

# 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**

# PERFORMING PANEEM ON A PHONE OR A TABLET

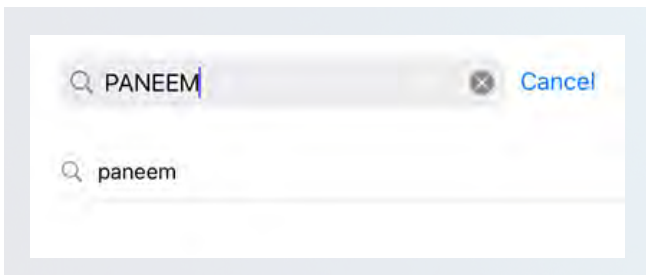
## ON PHONES AND TABLETS GET THE PANEEM APP

for APPLE  users

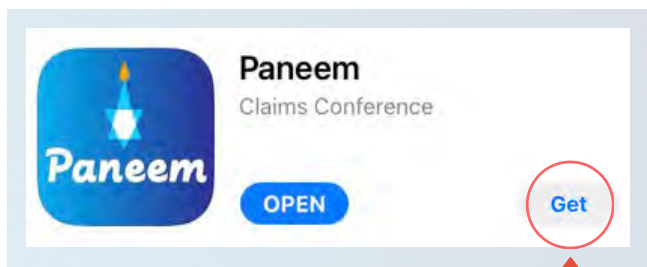
Click on the APP store icon



Type "PANEEM" in the "search" bar and click on PANEEM in dropdown



Click "get"



"Get" button

for ALL OTHER users

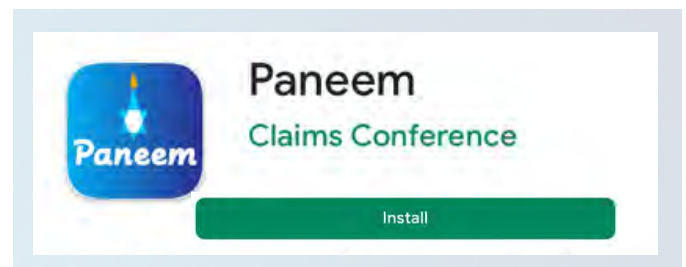
Click on the GOOGLE PLAY store icon



Type "PANEEM" in the "search" bar and click on PANEEM in dropdown



Click "install"

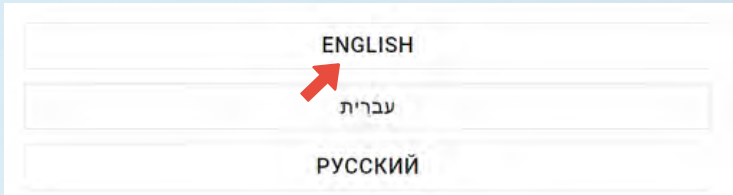


After PANEEM is downloaded, the "open" button will appear.  
Click on it to go to the app.

ⓘ Older phone might not be compatible with this system (e.g. iPhone generation 6 or 7)

# LOGGING INTO PANEEM

## Choose your preferred language



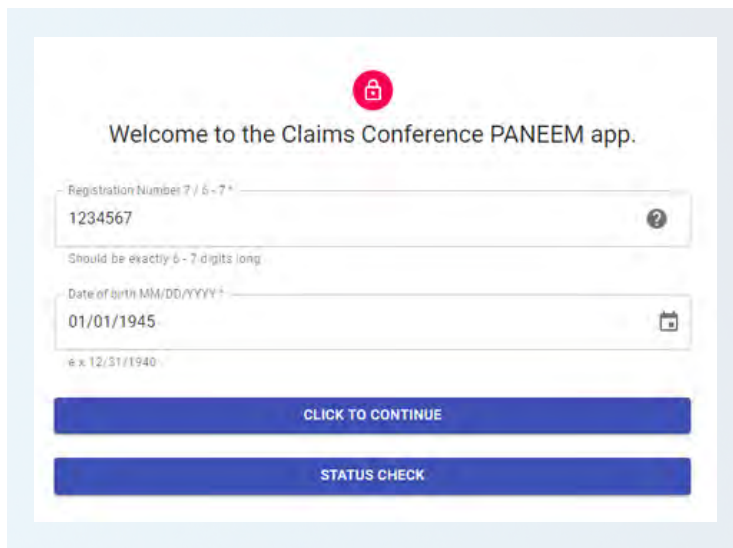
ENGLISH  
עברית  
РУССКИЙ



DEUTSCH  
FRANÇAIS  
NEDERLANDS  
ITALIANO  
ΕΛΛΗΝΙΚΑ

## 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
- Go to page 8 to read about the "Status check" button



Welcome to the Claims Conference PANEEM app.

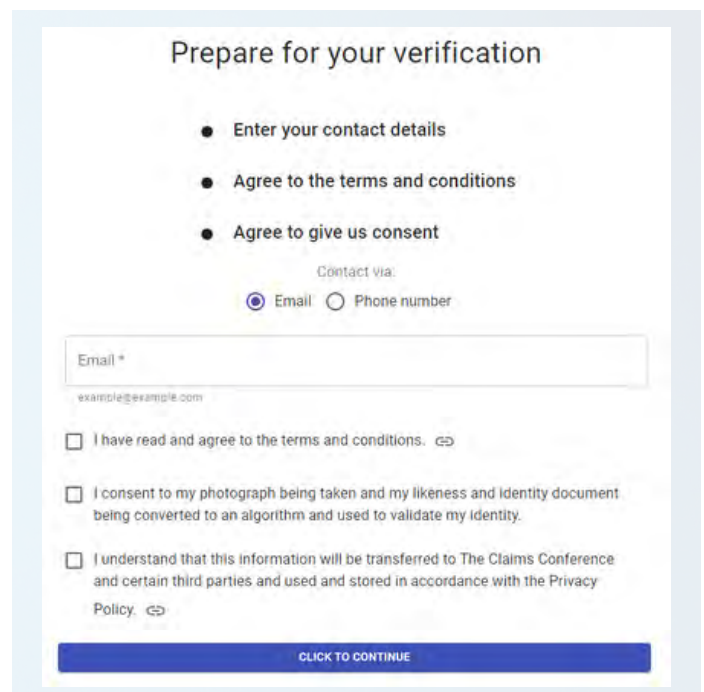
Registration Number 7 / 6 - 7\*  
1234567  
Should be exactly 6 - 7 digits long

Date of birth MM/DD/YYYY\*  
01/01/1945  
e.g. 12/31/1940

CLICK TO CONTINUE  
STATUS CHECK

## 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



Prepare for your verification

- Enter your contact details
- Agree to the terms and conditions
- Agree to give us consent

Contact via:  
 Email  Phone number

Email\*  
example@example.com

I have read and agree to the terms and conditions. ↗

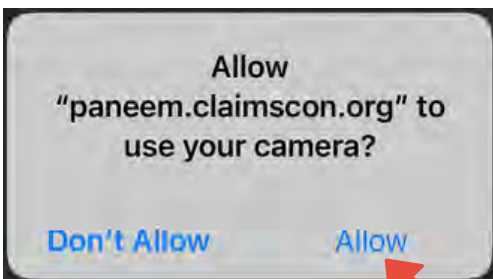
I consent to my photograph being taken and my likeness and identity document being converted to an algorithm and used to validate my identity.

I understand that this information will be transferred to The Claims Conference and certain third parties and used and stored in accordance with the Privacy Policy. ↗


CLICK TO CONTINUE

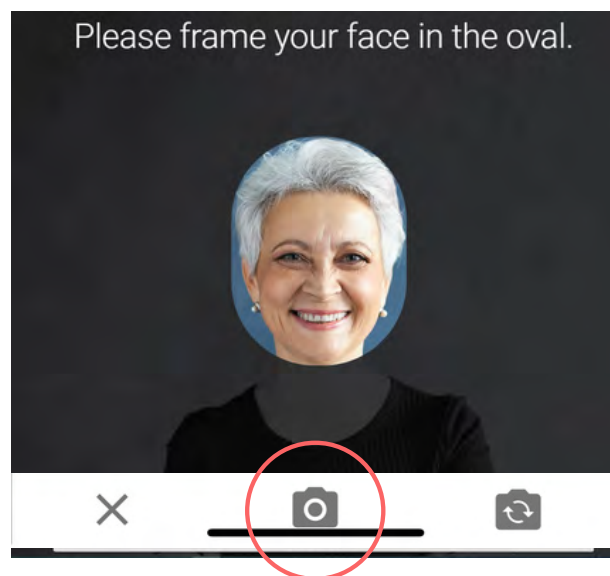
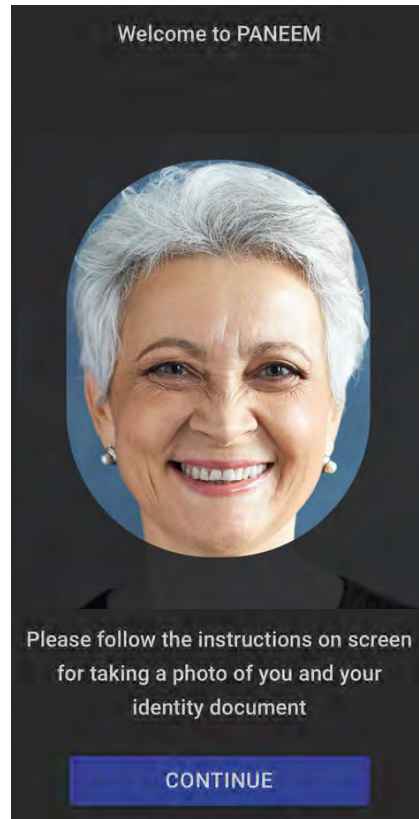
# TAKING A PHOTO OF YOURSELF

## STEP 5



## TIPS

- Remove anything that hides your face, such as a hat/ glasses/ or a mask.
- Place your face inside the oval frame.
- PANEEM allows to flip the camera  from frontal to back camera, which can be used if someone else takes a picture of you.
- Take a photo of yourself by tapping the camera icon at the bottom screen.



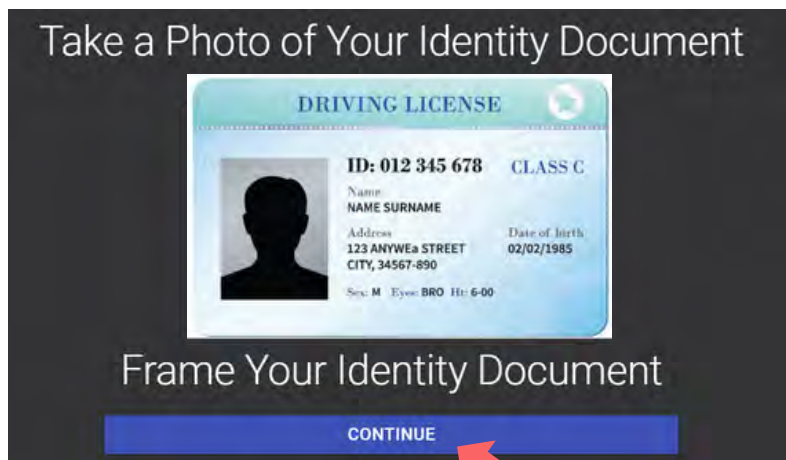
**This image should only contain your face. Please don't hold your government-issued ID in your hands while taking a photo.**

# 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**

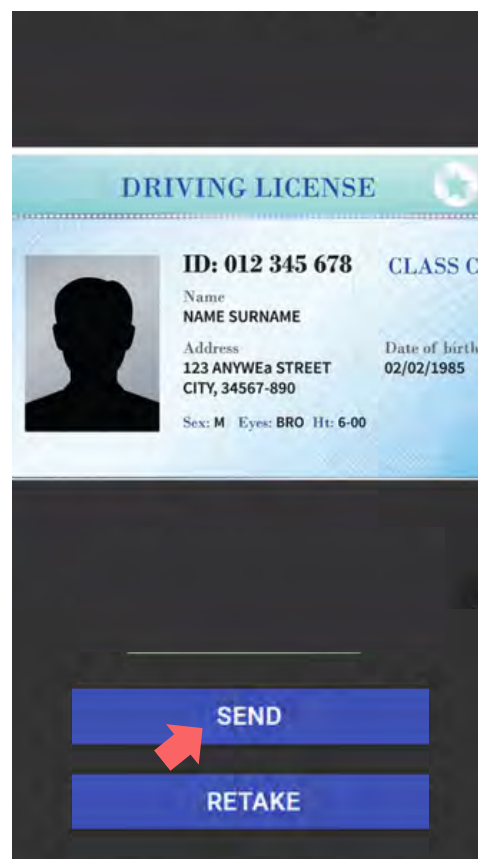
## STEP 6



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.

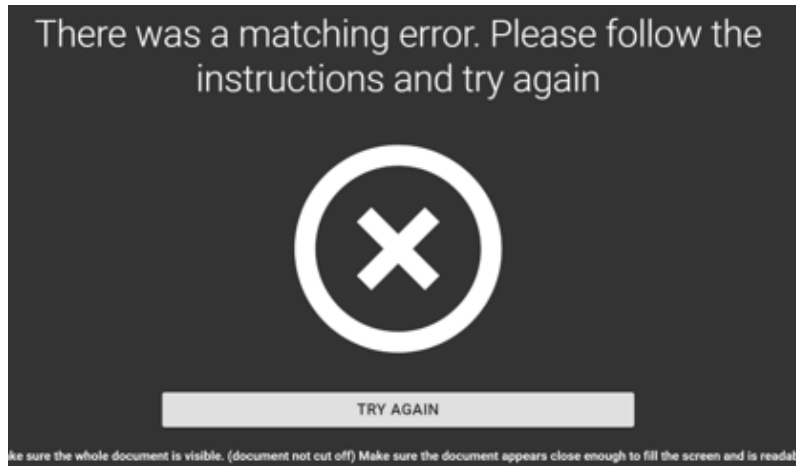
### TIPS

- 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 "send" when you are happy with the quality of the image.



# TAKING A PHOTO OF YOUR IDENTITY DOCUMENT

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



## ERROR WARNING

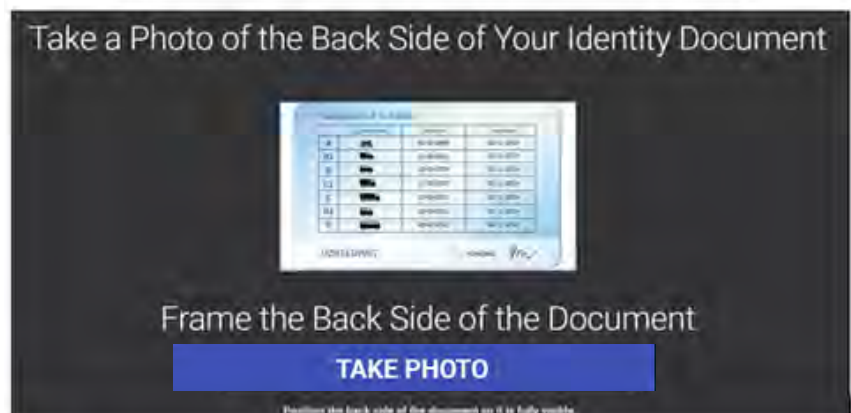
**If PANEEM is unable to validate images,**  
an error warning will appear,  
and you will be asked to  
retake the photo of yourself  
and the photo of your ID

## STEP 7

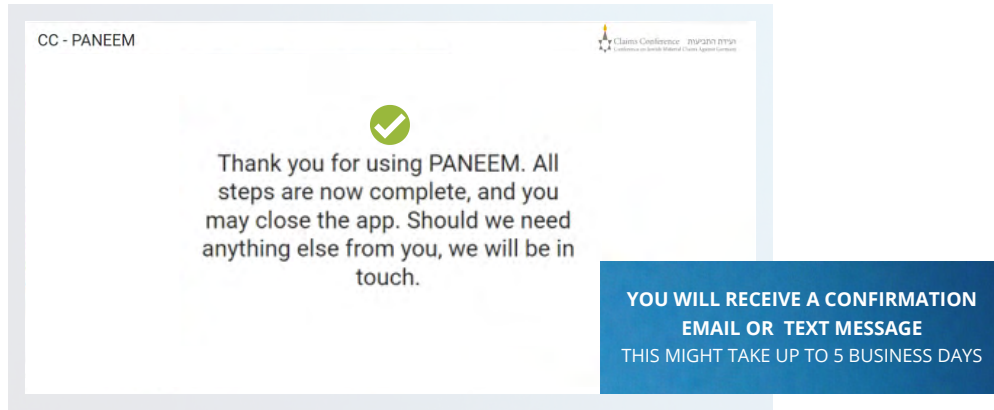
You will be asked  
if your document has  
personalized information  
on a back side of your  
identity document

- 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:

- 1** **If the results are APPROVED:**  
"You have successfully completed your Paneem verification. No further action is needed."
- 2** **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 [paneem.claimscon.org](http://paneem.claimscon.org) 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 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

## PANEEM NOW HAS AN OPTION TO CHECK STATUS

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

Welcome to the Claims Conference PANEEM app.

Registration Number 7/7\*  
1234567  
Should be exactly 7 digits long

Date of birth MM/DD/YYYY\*  
01/01/1941  
e.g. 12/31/1940

CLICK TO CONTINUE

STATUS CHECK

This is how the Paneem status will appear:



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

1

**"You are required to complete Paneem registration. "**

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

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

A claimant has done PANEEM 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

**"You are required to complete Paneem authentication. "**

A claimant has already registered and now needs to authenticate.