

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 birth we have on file can be found in the letter you received asking you to register PANEEM.

- 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 the survivor has this document.

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 COMPUTER

WHEN USING COMPUTER TO DO PANEEM NO APP IS NEEDED

Before you start,
make sure your computer has a camera

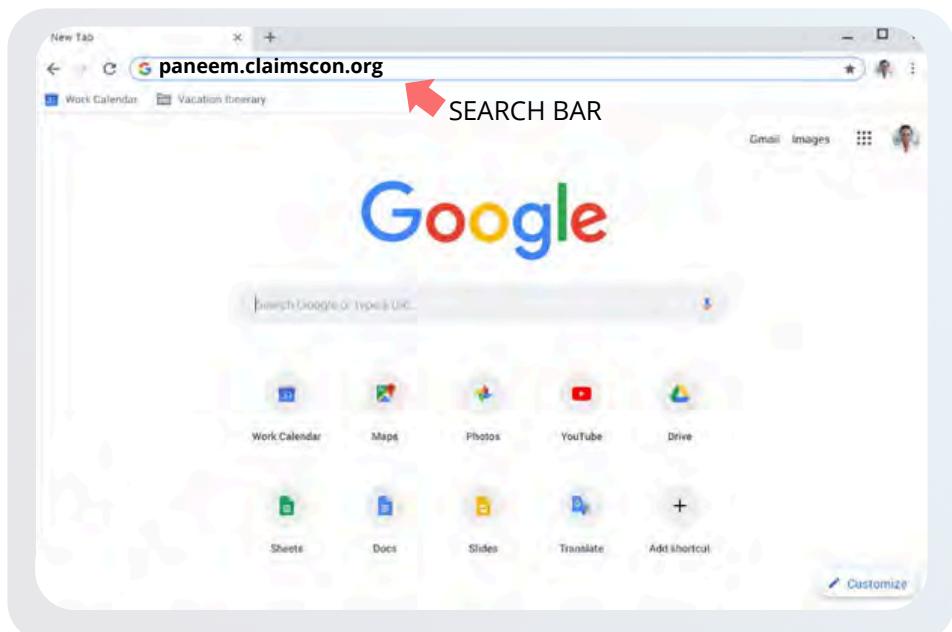


Look for the following
icons on the screen and
double click to open

Open a web browser

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

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



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 [click the button that applies to you](#):

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.

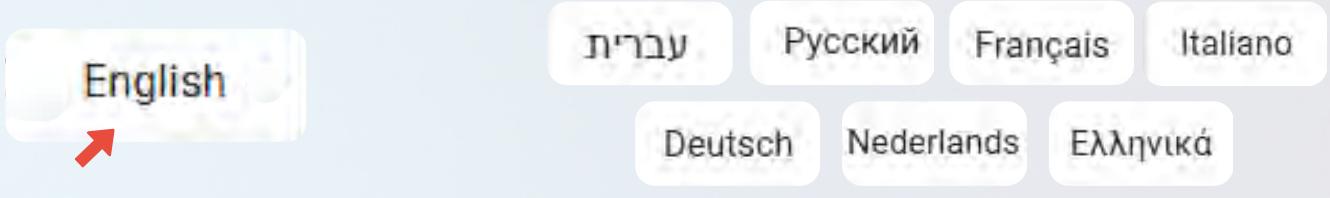
Selecting the right option will take you to the correct steps for completing your verification.



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.

LOGGING INTO PANEEM

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

A screenshot of the PANEEM app's login screen. It features a lock icon at the top. Below it, the text "Welcome to the Claims Conference PANEEM app." and "Choose your preferred identification method". There are two radio buttons: "Registration Number" and "Israeli ID FOR ISRAEL RESIDENTS ONLY". Below these is a date input field with "01/01/1945" and a placeholder "Date of birth (MM/DD/YYYY)". At the bottom are two blue buttons: "CLICK TO CONTINUE" and "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. [GO](#)

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. [GO](#)

[CLICK TO CONTINUE](#)

TAKING A PHOTO OF YOURSELF

STEP 4

Selfie time!

Get ready

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

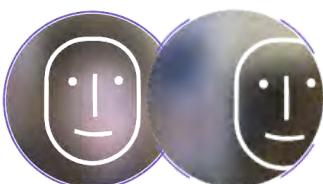
Go

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.



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

If attempt is unsuccessful



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

SIGN IN WITH PERSONAL DETAILS

Contact via:

Email Phone number

Email: myemail@gmail.com

example@example.com

START PANEEM VERIFICATION

CANCEL

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 5

Take a Photo of Your Identity Document



Frame Your Identity Document

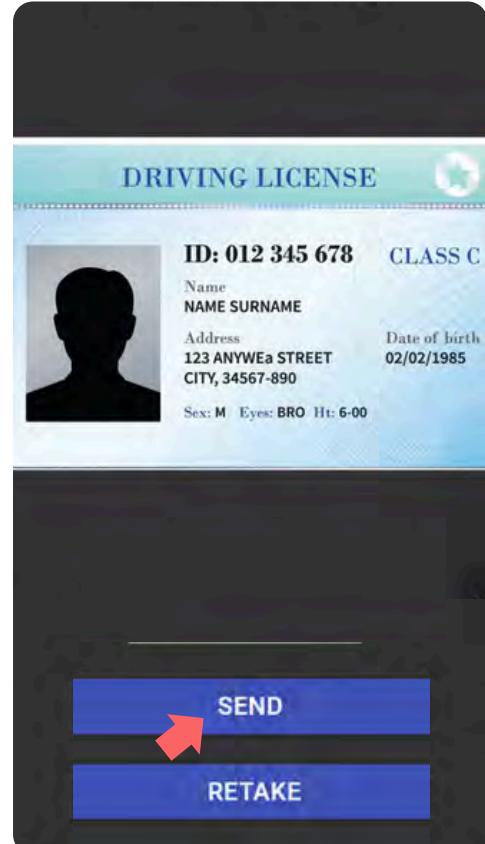
CONTINUE



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

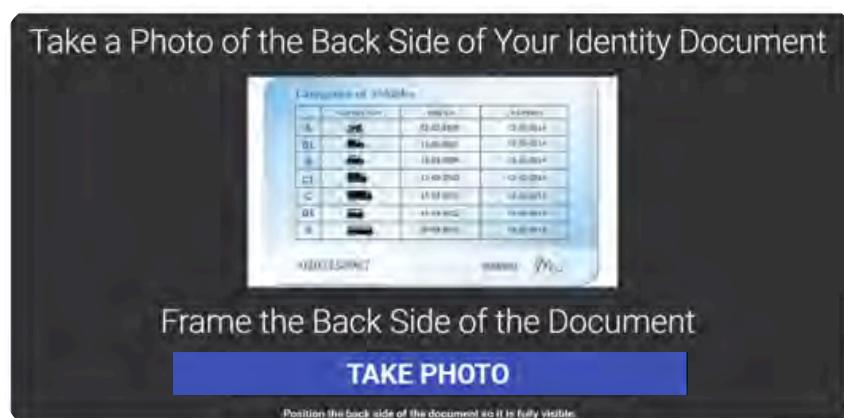
STEP 6

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

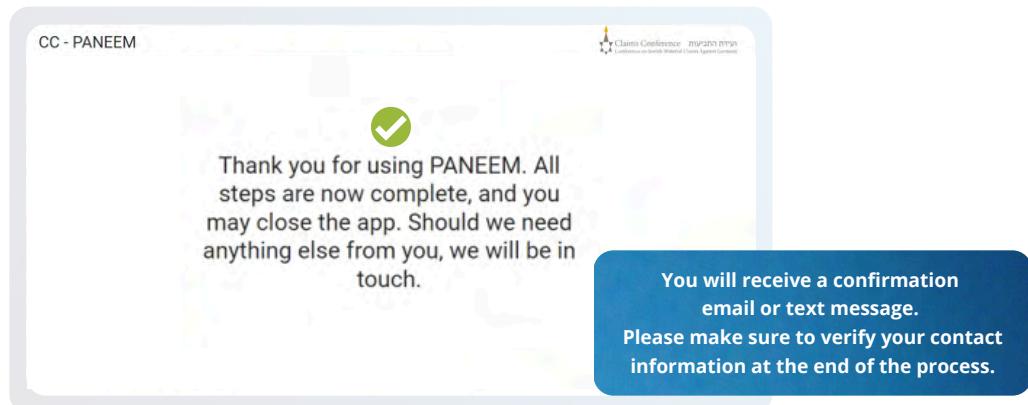
- If the answer is '**NO**'
Complete PANEEM verification process

- 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 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: Paneemil@claimscon.org

United States

and All Other Countries

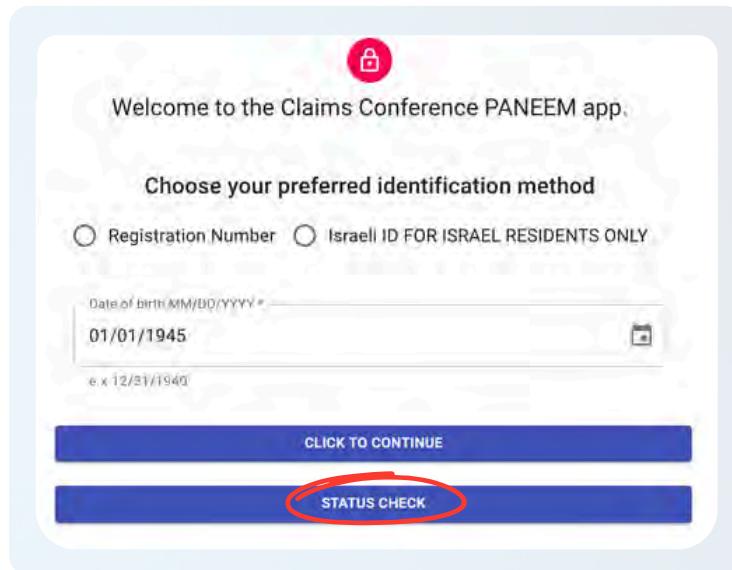
Tel: +1-646-536-9100

Email: info@claimscon.org

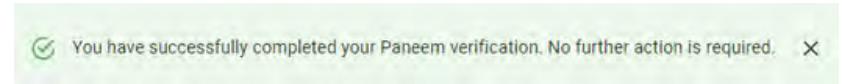


PANEEM NOW HAS AN OPTION TO CHECK STATUS

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



This is how the Paneem status will appear: →



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.