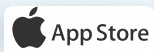# PANEEM USER GUIDE

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.

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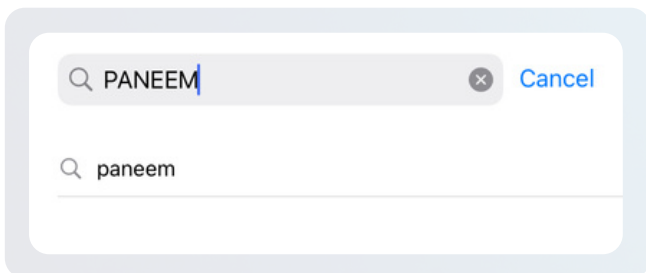internet and has a camera**

ON PHONES AND TABLETS GET THE PANEEM APP

for APPLE users

Click on the APP store icon

for ALL OTHER users

Click on the GOOGLE PLAY store icon

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

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

Click "download"
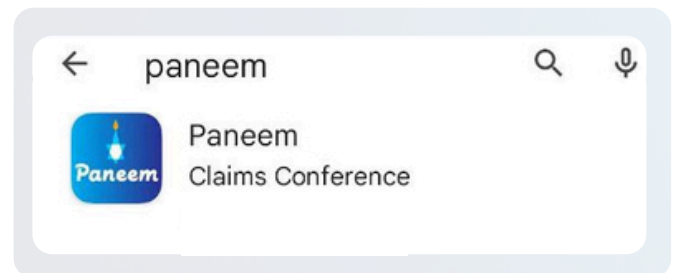
Click "install"
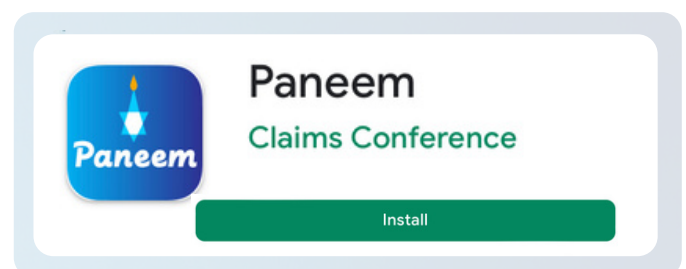
"download" button

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

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

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany

WELCOME TO PANEEM 5.0

**This updated version makes verification faster and easier,
especially for returning users.**

If you've verified with PANEEM before, the process will be even smoother.
The system now takes your photo automatically
and provides better guidance to ensure accuracy.

STEP 1

To see the correct instructions for your case, please <u>click the button that applies to you</u>:

PREVIOUSLY VERIFIED WITH PANEEM

OR

FIRST TIME OR NOT VERIFIED WITH PANEEM

Just like here, when you open the app, you will see these same two buttons.
Selecting the right option will take you to the correct steps for completing your verification.

(!)

If you select "Previously verified with PANEEM" but the system doesn't recognize
you automatically, you will be asked to enter your 7-digit number and date of birth,
then retake your selfie for verification.

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany

LOGGING INTO PANEEM

Choose your preferred language from the dropdown in the top right corner of the screen

English

Русский   Français   Italiano

Deutsch   Nederlands   Ελληνικά

Welcome to the Claims Conference PANEEM app.

Choose your preferred identification method

○ Registration Number   ○ Israeli ID FOR ISRAEL RESIDENTS ONLY

Date of birth MM/DD/YYYY *
01/01/1945

e.x 12/31/1940

CLICK TO CONTINUE
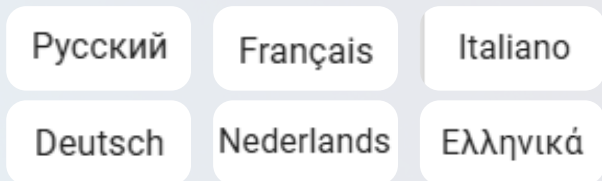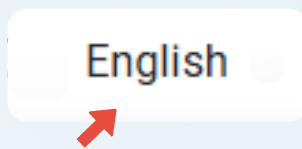
STATUS CHECK

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

STEP 2

- Enter your Claims Conference 7-digit registration number OR

- Israeli ID number: This number can be used instead of the 7-digit registration number to log into the app if the survivor has this document.

- Date of birth (month/date/year)

  e.g. December 1,1940 - enter 12/01/1940

- Press the "Click to continue" button

STEP 3

- Enter your contact information Cell phone number or email

  Due to technical reasons
  PANEEM cannot send emails to email addresses on the Hotmail.com or the Sbcglobal.net domains.
  Please do not use emails with these suffixes when trying to log into PANEEM.

- 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

Claims Conference   ועידת התביעות
Conference on Jewish Material Claims Against Germany

STEP 4

Selfie time!

Get ready
- Good illumination.
- No accessories: glasses, mask, hat, etc.
- Camera at eye level.

Go

Before continuing, make sure you're ready for the verification photo.
Follow the guidelines for the best result.

Once you're ready, tap "**Go**" to proceed.
The system will take your photo automatically —just follow the on-screen messages.

📷 Switch between front and rear cameras.

Examples of on-screen messages:

Look straight   Move closer   Center your face   Hold steady

Clicking any button in the screenshots below will take you to the corresponding instruction page with detailed next steps.
Use this option to easily navigate through the guide.

If attempt is successful

Authenticate with PANEEM

Please confirm your date of birth

January 1, 1941

YES, THAT IS ME

NO, THAT IS NOT ME

Contact via:
◉ Email   ○ Phone number

Email *
myemail@gmail.com
example@example.com

START PANEEM VERIFICATION

CANCEL

If attempt is **un**successful

We're sorry, we couldn't find a match in our records.

Please try again or register in PANEEM.

PLEASE FOLLOW THE INSTRUCTIONS AND TRY AGAIN

GO TO PANEEM

5

STEP 5

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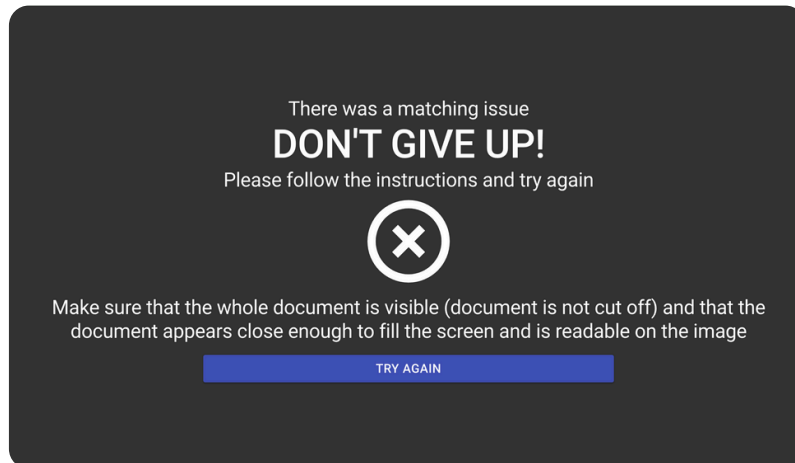have your identity document on file.

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.

- Lay the document on a flat surface to capture the image.

- 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.

There was a matching issue
DON'T GIVE UP!
Please follow the instructions and try again

❌

Make sure that the whole document is visible (document is not cut off) and that the document appears close enough to fill the screen and is readable on the image

TRY AGAIN

MATCHING ISSUE

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 6

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

- If the answer is **'YES'**

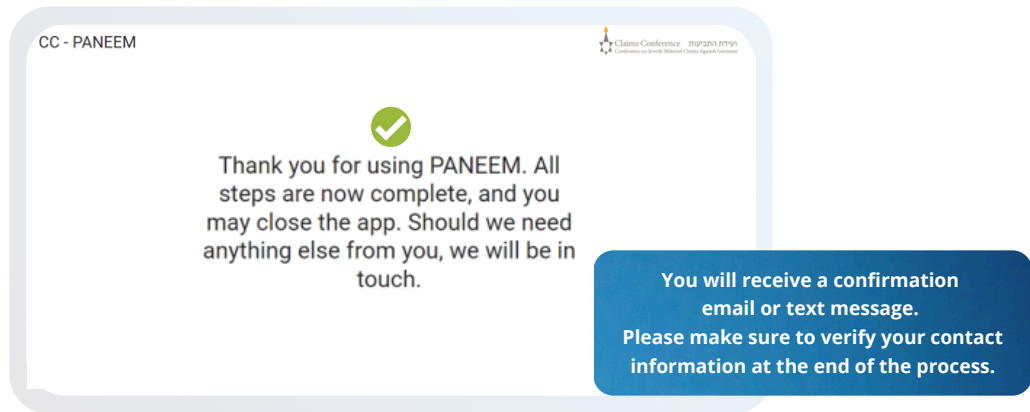 Take a photo of the back of your document following the same steps (see p.5)

- If the answer is **'NO'**

  Complete PANEEM verification process

Take a Photo of the Back Side of Your Identity Document

Frame the Back Side of the Document

TAKE PHOTO

Position the back side of the document so it is fully visible.

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany

CC - PANEEM

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany

✅

Thank you for using PANEEM. All steps are now complete, and you may close the app. Should we need anything else from you, we will be in touch.

You will receive a confirmation email or text message. Please make sure to verify your contact information at the end of the process.

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** 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: Paneemil@claimscon.org

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

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany

Once the user enters registration number or Israeli ID 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.

Choose your preferred identification method

◯ Registration Number   ◯ Israeli ID FOR ISRAEL RESIDENTS ONLY

Date of birth MM/DD/YYYY *
01/01/1945

e.x 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.

Claims Conference ועידת התביעות
Conference on Jewish Material Claims Against Germany