



LPB Bank manual for performing remote client identification in the user's cabinet

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1 Registration

Registration can be used for new clients, for an existing in case it's needed to update a document's information, and for clients that have to pass the identification to receive an additional card. To register an account, press **Registration**.

Do you want to become our client?

-  Fill in the questionnaire
-  Sign the documents with an electronic signature
-  Pay a fee for opening a bank account
-  Complete remote identification


Registration →

This will display a form for entering client information. If you are registering to update a document's information for an existing client, Legal entity should be selected. If you are registering to pass the identification to receive an additional card, Physical entity has to be selected.

2 Entering client information

2.1 The client is physical entity

2.1.1 Client information

 Registration
✕

1 Registration
2 Contacts
3 Verification

Client information

Physical entity Legal entity

• Citizenship (maximum 2)

Terms and conditions

We inform you that further data processing is mainly intended for the provision of banking services, and the Personal Data Processing Policy governs additional data processing and related issues.

I have read the [Personal Data Processing Policy](#).

I have read and accepted [General Rules for Transactions](#), [Bank Price List](#), [Remote Identification regulation](#) and [Remote Identification Instruction](#).

Continue ✓

- Select the type of client (physical entity);
- Select your country of citizenship. If you happen to be a citizen of more than one country, please select the second country (the maximum number you can select is 2);
- Get acquainted with the Personal Data Processing Policy;
- Get acquainted with and confirm your consent to the General Terms of Service, Price list, Remote Identification regulation, and this Manual for performing remote client identification in the user's cabinet;
- Press **Continue**.

2.2 The client is a legal entity

2.2.1 Client information

Registration ×

1 **Registration** 2 Contacts 3 Verification

Client information

Physical entity Legal entity

• Country of registration
choose a country from a list

Terms and conditions

We inform you that further data processing is mainly intended for the provision of banking services, and the Personal Data Processing Policy governs additional data processing and related issues.

I have read the [Personal Data Processing Policy](#).

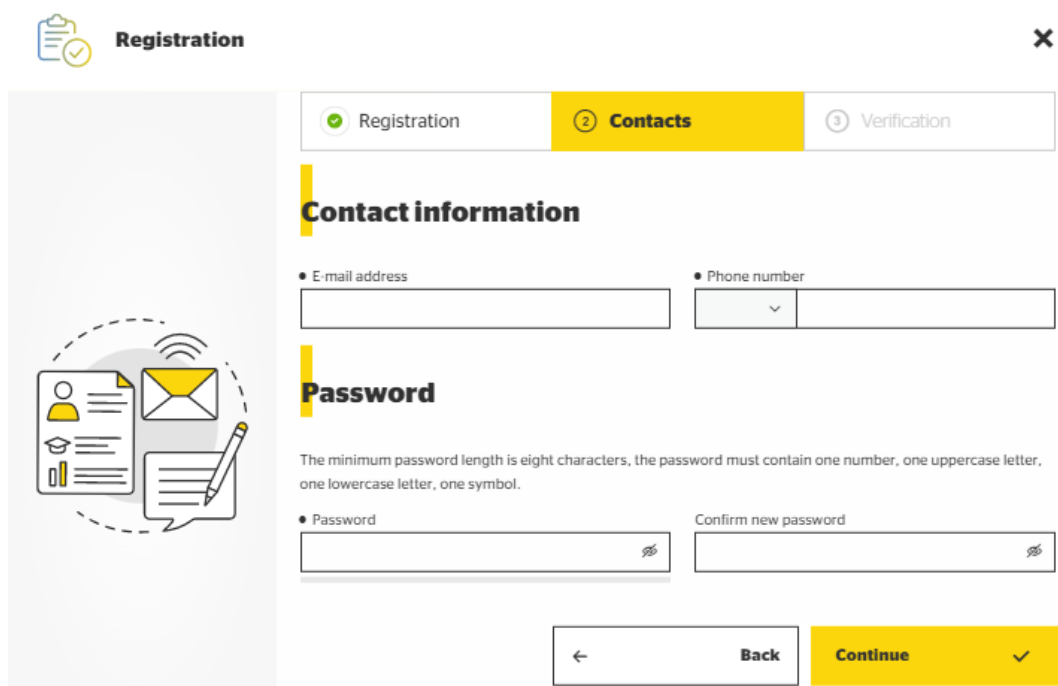
I have read and accepted [General Rules for Transactions](#), [Bank Price List](#), [Remote Identification regulation](#) and [Remote Identification Instruction](#).

Continue ✓

- Select the type of client (legal entity);
- Select the country of registration of the legal entity;
- Get acquainted with the Personal Data Processing Policy;
- Get acquainted and confirm your consent to the General Terms of Service, Remote Identification regulation, and this Manual for performing remote client identification in the user's cabinet;
- Press **Continue**.

2.3 Entering contact details

2.3.1 Key information



Registration

Registration **2 Contacts** Verification

Contact information

• E-mail address

• Phone number

Password

The minimum password length is eight characters, the password must contain one number, one uppercase letter, one lowercase letter, one symbol.

• Password

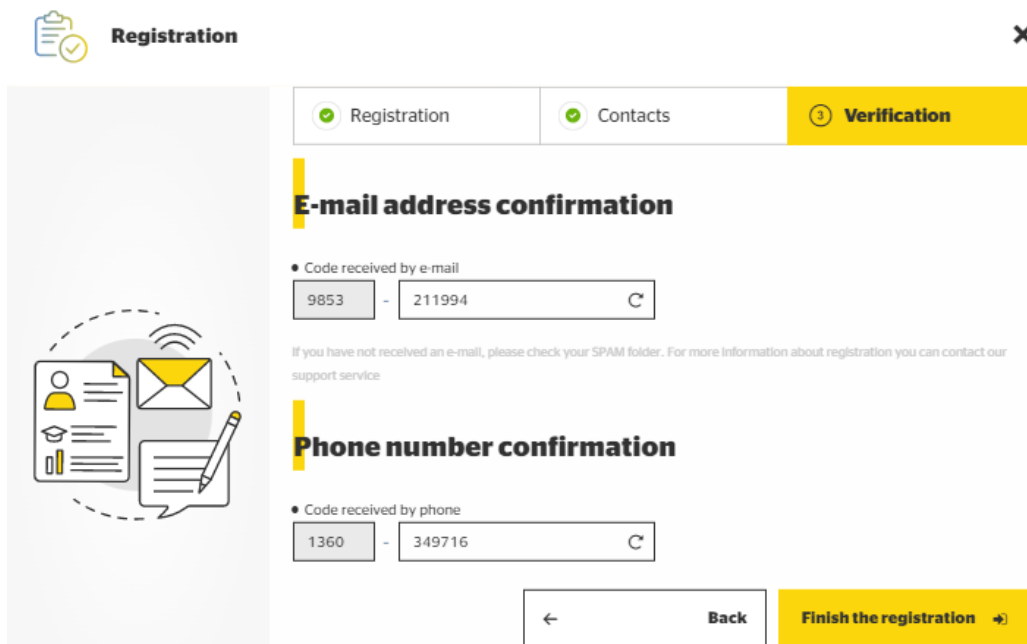
Confirm new password

Back **Continue**

- Enter the e-mail address;
- Select the country code and provide the phone number;
- Create and enter a password (minimum length of eight characters, must contain at least one digit, one lower-case letter, one upper-case letter, one symbol);
- Confirm your password;
- Press **Continue**.

You will receive confirmation codes to the stated e-mail address and phone number.

2.3.1.1 E-mail and phone number confirmation



Registration

Registration Contacts **3 Verification**

E-mail address confirmation

• Code received by e-mail

9853 - 211994

If you have not received an e-mail, please check your SPAM folder. For more information about registration you can contact our support service

Phone number confirmation

• Code received by phone

1360 - 349716


Back **Finish the registration**

- Enter the confirmation code you received via e-mail;
- Enter the confirmation code you received on your phone;

- Press **Finish the registration.**

3 Filling out forms

3.1 Client form for physical entities



Client information

| | |
|---|--|
| Client type Physical entity | Citizenship EE - Estonia |
| • Name <input type="text"/> | • Surname <input type="text"/> |
| • Personal code <input type="text"/> | Date of birth <input type="text" value="dd/mm/yyyy"/> |
| Personal manager <input type="text" value="Select a manager from the list"/> | Communication language <input type="text" value="English"/> |
| <input type="checkbox"/> Having residence of Latvia | |

Client questionnaire

https://lpb.lv/wp-content/uploads/2021/07/personas-datu-apstrades-politika_v6_eng.pdf
Please attach filled in questionnaire.

Upload files

Allowed file extensions: jpg, jpeg, bmp, gif, png, svg, bit, doc, docx, xls, xlsx, pdf, odt, ods, edoc. Maximum number: 10. Maximum size: 150 MB.

Contact information

| | |
|--|----------------------|
| E mail address test@test.lv | Phone number +370 |
|--|----------------------|

3.1.1 Client information

Please select the type of your registration:

- New client – for the registration of a new client;
- User of additional card – for a registration of a person to receive additional card.

Fill out the fields:

- **Name, surname** – in Latvian or English;
- **Personal code** – mandatory for Republic of Latvia citizens and residents;
- **Have Latvian residence permit** – activate the checkbox and enter your identity code if you are not a citizen, but have a residence permit in the Republic of Latvia;
- **Date of birth** – you must be at least 18 years of age at the time of filling out this form;
- **Personal manager** – if you previously contacted an employee of the Bank, please select their name from the list;
- **Communication language** – this is the language in which Bank employees will communicate with you;
- **Client questionnaire** – this is a link to an empty questionnaire you should fill out (not needed for User of additional card);
- **Upload** - once you fill out the questionnaire, attach it to the registration form. In case you selected User of additional card, please upload your scanned person identification document.

In case you are registering as a User of additional card:

- Primary (connected) Bank client – fill-in the full name and surname or company name of a primary/connected client;
- Person identification document – please make a copy of your person identification document, write text "This copy is for AS "LPB Bank"" on it, sign it with your signature, add a date, scan it and upload it in **Upload files**.


3.1.2. Client questionnaire

- Use the link provided to download a PDF file containing the questionnaire;
- **Upload files** – once you fill out the questionnaire, attach it to the registration form.

To send the documents and information to the Bank for processing, press **Submit**.

To save the information and make changes to it later, press **Save**.

3.2 Client form for representatives of legal entities



Company information

Client type
Legal entity

Country of registration
EE - Estonia

• Company name

• Registration number

Communication language
Latviski

Representative information

• Name

• Surname

Personal code

• Date of birth
dd/mm/yyyy

Services of interest

Name
not selected

Personal manager
Select a manager from the list

Contact information

E-mail address
degobo4021@cmeinbox.com

Phone number
+372 25544888

Save **Submit**

3.2.1. Company details

Fill out the fields:

- **Company name** – in Latvian or English;
- **Registration number** – the company's registration number;
- **Communication language** – this is the language in which Bank employees will communicate with you;
- **Services of interest** – choose the service you are interested in (you can choose only one):

- ✓ E-commerce – Payment cards acceptance, Apple Pay integration. These options should also be selected if it's necessary to update a document's information for an existing E-commerce client;
- ✓ For business – Current account, POS terminals, Payment cards;
- ✓ Banking as a Service (BaaS) – Visa, Mastercard and Apple pay acquiring, Virtual IBAN, Addressable BIC in SEPA, SEPA Instant, TARGET2, Safeguarding accounts.

In case you are interested in E-commerce services and Banking as a Service (BaaS) you have to choose only Banking as a Service (BaaS) and inform employee of the bank with a message or during the conversation that you also need E-commerce services.

In case you are interested in E-commerce services and in services for business you have to choose only for business and inform employee of the bank with a message or during the conversation that you also need E-commerce services.

If in the Services of interest, you selected E-commerce or Banking as a Service (BaaS) you will see new field:

- **Resource URL which the service will be used for** – please type in the address of your web-page, this can be e-shop address. This field can be left blank for an existing client in case it's needed to update a document's information;
- **Personal manager** – if you previously contacted an employee of the Bank, please select their name from the list.

3.2.2. Information on the representative of a legal entity

Fill out the fields:

- **Name, surname** – in Latvian or English;
- **Personal code** – mandatory for Republic of Latvia citizens and residents;
- **Date of birth** – you must be at least 18 years of age at the time of filling out this form.

3.2.3. Client questionnaire

- Use the link provided to download a PDF file containing the questionnaire;
- **Upload files** – once you fill out the questionnaire, attach it to the registration form.

If in the Services of interest, you selected E-commerce you will see new section "List of documents" with a possibility to upload documents (you can upload only part of the documents and bank manager will inform you about what else is needed). If you are registering as an existing client to update document's information, you have to upload a copy of your new document with hand written text "This copy is for AS "LPB Bank"" on it, your signature and current date. This text can be stamped on and can be written in English, Latvian or Russian language.

Maximal size of documents is 150 MB, maximal number of documents is 10 and accepted formats are jpg, jpeg, bmp, gif, png, svg, txt, doc, docx, xls, xlsx, pdf, odt, ods, edoc, asice.

To send the documents and information to the Bank for processing, press **Submit**.

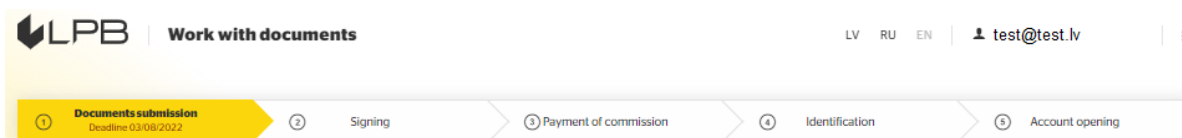
To save the information and make changes to it later, press **Save**.

4 Stages of opening an account

There are several steps to opening your account:

- Document Submission;
- Signing;
- Payment of commission (not applicable to E-commerce clients and persons who are registered as Users of additional card);
- Identification;
- Account Opening/Service activation or document's information update (applicable to E-commerce clients)/ additional card issuance.

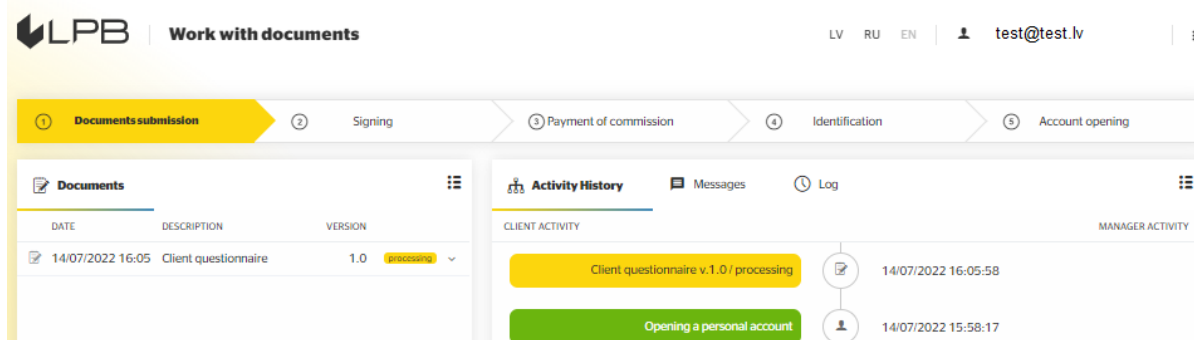
These steps are visible on the main screen:



5 Editing, updating and signing documents

5.1 Viewing document information

For more convenient management, we keep track of document versions and offer a tool for grouping the activities performed by the user and Bank employee chronologically under Activity history.



5.2 Document status at the Document Submission and Document Signing stages

During the account steps called Document Submission and Document Signing, documents have following statuses:

- **New** – the user has saved the document without sending it to the Bank for processing;
- **Processing** – the user has sent the document to the Bank for processing;
- **Information needed** – the Bank has accepted the document for processing but needs clarifications from the user;
- **Draft** – the user has saved the document since the previous version was processed by an employee of the Bank and assigned the status **Information needed**;
- **Review before signing** – the final package of documents has been sent for the user for review before signing;
- **Sign** – the final package of documents is approved for signing by the user;
- **Signed** – the final package of documents signed using a Secure Electronic Signature or in the Evidos system.

5.2.1 Client activities at the Document Submission stage

Clients may process documents with the following status:

- **New** – the user may edit such a document, save it again, or send it to the Bank for processing. If saved again, the document will have the status **New**. If sent for processing, the document will have the status **Processing**;
- **Information needed** – the user may attach files to such a document and resend it to the Bank for processing, or save the document. If sent for processing, the document will have the status **Processing**. If saved without sending, the document will have the status **Draft**;
- **Draft** – the user may edit such a document, save it again, or send it to the Bank for processing. If saved again without sending, the document will have the status **Draft**. If sent for processing, the document will have the status **Processing**.

5.2.2 Client activities at the Signing stage

5.2.2.1 Available actions in the user's cabinet

The client may manage documents until the status **Signing**.

Once documents are assigned the status **Signing**, you will see information in the user's cabinet on how to sign the documents electronically. Please get acquainted with the current versions of the documents. If you have questions, please contact your personal manager. They will attach new documents and send them back for review.

NB! Please let the manager know if you have a Secure Electronic Signature. In this case, you will need to save the document package intended for signing, sign it using your Secure Electronic Signature, and upload it to the user's cabinet.

If you do not have a Secure Electronic Signature, you can still sign the documents by pressing **Sign**. This will display a form containing the following information:

Documents sign

Client information

| | |
|------------------------|----------------------------|
| E-mail address | Phone number |
| test@test.lv | +371 |
| Client type | Citizenship |
| Physical entity | LT - Lithuania |
| Name | Surname |
| Test | Test |
| Personal code | Date of birth |
| | 07/06/2004 |
| Personal manager | Having residence of Latvia |
| | Yes |

Attachments

[POA.pdf](#) [Legal_docs.pdf](#) [POA.pdf](#) [Questionnaire - Information about the company's representative_opt.pdf](#)

Sign

Dear client,
sign the document package to continue the registration process. The link is on the right side of the screen. Before signing ensure all the information is correct and the latest version of the documents is available.

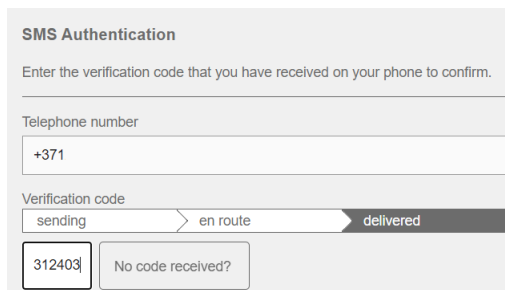
Press **Sign**. This will redirect you to a page in the system that enables digital document signing.

5.2.2.2 Document signing in Evidos

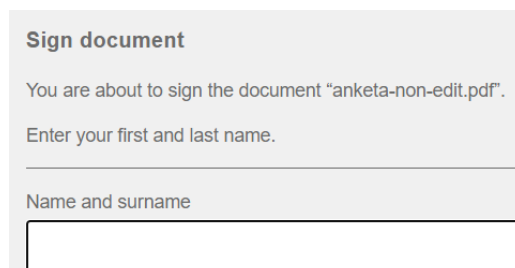
If you are opening an account as a physical entity or as the representative of a legal entity who registered the user's cabinet, you will see in user's cabinet button Sign. Click it to access the Evidos digital document signing system.

If you are opening an account as a legal entity's representative, and have received a link via e-mail (in the format <https://view.signhost.com/sign/XXXXXXXXXX>), you will have to sign the documents electronically. Click the link to access the Evidos digital document signing system.

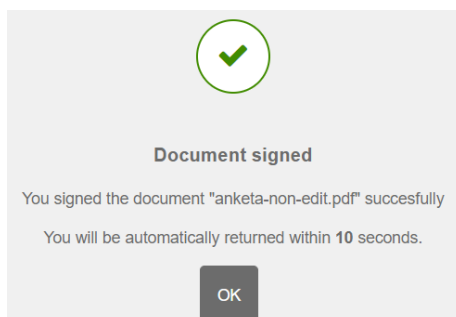
Once you have verified that all of the information provided is correct, press **Next** in the lower right corner of the screen. You will receive a 6-digit SMS code to your phone number, which should be entered into the corresponding field.



If the code has been entered correctly, enter your name and surname on the next screen (characters of the Latin alphabet only, with no diacritic marks) – this is how they will be displayed in the signed documents.



After entering the name and surname, press **Sign**. You will see the message **Document signed** as confirmation that the documents have been signed successfully.



5.2.2.3 Two-sided signing

Two-sided signature is necessary in cases when special financial conditions are applied to you. In cases when a document package has to be signed by you and by the Bank representatives, you will see the list of document packages in your user cabinet.

| Documents | | | |
|------------------------|------------------------------|---------|------------|
| DATE | DESCRIPTION | VERSION | |
| 06/03/2023 10:53 | Two sided signing | 1.0 | sign ready |
| L Start signing | | | |
| 06/03/2023 10:52 | E-commerce clients documents | 1.1 | sign ready |
| L Start signing | | | |

When you are ready to sign a document package, press **Start signing** near any of the packages. After pressing on the **Start signing** process happens as described in this manual in section 5.2.2.2.

If you informed Bank manager that you want to sign a document package with the Secure Electronic Signature, after pressing "**Start signing**" near any of the packages, process happens as described in this manual in section 5.2.2.1.


After signing (**Document signed** status message), the user may exchange information with an employee of the Bank in the **Messages** section.

6 Information displayed in the user's cabinet at the Payment of commission stage

If in the Services of interest, you selected E-commerce or you are registering to update document's information of an existing client or you are registering as a user of additional card, then it means that there is no commission payment for you and you can move on to the section 7 Information displayed in the user's cabinet at the Identification stage.

Once the documents are signed, your manager at the Bank will issue an invoice for payment. Detailed information about the invoice will be displayed in the user's cabinet.

i Pay commission



Dear client,

you must pay a fee for opening a bank account. Pay the bill from your account with another bank, indicating the correct payment purpose. Details for making payment are available on the right side of the screen.

% Payment of commission

Recipient requisites

Recipient
AS "LPB BANK"

Transit account number
LV78LAPB0000004550026

SWIFT
LAPBLV2X

Payment information

Amount
EUR

Payment purpose
gcjhvnvn

Attachments

[invoice.pdf](#)

You can make the payment from an account with any other bank/payment institution by stating the correct payment purpose. You can see a PDF file of the invoice in the attachments as well.

If you have paid only part of the fee, the user's cabinet will display updated information stating the remaining fee (to be paid).

7 Information displayed in the user's cabinet at the Identification stage

If commission payment step was not relevant for you (you selected E-commerce in Services of Interest and/or you are registering to update document's information of an existing client) or the fee has been paid, the Bank will inform you about the option of performing identification remotely.

- Access the user's cabinet

If you are opening an account as a physical entity, this will display a form containing your identification information. To begin the identification process, press **Start identification** in the user's cabinet or follow the link sent to you via e-mail (link format: <https://in.sumsub.com/idensic/>).

To ensure that the identification process is successful:

- Prepare an identification document (passport or ID card);
- Prepare your mobile phone – it will receive a code to be inputted before the start of the video identification;
- Prepare the document signing confirmation sent to your e-mail: during video identification, the operator will ask you to state its reference number (ID). In case of a two-sided signature prepare any of the documents;

Transaction receipt

The document is successfully signed.

Transaction details:

| | |
|----------------|--|
| Transaction ID | 610d0805-11b5-4417-985e-5cc215581eb |
| Created date | Wednesday, May 25, 2022 2:48:43 PM +02:00 2022-05-25T14:48:43+02:00 |

- Use a device with a good-quality camera;
- We recommend being in a well-lit indoor space;
- Connect to the call alone, without the presence of third parties;
- Respond to the questions asked by the operator;
- Follow the instructions given to you by the operator;
- Expect the call to take about 30 minutes.

Please note that screen recording begins as soon as you follow the link or press **Start identification**.

About identification

Prepare for video identification.
 Prepare an identity document (passport or ID-card).
 Use a device with a good video and photo camera.
 Connect to the call alone, without the presence of third parties.
 It is advisable to be in a room with good lighting.
During the call, answer all questions of the operator.
 Keep in mind that the recording starts immediately after clicking on the link or after clicking on the "Start Identification" button.
 Follow all operator instructions.
 The duration of the call will be approximately 30 minutes.

Identification

Dear Customer. Please use the video link option and go through the identification process remotely. To start the video identification process, click on the "Start Identification" button. A link for video identification has been additionally sent to you by e-mail.

Start identification

- Press **Start identification**.

You will be redirected to the video identification system. Once identification is complete, await a response from the Bank.

If you are opening an account as the representative of a legal entity who registered the processing, this will display a form containing the identification information of all representatives of the client.

To ensure that the identification process is successful:

- Prepare an identification document (passport or ID card);
- Prepare your mobile phone – it will receive a code to be inputted before the start of the video identification;
- Prepare the document signing confirmation sent to your e-mail: during video identification, the operator will ask you to state its reference number (ID). In case of a two-sided signature prepare any of the documents;

Transaction receipt

The document is successfully signed.


Transaction details:

| | |
|----------------|--|
| Transaction ID | 610d0805-11b5-4417-985e-5cc215581eb |
| Created date | Wednesday, May 25, 2022 2:48:43 PM +02:00 2022-05-25T14:48:43+02:00 |

- Use a device with a good-quality camera;
- We recommend being in a well-lit indoor space;
- Connect to the call alone, without the presence of third parties;
- Respond to the questions asked by the operator;
- Follow the instructions given to you by the operator;
- Expect the call to take about 30 minutes.

Please note that screen recording begins as soon as you follow the link or press **Start identification**.

About identification



Prepare for video identification.
 Prepare an identity document (passport or ID-card).
 Use a device with a good video and photo camera.
 Connect to the call alone, without the presence of third parties.
 It is advisable to be in a room with good lighting.
During the call, answer all questions of the operator.
 Keep in mind that the recording starts immediately after clicking on the link or after clicking on the "Start identification" button.
 Follow all operator instructions.
 The duration of the call will be approximately 30 minutes.

Identification

Dear Customer, We ask company representatives to use the video communication option and go through the identification process remotely. Links for passing video identification are sent to the e-mail addresses of company representatives indicated below in case they have not passed the video identification process.

| NAME | E-MAIL | |
|-----------------|-----------------|----------------|
| Representative1 | test@test.test | not identified |
| Representative2 | test2@test.test | not identified |

If you have not completed the video identification process, then click on the "Start identification" button.

Start identification

- Press **Start identification**.

You will be redirected to the video identification system. Once identification is complete, await a response from the Bank.

If you are opening an account as a representative of a legal entity, and have received a link sent to you via e-mail (link format: <https://in.sumsub.com/idensic/>), you will need to perform video identification.

To ensure that the identification process is successful:

- Prepare an identification document (passport or ID card);
- Prepare your mobile phone – it will receive a code to be inputted before the start of the video identification;
- Prepare the document signing confirmation sent to your e-mail: during video identification, the operator will ask you to state its reference number (ID). In case of a two-sided signature prepare any of the documents;



Transaction receipt

The document is successfully signed.

Transaction details:

| | |
|----------------|--|
| Transaction ID | 61040805-11b5-4417-885e-5cc215581eb |
| Created date | Wednesday, May 25, 2022 2:48:43 PM +02:00 2022-05-25T14:48:43+02:00 |

- Use a device with a good-quality camera;
- We recommend being in a well-lit indoor space;
- Connect to the call alone, without the presence of third parties;
- Respond to the questions asked by the operator;
- Follow the instructions given to you by the operator;

- Expect the call to take about 30 minutes;

Please note that screen recording begins as soon as you follow the link. Once identification is complete, await a response from the Bank.

7.1 In-person identification required

In some cases, the Bank may require you to undergo identification by personally visiting the Bank's offices. To arrange for in-person identification, please contact your manager or call (+371) 6 777 2 999. You will see the relevant information in your user's cabinet and receive a notification via e-mail and SMS.

7.2 Identification unsuccessful

In some cases, the Bank may decide to consider remote identification unsuccessful. If this happens, the information will be provided to you in the user's cabinet, as well as via e-mail and SMS. For more information, please contact your manager or call (+371) 6 777 2 999.

7.3 Repeated identification

In some cases, the Bank may decide to repeat the identification of one or several representatives of your company. If this happens, the information will be provided to you in the user's cabinet, as well as via e-mail and SMS. For more information, please contact your manager or call (+371) 6 777 2 999.

8 Information displayed in the user's cabinet at the Account Opening stage


If in the Services of interest, you selected E-commerce then you can move on to the section 9 Information displayed in the user's cabinet at the Client Opening stage.

If you are registering as a user of additional card then you can move on to the section 10 Information displayed in the user's cabinet at the additional card issuance stage. Once you complete remote identification, the Bank will make a decision to approve or decline your multi-currency account application.

8.1 Account opened

If the decision is to approve the opening of a multi-currency account, you will be able to see this information in your user's cabinet. We will also send the relevant notification to your e-mail address.

i Account opening



Before starting to use your multi-currency current account please save a signed copy of documents. Also informing you that in 30 days access to your user cabinet will be closed.

Account opening

Account information

Dear client,
 this is to inform you that your multi-currency current account with LPB Bank is open.
 The initial password for entering the Internet banking is the client code **A11111**.
 Internet banking user manual: <https://www.lpb.lv/wp-content/uploads/2021/08/internetbank-user-guide-eng.pdf>
 Your personal manager: Name Surname, 67772999, info@lpb.lv

Beneficiary: Test
 Bank: AS LPB Bank
 Bank address: 54 Brivibas street, Riga, LV-1011, Latvia
 Bank SWIFT code: LAPBLV2X
 IBAN: LVIBANLPNUMBER

Sincerely,
 LPB Bank

8.2 Account not opened

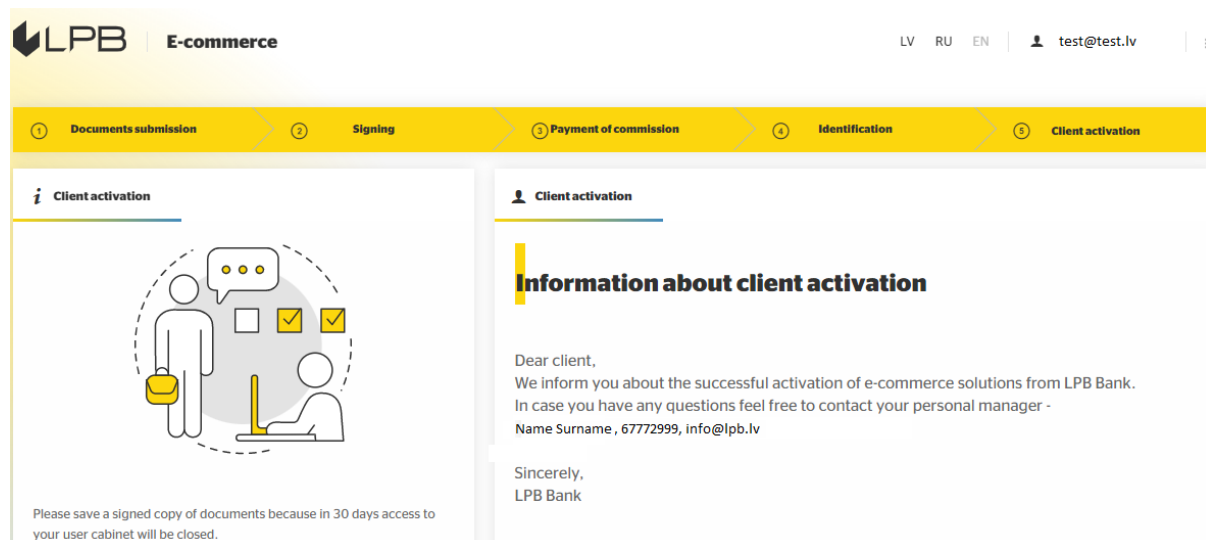
If the decision is to decline the opening of a multi-currency account, you will be able to see this information in your user's cabinet. We will also send the relevant notification to your e-mail address and phone number. For more information about the decision, please contact your manager or call (+371) 6 777 2 999. Please note that access to the onboarding.lpb.lv user's cabinet will be closed within 30 days after the decision was made.

9 Information displayed in the user's cabinet at the Service Activation stage

Once you complete remote identification, the Bank will make a decision to approve or decline your cooperation application with LPB Bank, to approve or decline document's information update

9.1 Activation approved

If the decision is to approve your cooperation application or approve document's information update, you will be able to see this information in your user's cabinet. We will also send the relevant notification to your e-mail address.



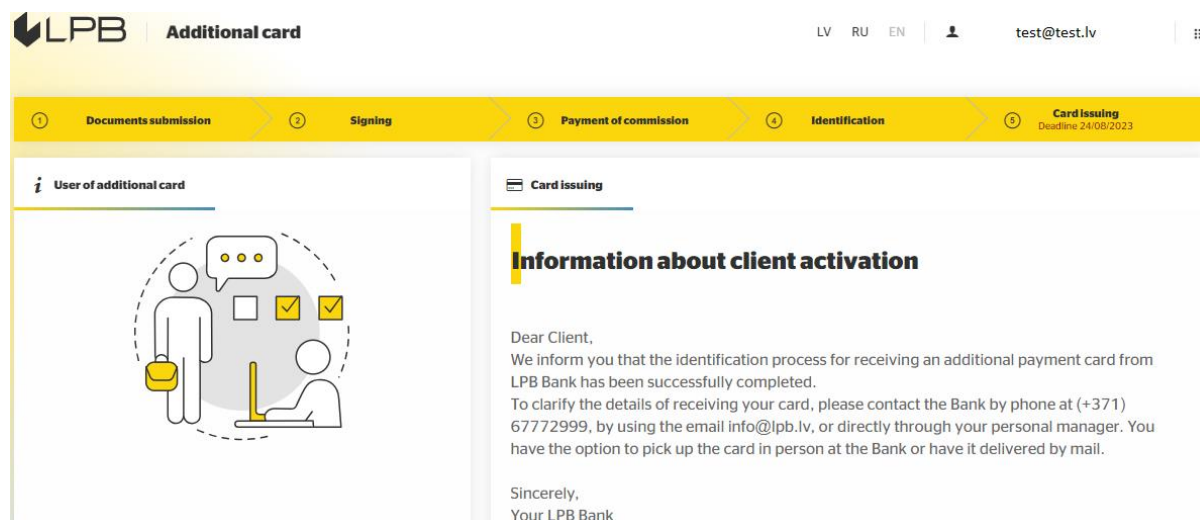
9.2 Activation declined

If the decision is to decline your cooperation application or decline document's information update, you will be able to see this information in your user's cabinet. We will also send the relevant notification to your e-mail address and phone number. For more information about the decision, please contact your manager or call (+371) 6 777 2 999. Please note that access to the onboarding.lpb.lv user's cabinet will be closed within 30 days after the decision was made.

10 Information displayed in the user's cabinet at the additional card issuance stage

10.1 Additional card will be issued

If the decision is to approve your application to become a user of an additional card, you will be able to see this information in your user's cabinet. We will also send the relevant notification to your e-mail address.



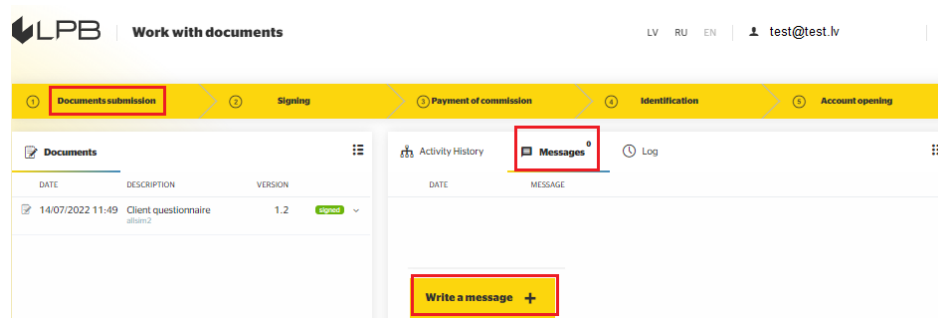
10.2 Additional card will not be issued

If the decision is to decline your application to become a user of an additional card, you will be able to see this information in your user's cabinet. We will also send the relevant notification to your e-mail address and phone number. For more information about the decision, please contact your personal manager or call (+371) 6 777 2 999. Please note that access to the onboarding.lpb.lv user's cabinet will be closed within 30 days after the decision was made.

11 Messages

If you want to send a message to the Bank:

- Press **Document Submission** and open the **Messages** section



- To send a message, press **Write a message**.

This will display a messaging form:

- Enter the text of your message;
- Attach files if necessary;
- Press **Send**.

Your message will be visible in the messages list:

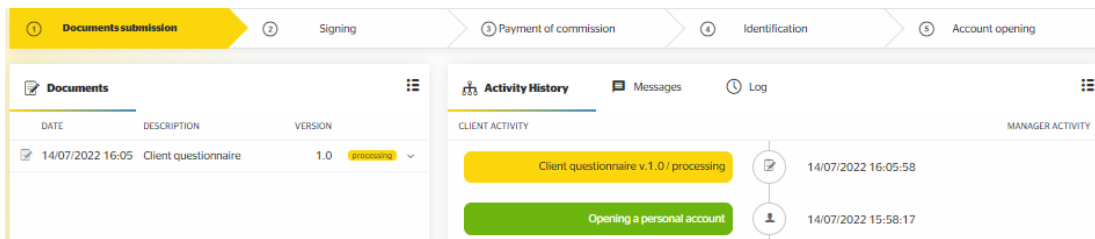
12 User settings

To modify user settings, press the icon in the upper right corner of the screen:

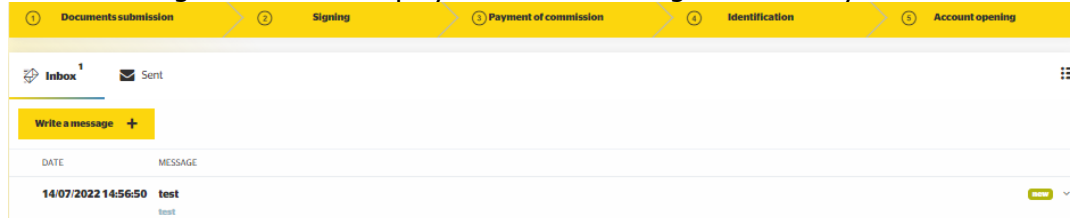
This will display a list of available actions:

Select the appropriate option:

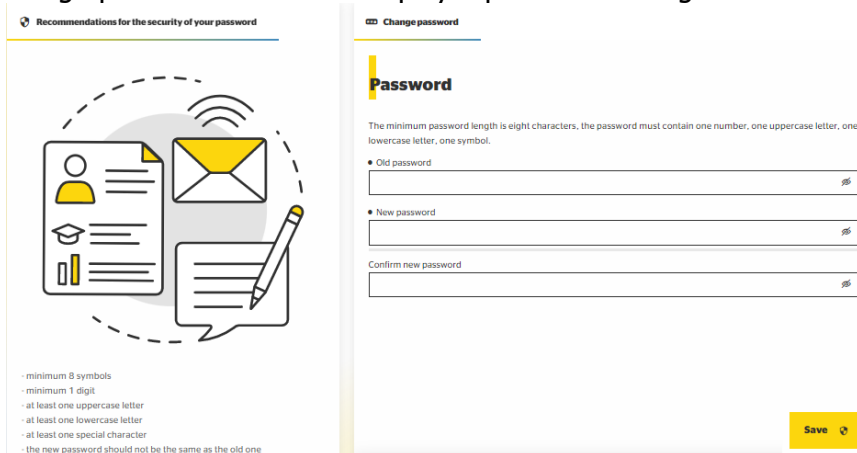
- Actions with documents – this will display a form containing information on the approval of documents.



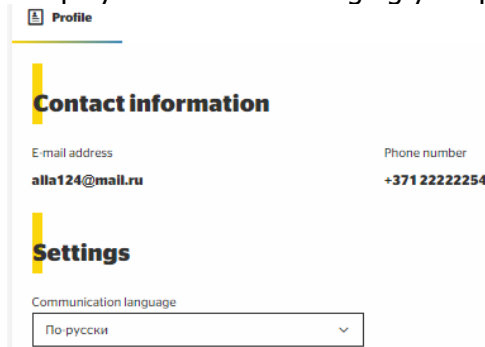
- Messages – this will display the list of messages between you and the Bank.



- Change password – this will display a password change form.



- Profile – this will display a screen for changing your personal settings.



- Log out – exit the user's cabinet.

13 Accessing the system later

13.1 Logging in

Open the link onboarding.lpb.lv and select **Existing customer**. This will display the system's log in form:

- Fill out the corresponding fields:

E-mail or phone number (format: +xxx12345678) – provide the electronic mail address or phone number you used for registration;

Password – enter the password you provided upon registration;

- Press **Login**.

13.2 Password recovery

To recover a lost password:

- Press **Recover password**

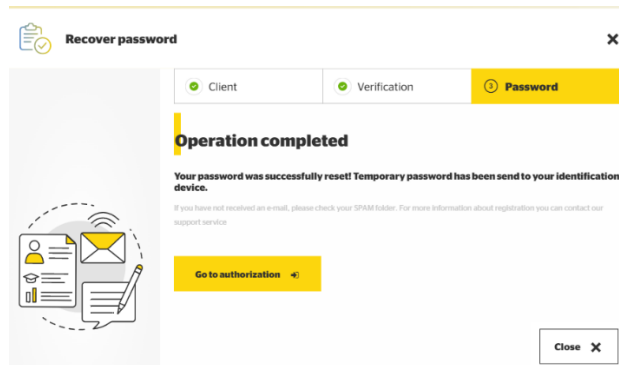
This will display a form requesting your password recovery information

- **E-mail or phone number (format +xxx12345678)** – provide the electronic mail address or phone number you used for registration;
- Press **Continue**.

You will receive the confirmation code to this e-mail or phone number:

- Enter the code in the corresponding field;
- Press **Continue**.

A temporary new password will be sent to the same e-mail address or phone number:



- Press **Go to authorization**;
- Enter the temporary password in the log-in form.

This will display a password change form:

- Enter the temporary password into the **Password** field;
- Create and enter a new password matching the following criteria: minimum length of eight characters, must contain at least one digit, one lower-case letter, one upper-case letter, one symbol;
- Repeat the new password;
- Press **Login**.