A guide to uploading your documentation
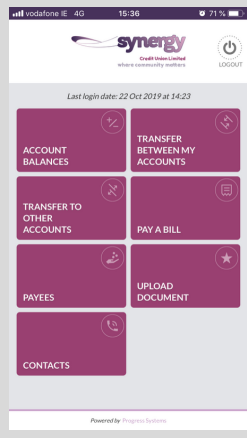
Synergy
Credit Union Limited
where community matters

Step 1
Log in
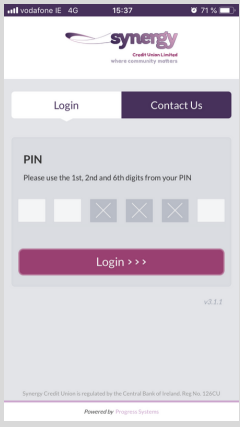
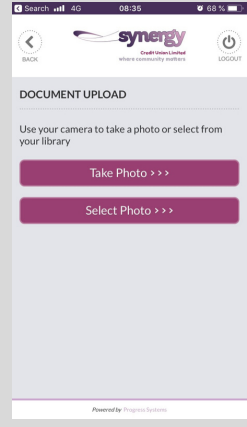You will need to log into your account with your 6 Digit PIN

Step 2

Press the upload documentation option

Step 3
Choose document to upload

Take a photo of the document you want to upload with your phone or select a previously saved photo .

Step 4
Select document type

(Example only)

If happy press send.You recieve a notification that your photo has been sent successfully. Synergy Credit Union will review your documentation and confirm all is in order.

I**mportant - Remember to logout.**

Tips to uploading your documents
Check list

- Check the document is clear and not blurry

- Ensure the document is a full page and not a partial page (all 4 corners can be seen)

- Ensure the name and address matches the application details

- Check that any bank statements are dated within the past 6 months

- Check all documents are provided in colour

Proof of identification

(One of the following)

- Passport - please ensure that when you take a photograph of your passport, page three and four are both clearly visible.

- Driving license - If you have either the old license or new card format , please ensure that the photo you take of the license clearly shows your name , photo and expiry date.
- You will need to provide us with proof of your PPS number on any official document. This will be deleted subsequently.
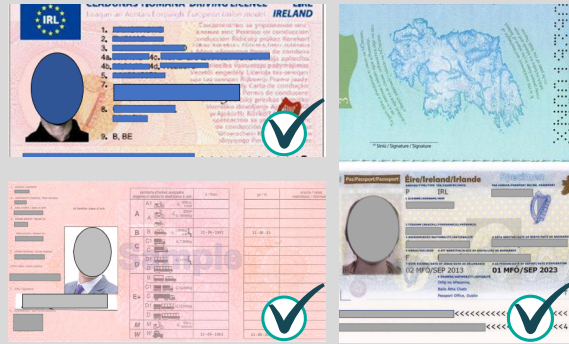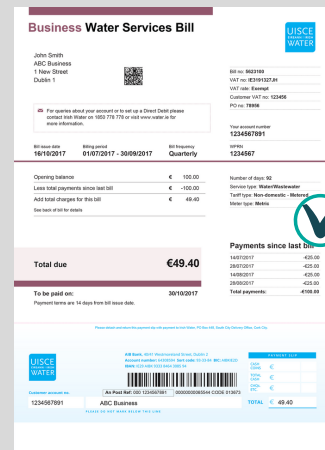
Proof of Address

(One of the following)

- Utility Bill or Bank statement
  (Dated within the last 6 months)
- Correspondence from the government or from Local Authority (Dated within the last 6 months)

Dated within the last 6 months

Tip: When taking a photo of the proof of your address, ensure full page is clearly visible and not blurry so that we can verify your address

If uploading documentation for a Loan Application

Proof of income

- 3 Months of your **Personal Bank Statements**
- 3 recent payslips (can use PDF or Photo)

Need any help ? Freephone us on1800 272927