# **PANEEM USER GUIDE**



PANEEM makes registering for Claims Conference compensation programs easier.

Paneem is used for both 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, certifying it and then sending the paper to the Claims Conference for verification.

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

# PLEASE HAVE THE FOLLOWING ITEMS READY:

# Claims Conference registration number and date of birth (month/date/year, e.g. December 1,1940 - enter 12/01/1940)

Your registration number (7-digit number) and date of the birth we have on file can be found in the letter you received asking you to register PANEEM.

Government-issued photo identity document (an identity document can be a passport, driver license, naturalization certificate, state id)

An identity document must contain your date of birth and can be used even if it is expired. The document must also be an original and not a photocopy.

Mobile phone, tablet or computer that is connected to the internet and has a camera



#### WHEN USING COMPUTER TO DO PANEEM NO APP IS NEEDED



# **STEP 1**

## Open a web browser

A web browser is used for accessing websites. It allows you to type and search for what you need.

# STEP 2

In the "search" bar, type **paneem.claimscon.org** and press "enter" on the keyboard.





# LOGGING INTO PANEEM

Choose your preferred language

eneu	ENGLISH
	עברית
	РУССКИЙ
	DEUTSCH
	FRANÇAIS



# **STEP 4**

- Enter your contact information Cell phone number or email
- Make sure to read the terms and check all the boxes if you accept them
- Press the "click to continue" button

## **STEP 3**

- Claims Conference 7-digit registration number
- Date of birth (month/date/year)
  e.g. December 1,1940 enter 12/01/1940
- Press the "click to continue" button



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# **TAKING A PHOTO OF YOURSELF**

# STEP 5



## TIPS

- Remove anything that hides your face, such as a hat/ glasses/ or a mask.
- Place your face inside the oval frame.
- Click **TAKE PHOTO** and take a photo of yourself.



This image should only contain your face. Please don't hold your government-issued ID in your hands while taking a photo.



### **TAKING A PHOTO OF YOUR IDENTITY DOCUMENT**

#### (Such as a driver license, passport or state ID)

#### THIS STEP IS SKIPPED IF YOU REGISTERED SUCCESSFULLY FOR PANEEM IN THE PAST, GO TO P. 7



## STEP 6



If you registered for PANEEM successfully in the past, for certification you only need to take a photo of yourself as we already have your identity document on file.

#### TIPS

- Make sure the whole document appears in the frame and is being captured.
- The document must show your photograph and list your date of birth. If your date of birth only appears on the back side of the document, take a photograph first of the front and then the back side.
- Do not cover the document with your fingers.
- Make sure the photo is not too dark or not too light that it can be read. Please also make sure there is no glare and the image is not blurry.
- Review the image after taking the photo.
  If you are not happy with the photo, click "retake" or click "submit" when you are happy with the quality of the image.





Once the document is scanned, the message stating that the process is complete will appear. Now the system will process your verification.



## **ERROR WARNING**

# If PANEEM is unable to validate images,

an error warning will appear, and you will be asked to retake the photo of yourself and the photo of your ID

**STEP 7** 

You will be asked if your document has personalized information on a back side of your identity document

If the answer is 'NO'
 Complete PANEEM
 verification process

• If the answer is 'YES'

Take a photo of the back of your document following the same steps (see p.5)





## **PROCESS COMPLETION**



#### THE CONFIRMATION WILL SHOW ONE OF THE FOLLOWING PANEEM VERIFICATION STATUSES:

## If the results are APPROVED:

"You have successfully completed your Paneem verification. No further action is needed."

## If results are PENDING REVIEW:

"We have received your Paneem verification, which is currently under review."

# 3

## If the results are NOT APPROVED:

- SMS "Paneem was not able to verify your identity. Please access Paneem at <u>paneem.claimscon.org</u> again to finalize your application process."
- Email "Dear Madam/Sir, with this email we are writing to you today to request that you verify your identity again, using our online identification verification PANEEM system. We apologize that we are requesting this again, but we were unable to verify your identity in your first attempt. If you have any questions, we will be happy to assist you. You may email us at info@claimscon.org or by phone at one of the offices indicated below."

## Need help?

#### **Europe:**

Tel: +49 69 970 7010 Email: A2-HF-CEEF2@claimscon.org Israel and Former Soviet Union: +972-(3)-519-4400 (Tel Aviv from within Israel) 03-519-4400 Email: infodesk@claimscon.org

United States and All Other Countries Tel: +1-646-536-9100 Email: info@claimscon.org



Once the user enters registration number and date of birth they will have option either to continue with verification or check the status of their PANEEM

Registration Number 7/7*	
1234567	0
Should be exactly 7 digits long	
Date of purth MM/0D/YYYY /	
01/01/1941	Ē
e g (2/8)/(940	
LEIGA TO CONTINUE	

You have successfully completed your Paneem verification. No further action is required.

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This is how the Paneem status will appear:

1	<b>"You are required to complete Paneem registration. "</b> A claimant hasn't done PANEEM at all yet.
2	"Your Paneem verification is under manual review. We will inform you when the review is complete."
	A claimant has done PANEEM and the case is pending.
3	No further action is required. "
	A claimant has done PANEEW and they are approved.
4	"Paneem was not able to verify your identity. Please redo Paneem at your earliest convenience. "
	A claimant has done PANEEM and it went to A2 review.
5	<b>"You are required to complete Paneem authentication."</b> A claimant has already registered and now needs to authenticate.

