PANEEM makes registering for Claims Conference compensation programs easier.

PANEEM is used for proof of identity and proof of life.
You can now verify your identity from the comfort of your home instead of requesting a life certificate, getting it certified and then sending it to the Claims Conference for verification.

PANEEM will help you verify your identity quicker so you can receive your payment faster.

What is PANEEM?

PANEEM is a secure, fast, and paperless online identity verification system. It is designed to make the process of identity verification easier so that you will be able to receive your compensation payment faster.

Why do I need to use PANEEM?

To be able to continue receiving your compensation payments, the German government, which is the source of these payments, requires that you verify your identity. Please only use PANEEM if you received an email or letter requesting that you verify your identity using PANEEM.

Which programs will require PANEEM?

All survivors who receive Claims Conference compensation will be asked to validate with PANEEM. Pension recipients under Article 2, CEEF, or RSP recipients of Hardship Fund Supplemental (HFS) payments.

What do I need to do PANEEM?

- Your Claims Conference 7-digit registration number (found on any correspondence from the Claims Conference);
- Government-issued photo identity document (An identity document must have a photo, date of birth and can be used even if it is expired. Some examples include: a passport, driver's license, naturalization certificate, state identity document, Green Card);
- Date of birth;
- An email address or a phone number for notifications of PANEEM result;
- Mobile phone, tablet or computer that is connected to the internet and has a camera.

Where do I find my registration number?

It is a 7-digit number that is included in all correspondence with the Claims Conference; specifically on the letter we sent you regarding PANEEM.

How do I know which date of birth to use?

In the letter regarding PANEEM we sent you the date of birth we have on record for you. Please be sure to use the following format: month/date/year (for example, for December 1,1940 - enter 12/01/1940). If your current identity document has a different date of birth than is indicated in our letter, **please contact** the Claims Conference immediately.

How do I access PANEEM?

First, please make sure you have a device that is connected to the internet.
You may access PANEEM at our website **Paneem.claimscon.org** on a smart-phone, computer, or laptop with a camera.

If you have a smart-phone or a tablet, PANEEM is also available as an app you can download from the **Apple Store** to your iPhone and IPad or **Google Play** to an Android device by searching for PANEEM.

Where can I get instructions on how to register/authenticate for PANEEM?

https://www.claimscon.org/PANEEM-helpful-resources/

What is the difference between REGISTER and AUTHENTICATE?

Register is what you need to do the first time you use PANEEM.
First, you need to download the app if you are using a smart-phone or iPad or go to our website. Second, you need to provide a photograph of yourself and the front of your government-issued-ID. In instances where there's personal information (such as date of birth) on the back of the identity document you will need to take a picture of the back of your identity document as well.

Authenticate is what you need to do if you've registered for PANEEM successfully in the past. In this case you should be able to go directly to the app or website and input your registration number, date of birth and take the picture of your face. You will not need to scan your identity document.

When must I register by for this next Hardship Fund Supplemental payment?

Valid proof of life should be submitted by December 31, 2023. This will help to expedite the payment process.

How do I get HFS in 2023?

If you received HFS 2021 & 2022 payments, the only requirement to receive HFS 2023 payment is validation through PANEEM. A letter will be sent to your last known address on file at the Claims Conference and all you need to do is validate with PANEEM. Please be sure to always send written and signed notification to the Claims Conference if you have a change of address or bank account. (**click here** for contact information or go to **p.4**)

What is the timing for the HFS 2023 payment?

Every eligible survivor should validate via PANEEM as soon as they can. Once validated, it should take eight to ten weeks to receive the payment. The first group of payments will be made during the first week of April. If you have validated but did not receive the payment, there will be additional payments every month. If 10 weeks have passed since the PANEEM validation and no payment is received, please contact the Claims Conference.

Are heirs entitled to the HFS 2023 payment?

HFS recipients must be alive at the time of the 2023 HFS payment; heirs are not eligible to receive the 2023 HFS payment. Exception: Heirs may be eligible to receive the 2023 HFS payment if the claimant has applied for the first time and the application form was still being processed when the claimant passes.

How do I know that I completed PANEEM successfully?

PANEEM sends a confirmation email or text message to let users know that they have completed the process and that their attempt was successful. In some cases, after reviewing your attempt, the system cannot approve the verification. In this case we may ask you try PANEEM again. Please go to **https://paneem.claimscon.org** to repeat the process.

Do I need to take a photo of both sides of my identity document?

Yes, if you have personalized information on the back of your identity document, (such as your date of birth), PANEEM will need a photo of each side of the document and PANEEM will need to verify both the front and back of your identity document.

What if I need to change my banking information? Can this be done on the PANEEM app?

No, it cannot. If you need to change your bank information, you should contact us immediately; we require a written and signed notification with the new bank details; it must be submitted via mail or electronically.

What if I can't successfully use PANEEM?

It is understandable that this new technology might be difficult for some to complete this year. Please try to use PANEEM at least once to verify your proof of life.
If you are unable to successfully use PANEEM, or if you do not have access to the necessary technology or connectivity, simply visit the Claims Conference's website, **https://paperlc.claimscon.org**, fill out the paper life certificate request form, and we will send you a paper life certificate. You may also **call or email us** to request a paper life certificate.

Need help?

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany

How to successfully take a photo of yourself

- Ensure that there is good lighting (not too dark, too bright or too much glare).
- Remove anything that hides your face (such as a hat/glasses/mask).
- Please stay directly across from the mobile device or computer to face the camera with your full face in view. You do not need to be sitting upright.
- Please keep your eyes open while taking a photo.
- Wipe the camera with a tissue so the lens is clean, and the photo is not blurry.
- Lean your mobile device against a flat surface if it is difficult to hold it still.

How to successfully take a photo of your identity document

- Make sure the whole document appears in the frame and is being captured.
- The image must include all the writing on the identity document.
- Do not cover the document with your fingers.
- If you're using a phone or tablet lay the document on a flat surface to capture the image.
- Please avoid white background when taking a picture of a government-issued identity document as such photos may look like a copy of a document and not look authentic.
- Make sure the photo is not too dark or not too light and that the text can be read.
- Please also make sure there is no glare, and the image is not blurry.