

PANEEM makes registering for Claims Conference compensation programs easier.

PANEEM is used for proof of identity and proof of life.

You may now verify your identity from the comfort of your home and when it is most convenient for you instead of having to go through the extra steps of requesting a life certificate, waiting for it to arrive, 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.

**IMPORTANT: Please only use PANEEM if you received an email or letter requesting that you verify your identity using PANEEM.**

## 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 survivors will be able to receive their compensation payment faster. Registering takes 5 to 10 minutes when completed by someone comfortable with using technology. Many may need assistance using this technology, so we encourage you to seek help from a trusted entity.

## Why do survivors need to use PANEEM?

To be able to continue receiving compensation payments, the German government, which is the source of these payments, requires survivors to verify their 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. Article 2, CEEF, or RSP Funds or recipients of Hardship Fund (HFS) payments.

## What is needed to do PANEEM?

- Your Claims Conference 7-digit registration number (found on any correspondence from the Claims Conference);
- **FOR ISRAELI CITIZENS ONLY- Israeli ID number: This number can be used instead of the 7-digit registration number to log into the app if you have this document.**
- 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 the PANEEM result (Approved, Not Approved, Pending);
- 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 from the Claims Conference and specifically, it is in specifically on the letter we sent you regarding PANEEM.

## How do I know which date of birth to use?

In the letter we sent to you about PANEEM, we included 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](https://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 take a selfie picture using PANEEM 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 have registered for PANEEM successfully in the past. In this case, you should go directly to the app or website and take a selfie. If Paneem recognizes you, you will be asked to verify your name and date of birth. If not, you should proceed to log in using your registration number, date of birth, and take a selfie picture of your face using PANEEM. You will not need to scan your identity document.

## **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. You can also check your verification status by going back into the app, entering your 7-digit registration number, date of birth and click "Status check" button.

In some cases, after reviewing your attempt, the system cannot approve the verification. In this case we may ask you to try PANEEM again.

Please go to [paneem.claimscon.org](http://paneem.claimscon.org) to repeat the process.

## **What if I cannot 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.

## **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.

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

Valid proof of life should be submitted by December 31 of every year. However, the sooner you do your PANEEM verification the sooner you will receive your payments.

## **What is the deadline to register for the next A2 and RSP Fund Payments?**

Survivors receiving A2 or RSP Fund pension payments must complete their proof of life verification by March 15th to avoid any interruptions in their payments. If the verification is completed after the deadline, we will not be able to pay you in April for that quarter. Instead, you will receive a double payment the following quarter in July.

We kindly encourage you to complete PANEEM verification as soon as possible to ensure you receive your payments on time.

## **What do I need to do to receive the Hardship Fund Supplemental payment in 2026?**

If you received HFS payments in previous years, the only requirement to receive HFS 2026 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)

## **What is the timing for the HFS 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. If 10 weeks have passed since the PANEEM validation and no payment has been received, please contact the Claims Conference.

## **What is the timing for the A2 or RSP payment?**

Payments are issued quarterly in April, July, October, and January. If you complete your proof of life verification by the March 15th deadline, your next payment will be processed in early April. If you verify after the deadline, your payment will be processed in the following quarter.

## **Are heirs entitled to the HFS payment?**

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

## **Are spouses eligible for survivor's pension payments?**

Spouses or domestic partners of pension beneficiaries may be eligible for a survivor's pension for up to nine months under specific conditions, including proof of marriage or recognized domestic partnership. Eligibility depends on factors such as the spouse's status, the pension recipient's payment history, and whether other compensation is being received. For detailed requirements, please contact the Claims Conference.

## 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 their bank information, you should contact us immediately and provide a written, signed notification with the updated information. This documentation can be submitted by mail or electronically.

Alternatively, you may update both your address and banking information online through the [Survivor's Portal](#).

## 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.

## Need help?

### **Israel and Former Soviet Union:**

+972-(3)-519-4400

**(Tel Aviv from within Israel)**

03-519-4400

Email: [Paneemil@claimscon.org](mailto:Paneemil@claimscon.org)

### **Europe:**

Tel: +49 69 970 7010

Email: [A2-HF-CEEF2@claimscon.org](mailto:A2-HF-CEEF2@claimscon.org)

### **United States**

### **and All Other Countries**

Tel: +1-646-536-9100

Email: [info@claimscon.org](mailto:info@claimscon.org)