

Feature Information

User Identity Verification

January 2024

WWW.SEPULCHRALSILENCE.COM



SS sepulchral silence
DIGITAL MUSIC DISTRIBUTION

Problem

Increasing volumes of fraudulent activity

Due to the growth of our user base, we have seen increased fraudulent activities during the distribution process.

This has a direct impact on our business, affecting the maintenance of a secure and trustworthy environment for our users and our company, and leading into penalties and low quality relationships with DSPs.

Defining a solid strategy for user verification and prevention measures is crucial to foster a quality and healthy growth.

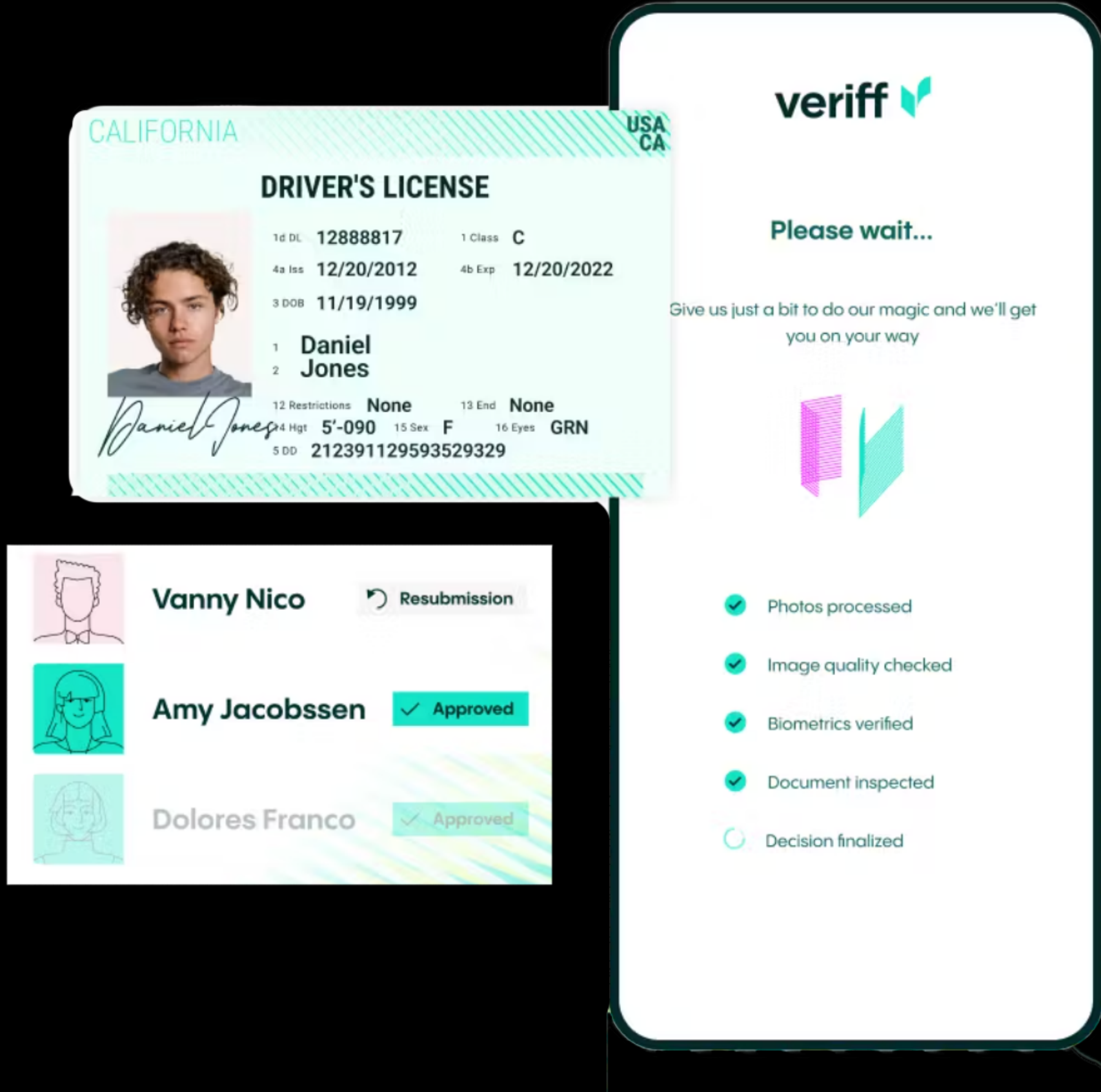
Solution

User ID Document Verification

As part of several initiatives, we have decided to include identity verification as a mandatory requirement for distributing any content to channels.

This new feature will ensure that only legitimate creators can distribute their works, so we will continue to maintain high quality content.

To this end, we have partnered with an external provider, **Veriff**, a well-known player in fraud control worldwide, which allows us to provide this service in a streamlined experience.

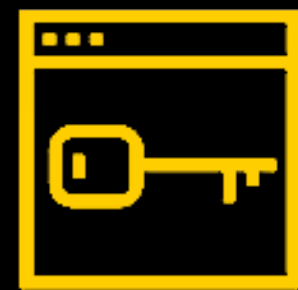


Feature Specifications



Users will be prompted

You, as our user, will be prompted to proceed to the verification process.



Prior to distribution

You, as our user, will be prevented from further distribution unless you successfully complete the verification process and obtain an approval result.
If you get a negative result, it will be our responsibility to decide how to proceed with it.



One-time only

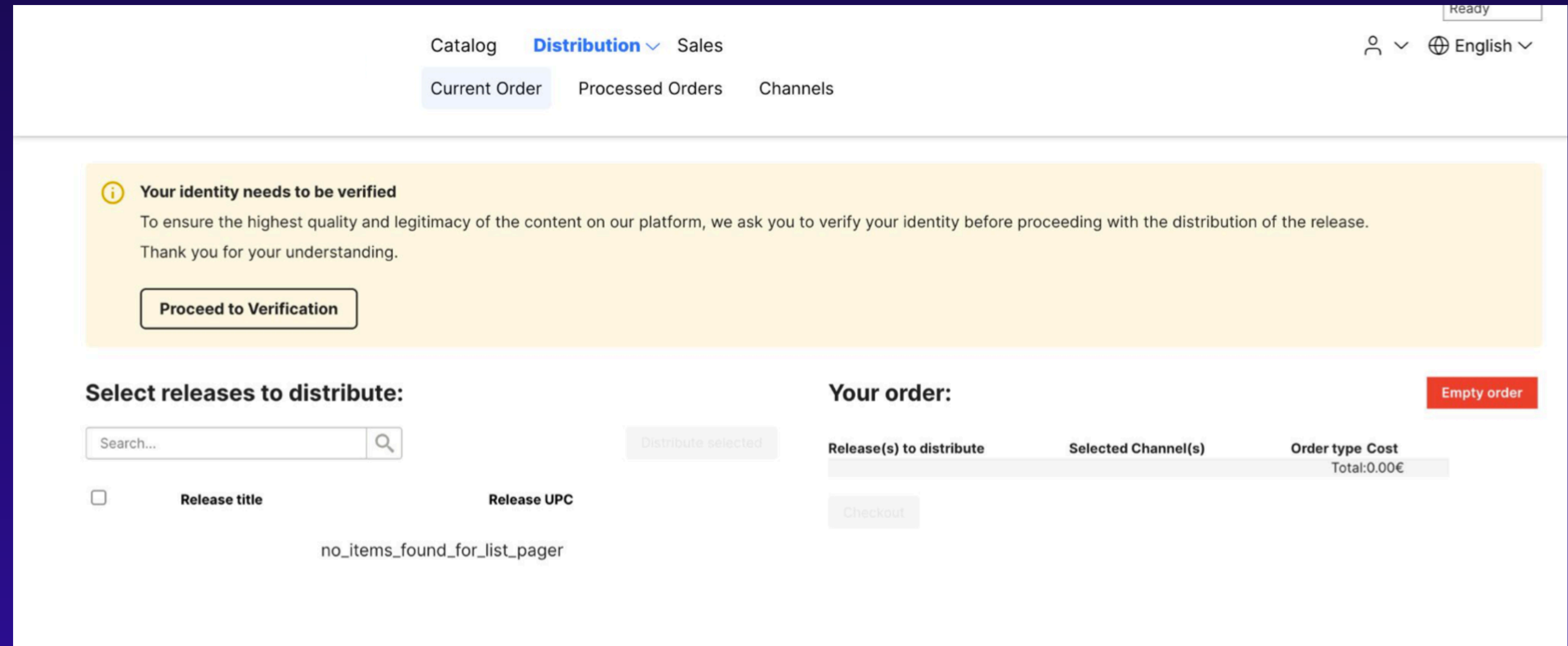
Once you, as our user, successfully complete the verification process, you will not be asked to verify again. You will be returned to the distribution section and allowed to continue with the distribution process as usual.

User Journey Request

01.

When you visit the **Current Order** page, a message box will be displayed.

Buttons to proceed to distribution request will be disabled.

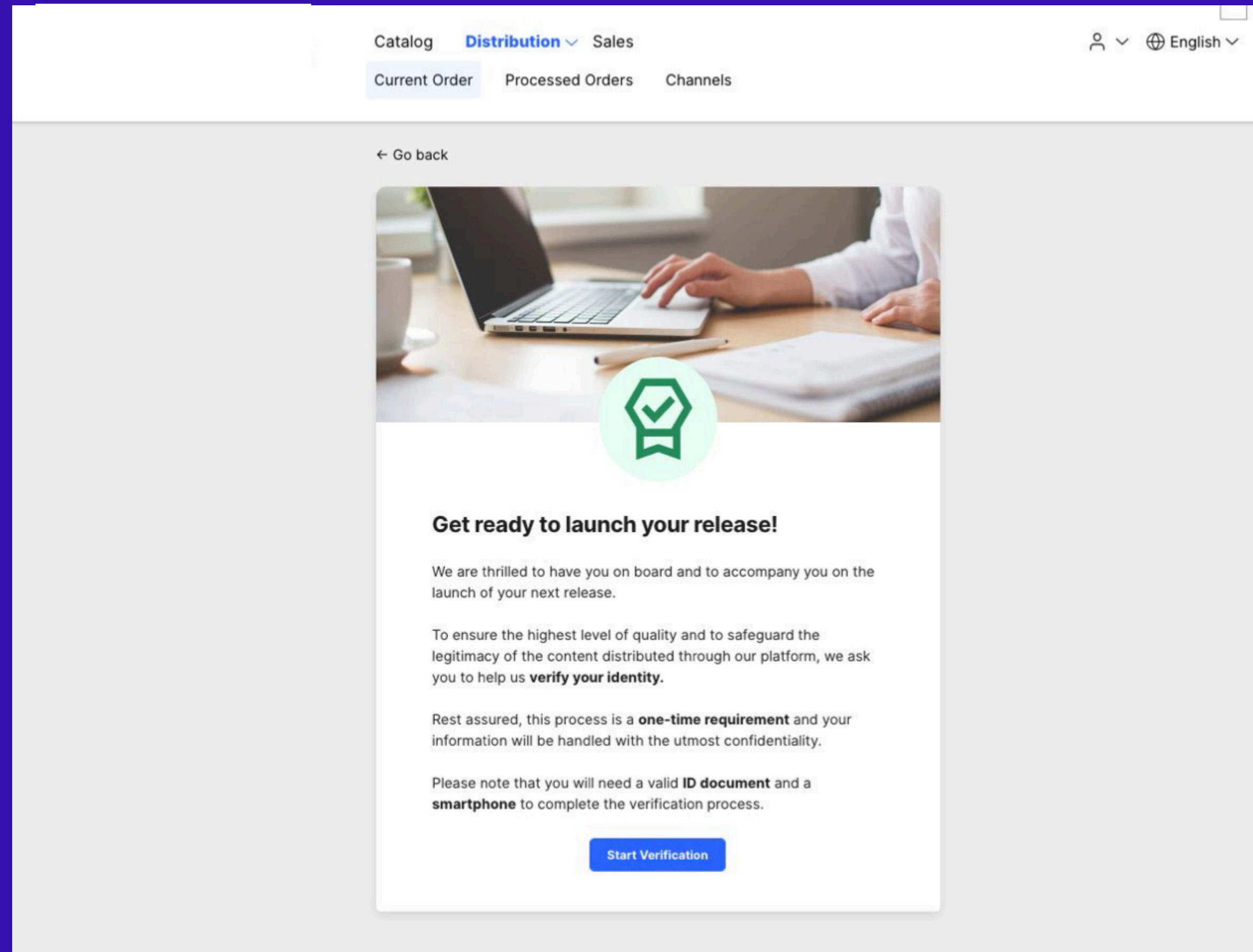


User Journey Introduction

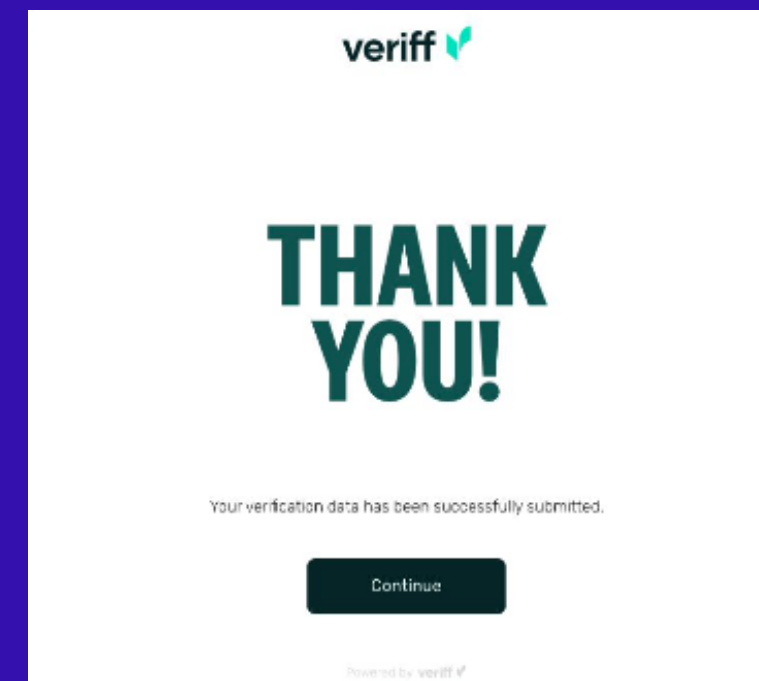
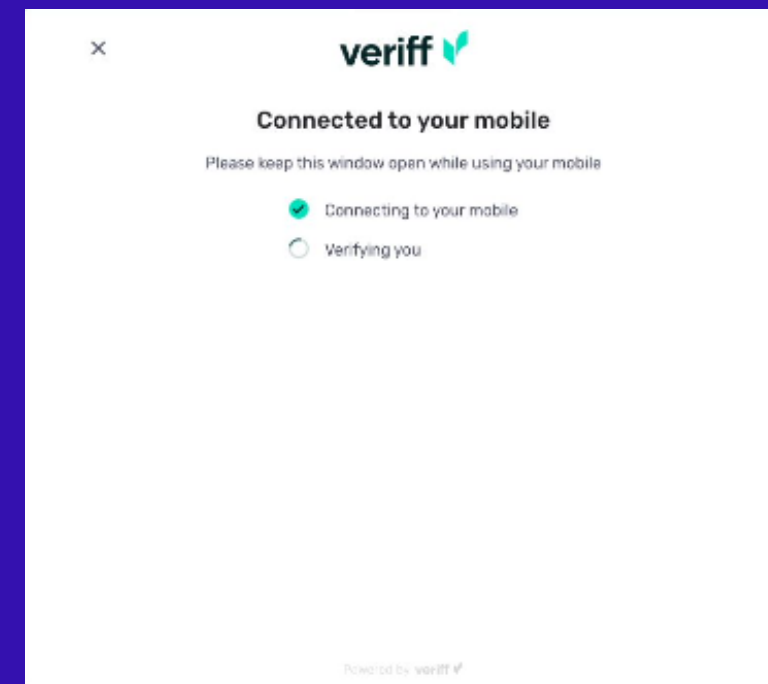
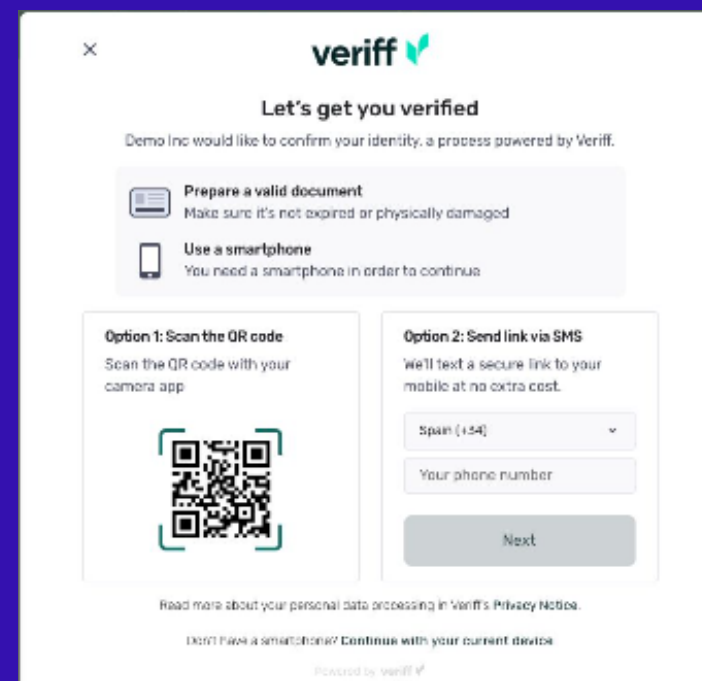
02.

When you click on the button “**Proceed to Verification**”, you will be lead to a dedicated page, where you will be informed of the purpose of the verification and asked to start it.

You will need to have an Smartphone to complete the process.



User Journey Verification

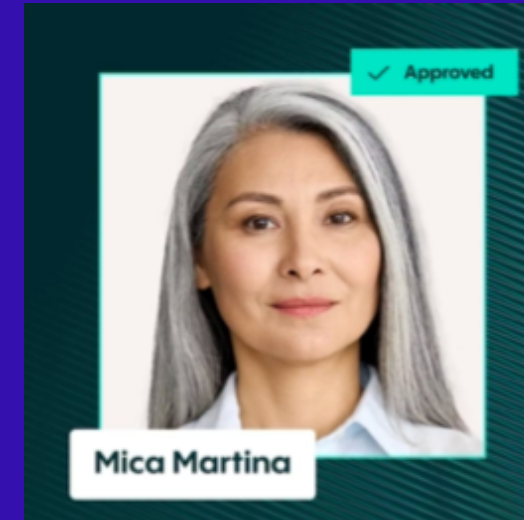
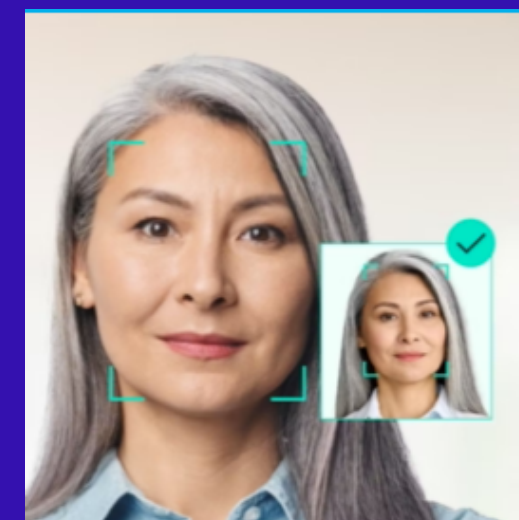


03.

The verification process provided by **Veriff** will begin.

The progress status will be displayed on the platform as you complete the steps on your smartphone.

You will be asked to **take a photo** of your **identity document** on both sides and a **selfie**.



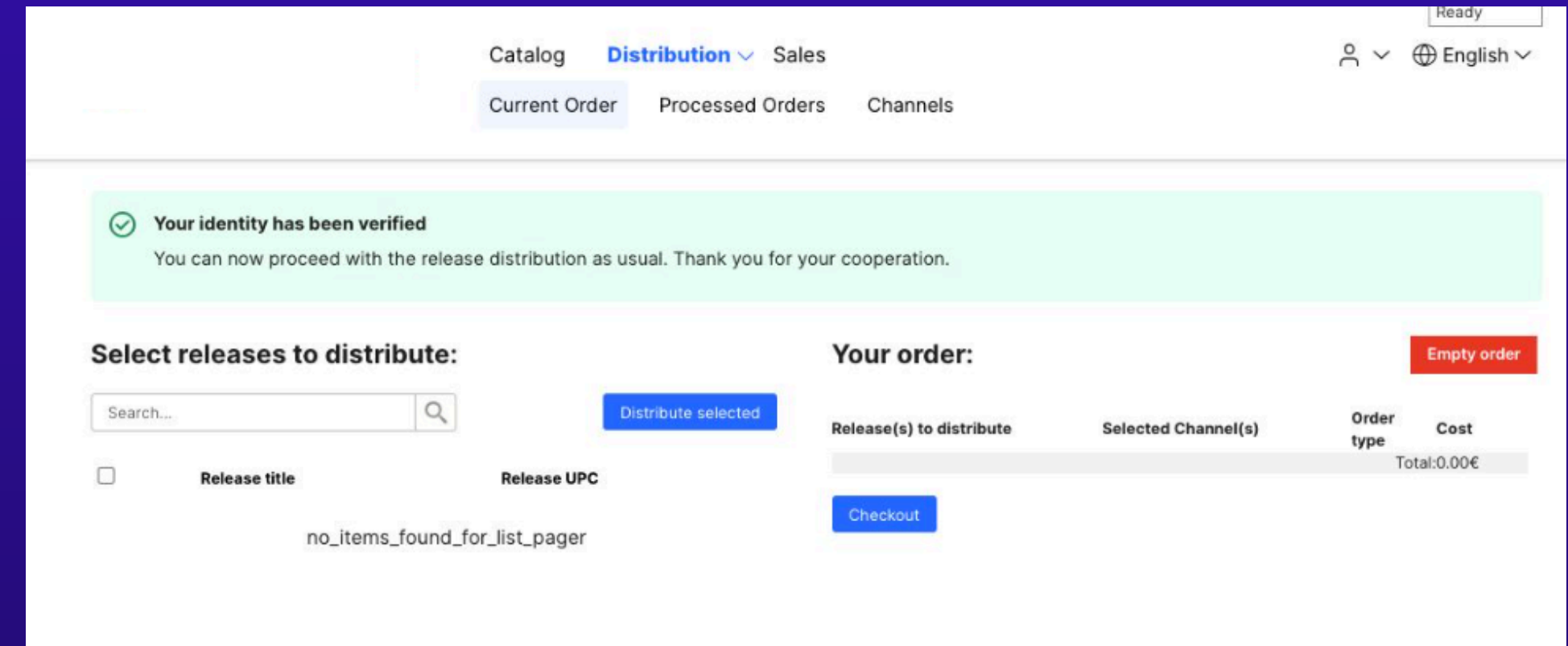
User Journey Decision

04.

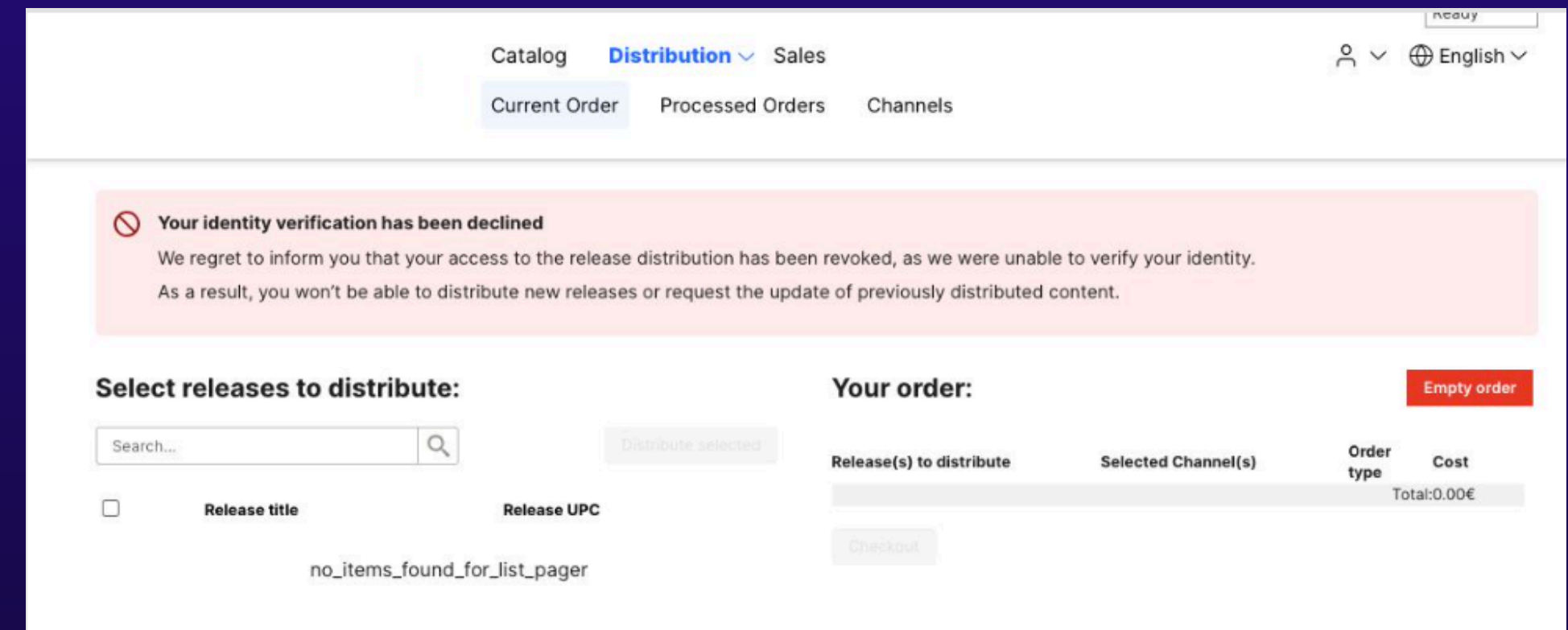
After completing the verification steps, you will be redirected back to the initial page, and depending to the obtained result, you will be allowed to proceed to the distribution or not.

A message will inform you about the verification result and consequences.

 **Approved** - The user can distribute



 **Declined** - The user can't distribute



Declined Users

What happens next?

Veriff has high accuracy criteria to ensure that the rejection decision is appropriate, however, **Sepulchral Silence** will not block your account.

If you want your identity to be verified again, you must contact our support team at support@sepulchralsilence.com, where they will give you the details and instructions on the steps to follow.

This decision will always require the final approval of our Anti-Fraud department and may be refused if considered inappropriate.

Transparency and decision-making capacity

- Our Anti-Fraud department will have the final decision regarding actions on your user account and your content already distributed.
- Our Customer Success team will handle requests for additional actions requested.

Thank you

For further information,
contact our support team on
support@sepulchralsilence.com

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