ hold the ID document steady in front of the camera within the frame
- ✓ ID should not be a photocopy, nor shown in black & white
- ✓ make sure all information is clearly visible and the whole ID is visible in the image
- ✓ ensure the ID is not tampered with or damaged.



### Take a photo of your document's photo page

Accepted documents: driver's license, ID card, residence permit, passport.



Take photo

Experiencing problems?

Powered by **veriff** ✓

**Step 9** – take a photograph of yourself – please note that a moving image will be captured at this stage.

You will be guided if your image is not clear with on screen prompts.



### Selfie time!

Please make sure that your face is in the frame and clearly visible.



Take photo

Experiencing problems?

Powered by **veriff** ✓

**Step 10** – the system will now complete the biometric checks, updating you as information is processed.



Please wait...



- Photos processed
- Image quality checked
- Document inspected
- Biometrics verified
- Finalizing the decision...

**Step 11** – you will be informed when the biometric data has been successfully submitted.



# THANK YOU!

Your verification data has been successfully submitted.

Continue

**Step 11** – you will receive email confirmation of receipt of your proof of life declaration. The EMpower Pensions portal will also move to status '*Verifying Facial Authentication*'.

Current Proof of Life Status	Timetable				
VERIFYING FACIAL AUTHENTICATION	<table><tr><td>OPENS</td><td>01-03-2022</td></tr><tr><td>DEADLINE</td><td>01-05-2030</td></tr></table>	OPENS	01-03-2022	DEADLINE	01-05-2030
OPENS	01-03-2022				
DEADLINE	01-05-2030				

Please await the final decision from Crown Agents Bank, who will send you a final confirmation email in due course.

**Thank you for completing your proof of life declaration**

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