What is the verification process for members?

At FlatRover, we are dedicated to creating a safe and trusted environment for all our members. To ensure confidence when connecting online, every sitter is required to complete free identity checks. This helps pet owners and sitters feel secure when they start interacting with other members of our community.

What Verifications Are Available?

FlatRover sitters complete the following verifications:

- • ID and Document Checks: Conducted by a trusted partner specializing in secure verification processes.

- • Criminal Background Check: We screen users against available databases to enhance trust and safety.

- • Email Verification: Ensuring the sitter's email address is valid and active.

- • Phone Number Confirmation: Verifying direct contact methods.

- • External References: Sitters can provide character references or recommendations from employers, landlords, or previous house/pet sits.

ID Verifications

All users undergo mandatory verification through KYCAID, which checks documents and selfies for compliance. The verification process includes:

1. Document Verification: Uploaded documents (passport, ID card, driver's license) are checked for authenticity and compliance with requirements. Image and text analysis systems are used to verify the data provided in the document.

2. Selfie Matching with Documents: The selfie submitted by the user is matched with the photo in the document to confirm the identity. Biometric authentication technologies are employed.

3. Screening Against International and National Sanctions and Criminal Lists: The information is thoroughly verified and screened through the following lists (including, but not limited to): Interpol Europol Office of Foreign Assets Control (OFAC) Consolidated List of Financial Sanctions Targets in the UK United Nations Security Council Consolidated List European Securities and Markets Authority (ESMA) National Crime Agency - UK Federal Bureau of Investigation (FBI)

4. Politically Exposed Persons (PEPs) Data Screening: Information about politically exposed persons is gathered from multiple sources: Official governmental websites. Publicly available open sources.

These verification steps ensure compliance with international security standards and help prevent fraud or other illegal activities.

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