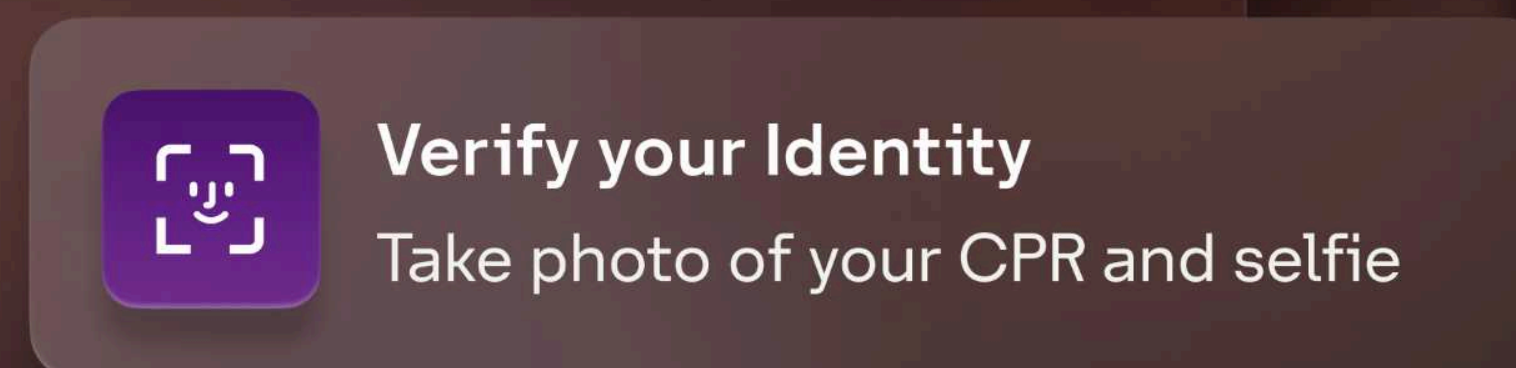
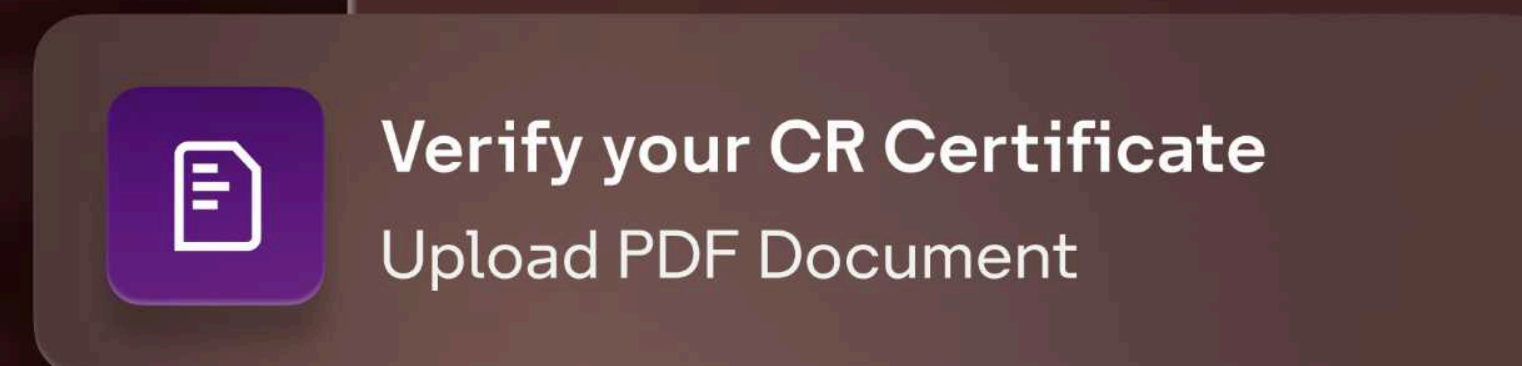
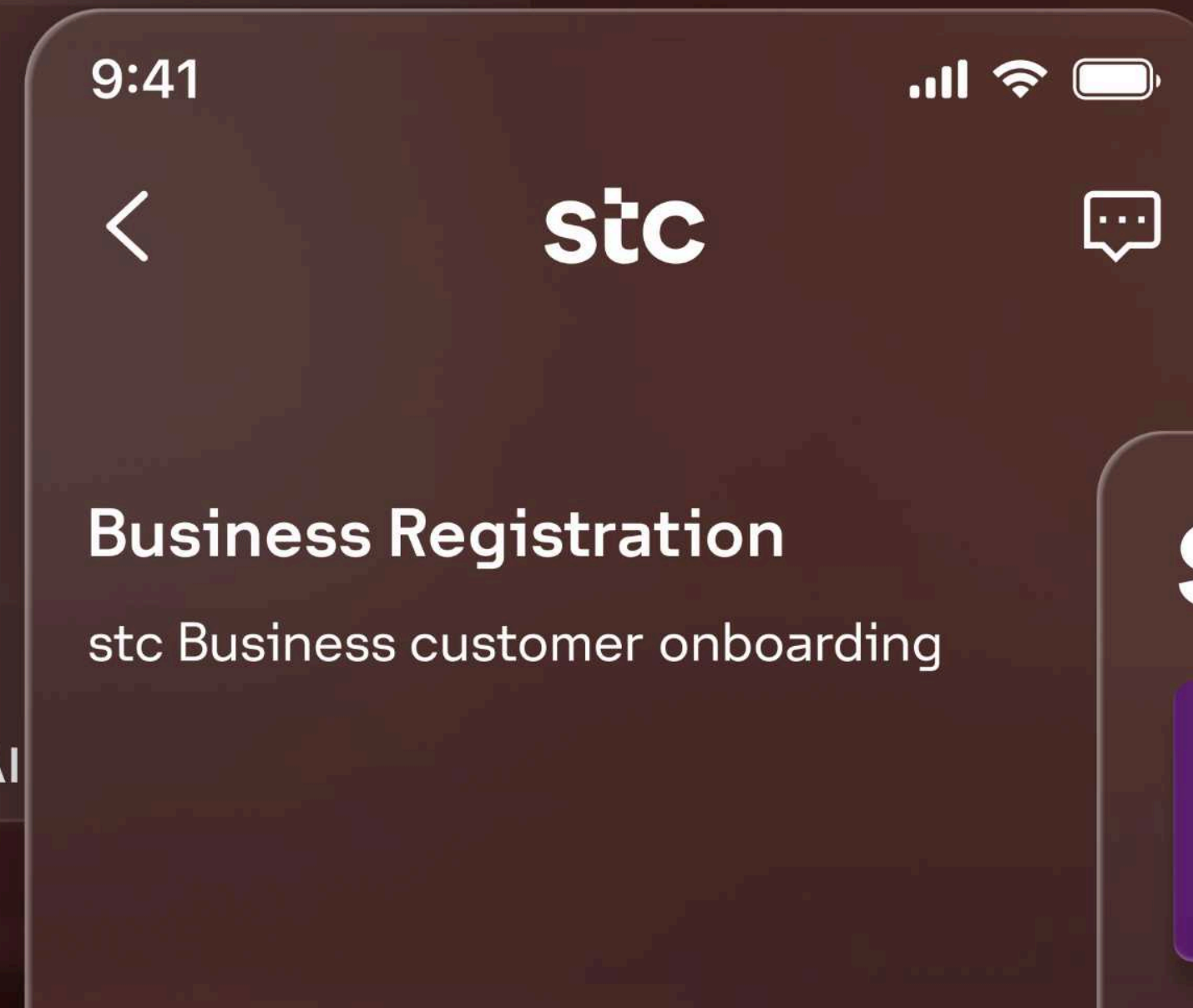


eKYB

Digital Onboarding & Order Placement



Welcome Screen

Purpose

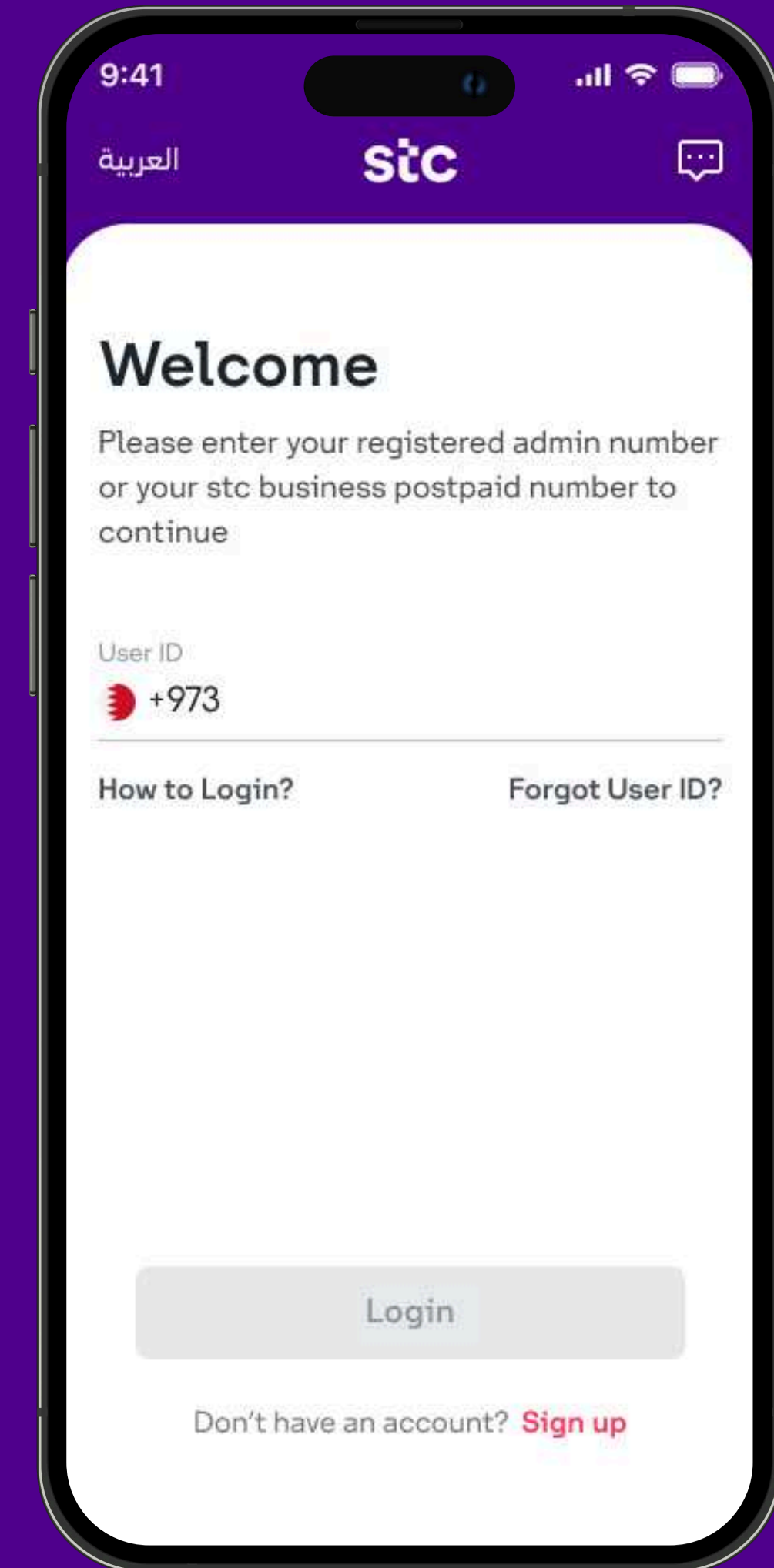
This screen serves as the entry point for both registered users and new customers.

Action

Tap on **Sign up** if you are a new customer.

Do's

- Ensure your internet connection is stable.
- Prepare your CR number and CPR ID beforehand.



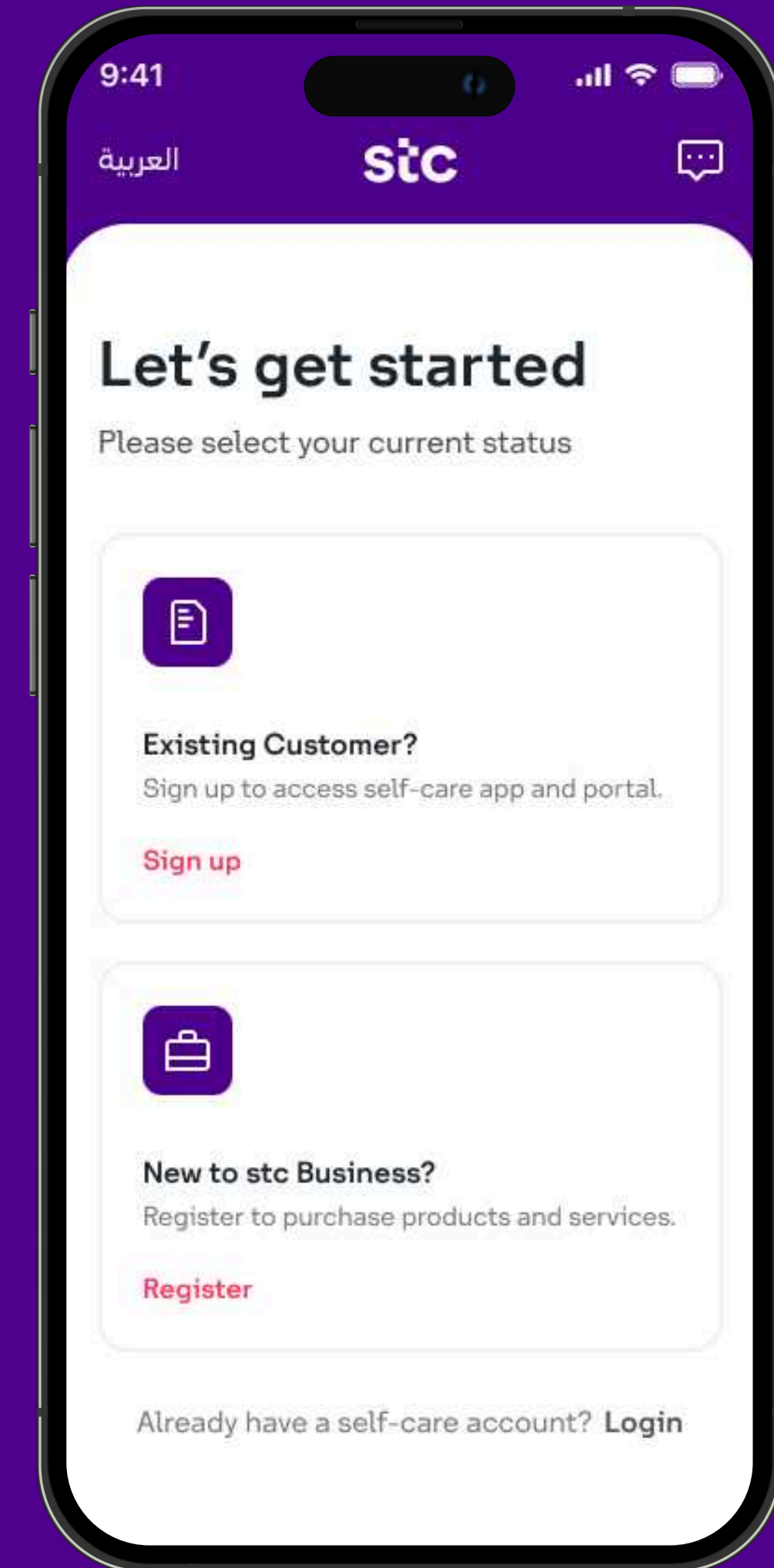
Getting Started

Purpose

This screen allows the user to choose between signing up for the portal or registering their business with stc.

Action

Click **Register** to continue with the Digital Onbaording.



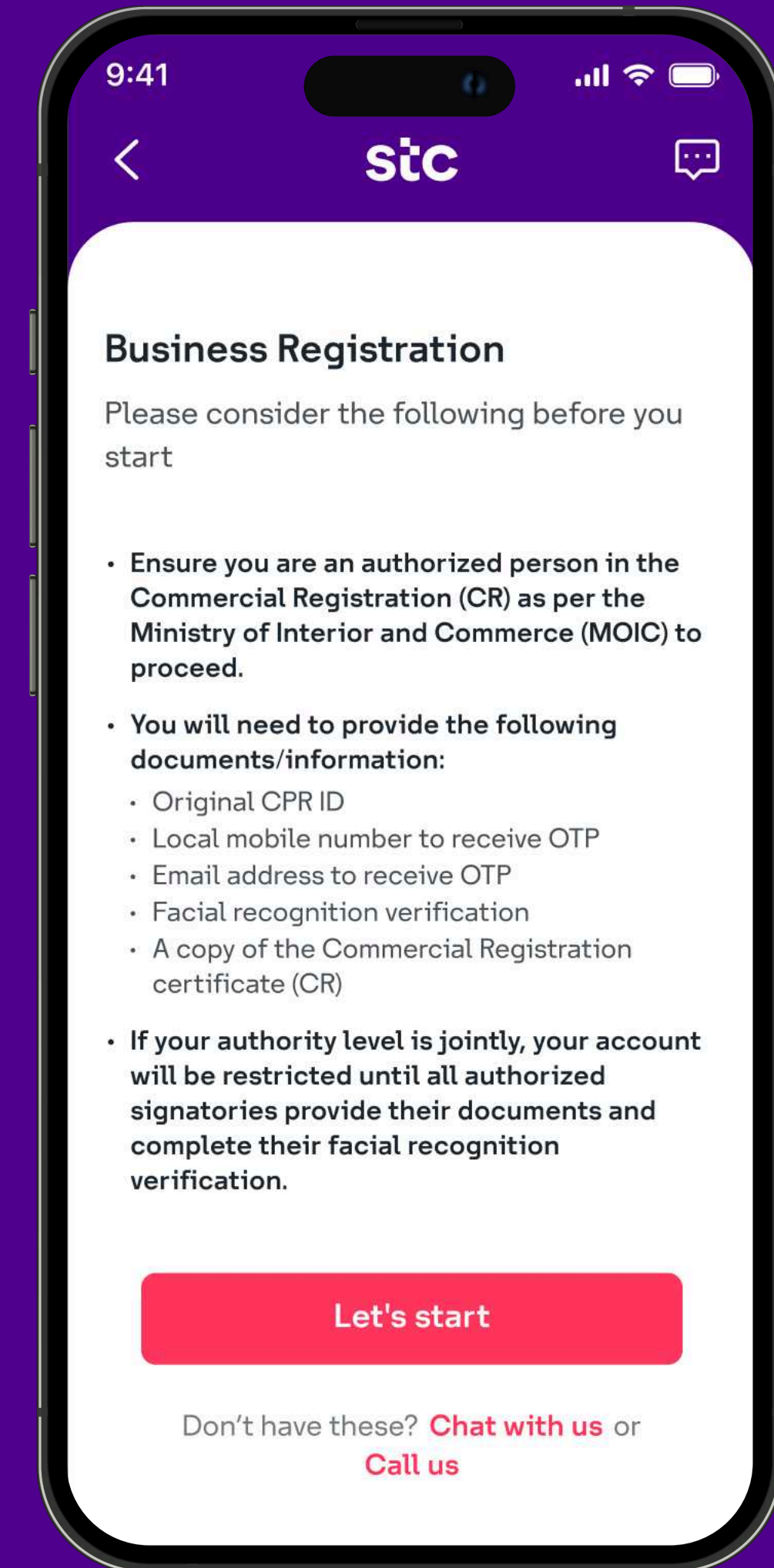
Business Registration Overview

Purpose

Ensure all necessary documents are ready and conditions are met for proceeding with the registration.

Action

Click **Let's Start** to begin the registration.



CR Number Verification

Purpose

Verify your Commercial Registration (CR) number through the MOIC (Sijilat) integration.

Action

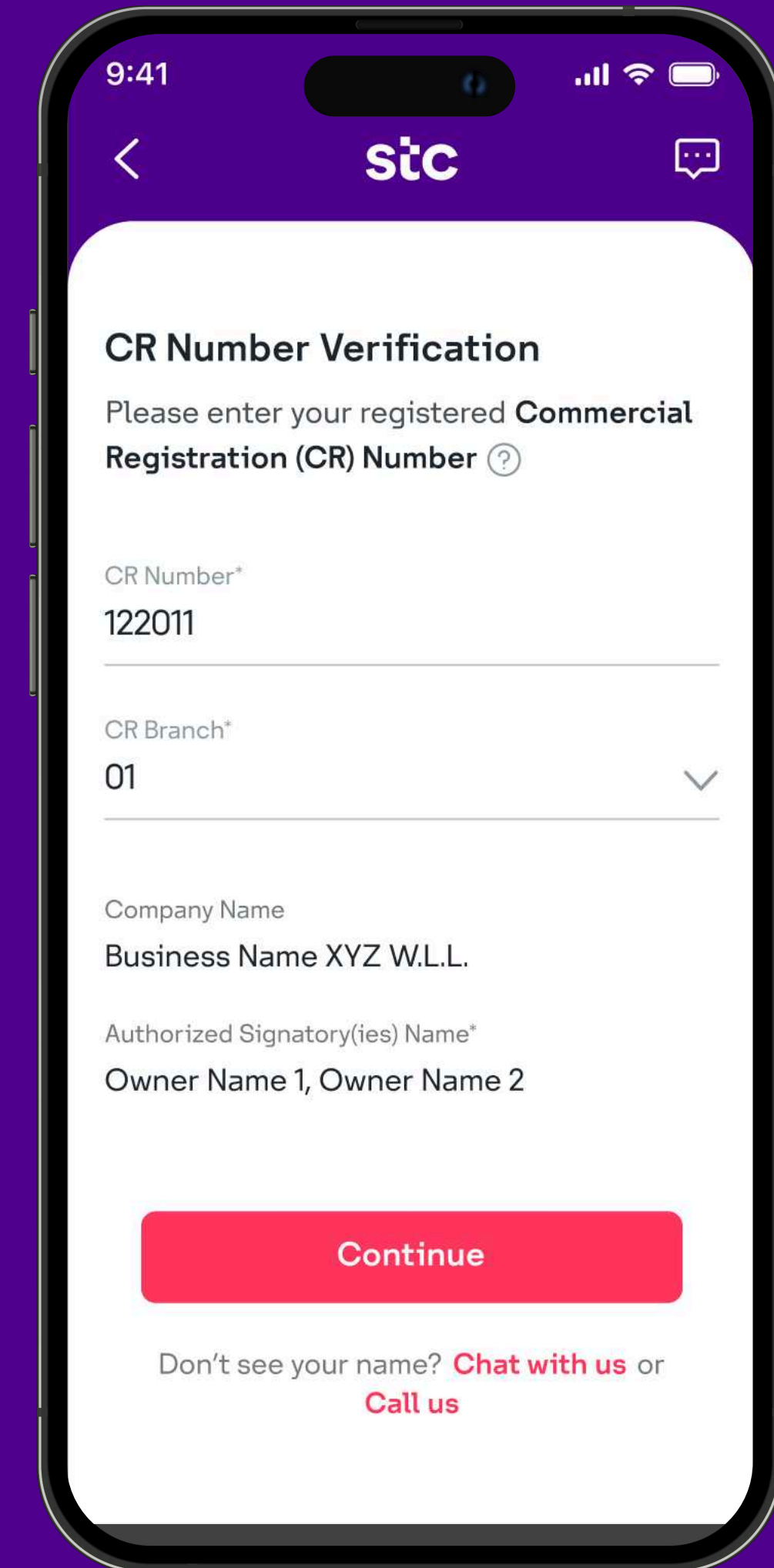
Enter your CR number, Select Branch, and click **Continue**.

Do's

- Ensure your CR status is "Active" on MOIC (Sijilat)
- Make sure the CR Renewal Date is not within next 30 days.

Don'ts

- Don't proceed if your CR status is "Deleted with payment", "Under mortgage", "Under legal custody", "Active without a license", or is expiring within 30 days.



The screenshot shows the STC app interface for CR Number Verification. At the top, the status bar shows 9:41, signal strength, Wi-Fi, and battery. The app header has a back arrow, the STC logo, and a chat icon. The main content area is titled "CR Number Verification" and includes the instruction: "Please enter your registered Commercial Registration (CR) Number ?". Below this are three input fields: "CR Number*" with the value "122011", "CR Branch*" with a dropdown menu showing "01", and "Company Name" with the value "Business Name XYZ W.L.L.". Below these is a section for "Authorized Signatory(ies) Name*" with the value "Owner Name 1, Owner Name 2". At the bottom is a red "Continue" button. Below the button is a link: "Don't see your name? Chat with us or Call us".

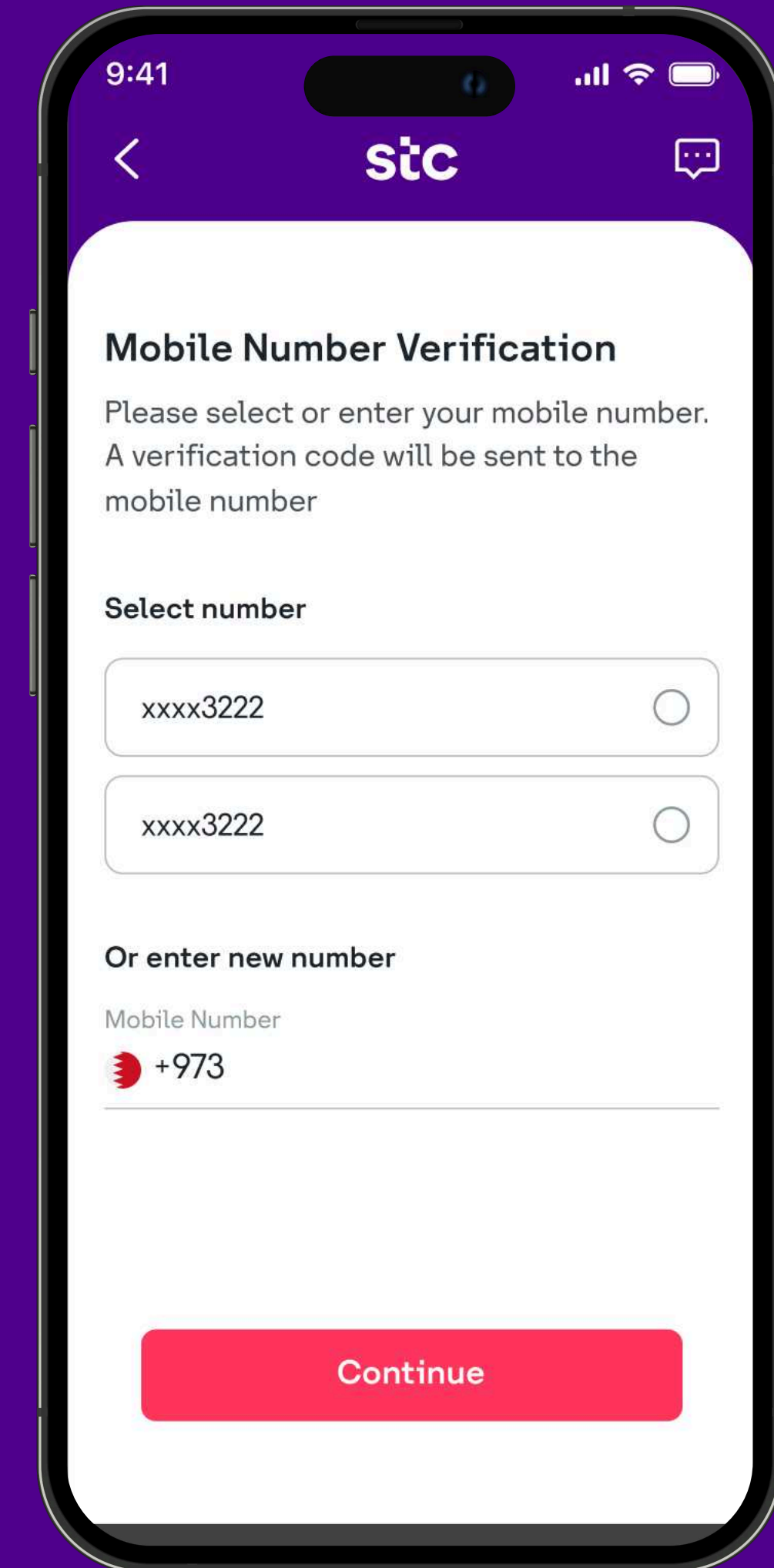
Mobile Number Verification

Purpose

Verify your mobile number to receive a verification code for contact validation.

Action

Select or enter a mobile number, then click **Continue**.



The image shows a smartphone screen displaying a mobile number verification interface. At the top, the status bar shows the time 9:41, signal strength, Wi-Fi, and battery icons. The app header features a back arrow, the 'stc' logo, and a chat icon. The main content area is titled 'Mobile Number Verification' and includes instructions: 'Please select or enter your mobile number. A verification code will be sent to the mobile number'. Under the heading 'Select number', there are two identical input fields, each containing the placeholder text 'xxxx3222' and a radio button to its right. Below this, the section 'Or enter new number' contains a label 'Mobile Number' and a text input field with a red circular icon and the placeholder '+973'. At the bottom, a large red button with the text 'Continue' is centered.

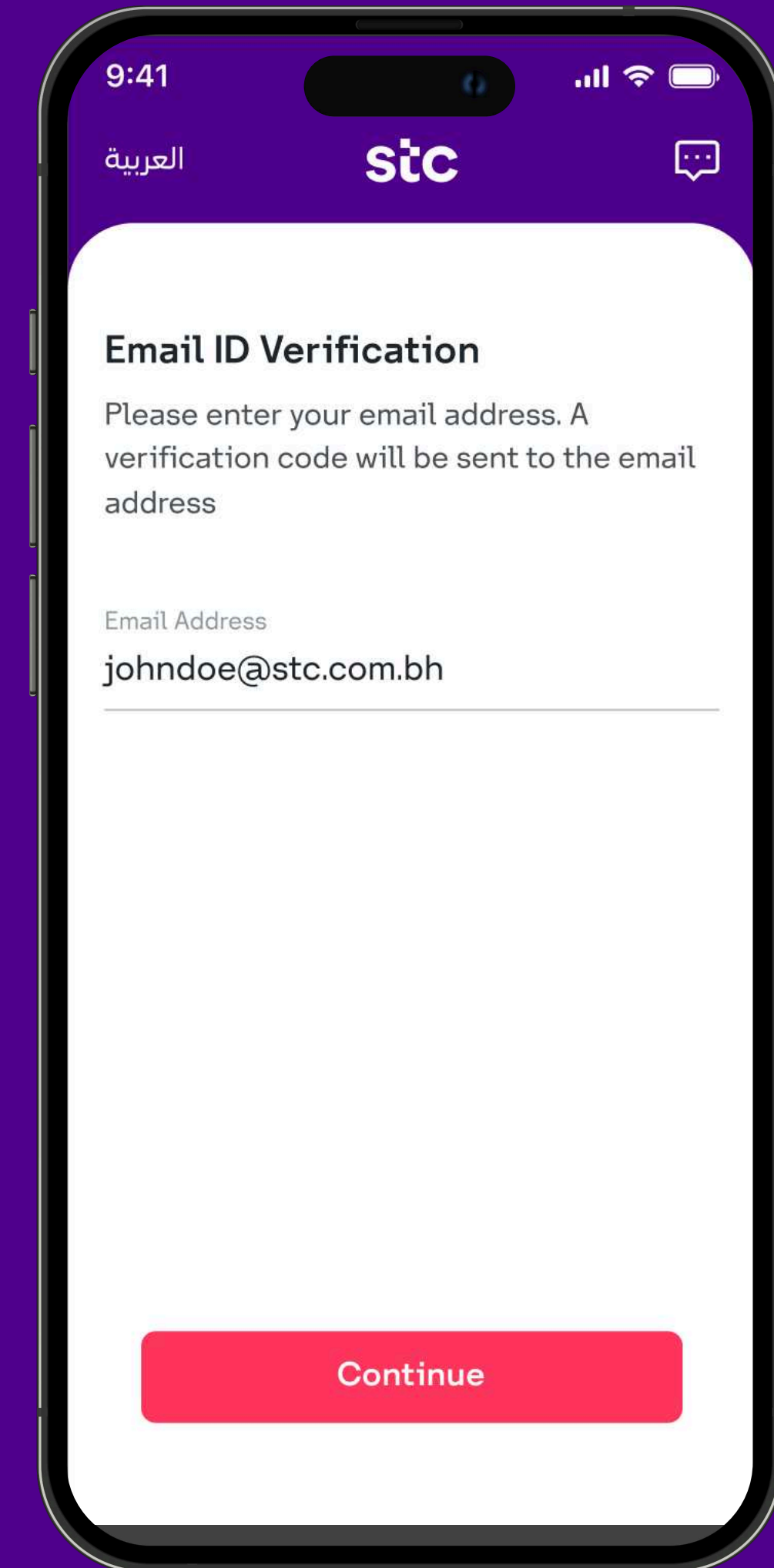
Email ID Verification

Purpose

Verify your email ID to receive a verification code for contact validation.

Action

Enter your email address, then click **Continue**.



The image shows a mobile application interface for 'stc' (Saudi Telecom Company). The screen is titled 'Email ID Verification'. It instructs the user to enter their email address to receive a verification code. The email address 'johndoe@stc.com.bh' is entered in the text field. A red 'Continue' button is at the bottom.

9:41

العربية stc

Email ID Verification

Please enter your email address. A verification code will be sent to the email address

Email Address
johndoe@stc.com.bh

Continue

Declarations

Purpose

Accept terms and conditions along with stc Master Service Agreement and Privacy Policy

Action

Check the box to accept and click **Continue**.

9:41

< stc

Declarations

I, the undersigned acknowledge this Business Registration is an integral part of the stc Master Service Agreement that I have signed and confirm my acceptance to adhere to it.

I, the undersigned hereby agree to assume all responsibilities and liabilities towards stc Bahrain BSC (c), on behalf of the Company, in full and on demand arising out of, or in connection with the use of the Services ordered and/or activated under stc Mobile Master Services Agreement and particularly in relation to the SIM Card enabled Telecommunications Services Registration Regulation No 13 of 2015.

☒ I declare that I have read and accept the **stc Master Service Agreement** and **Privacy Policy**

Continue

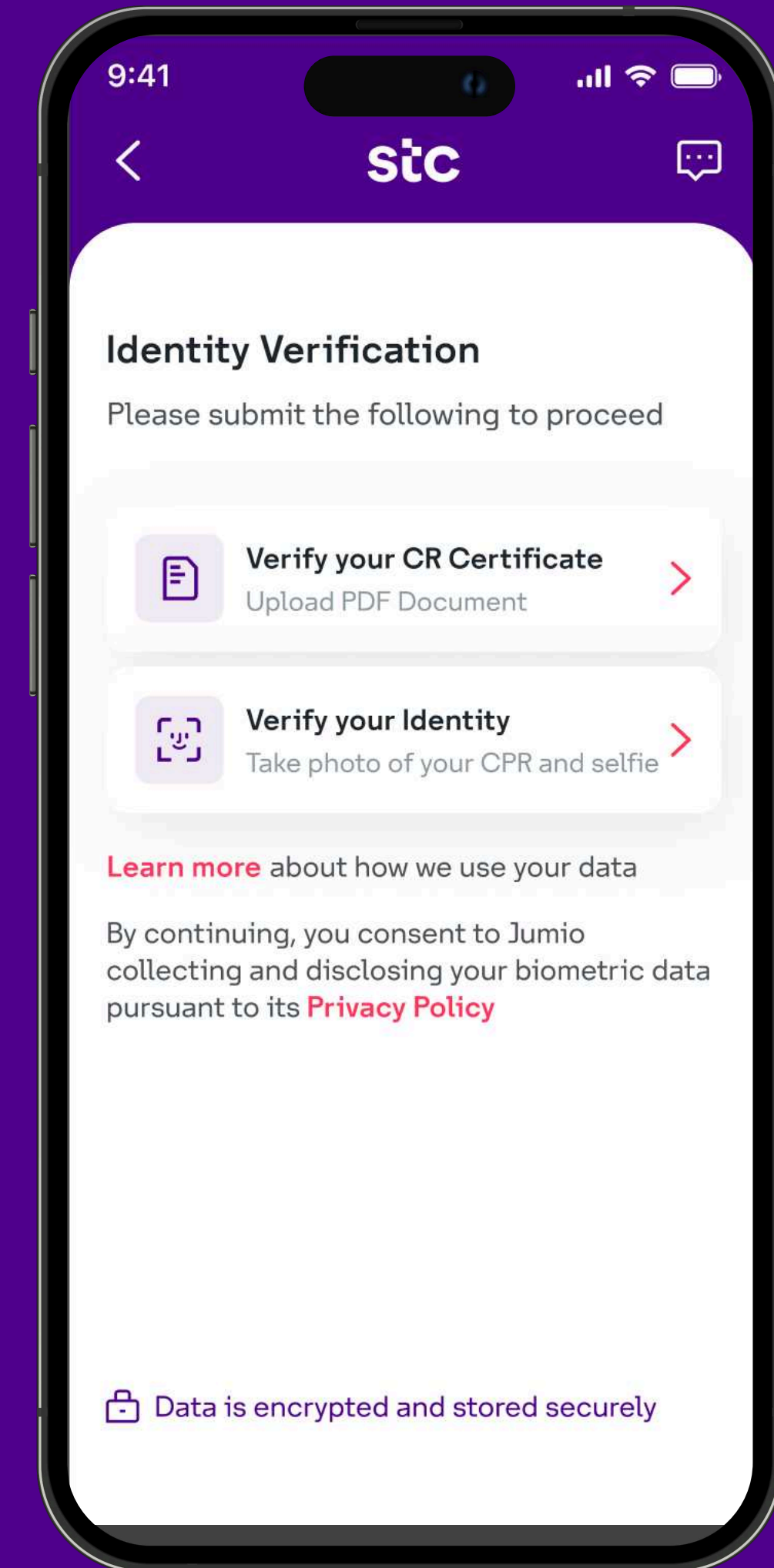
Identity Verification

Purpose

Selecting a step to proceed with the identity verification and the option to review the Data and Jumio's Privacy Policy.

Action

Select **Verify your CR Certificate**.



Upload CR Certificate

Purpose

Uploading a PDF copy of the commercial registration certificate for document storage purposes.

Action

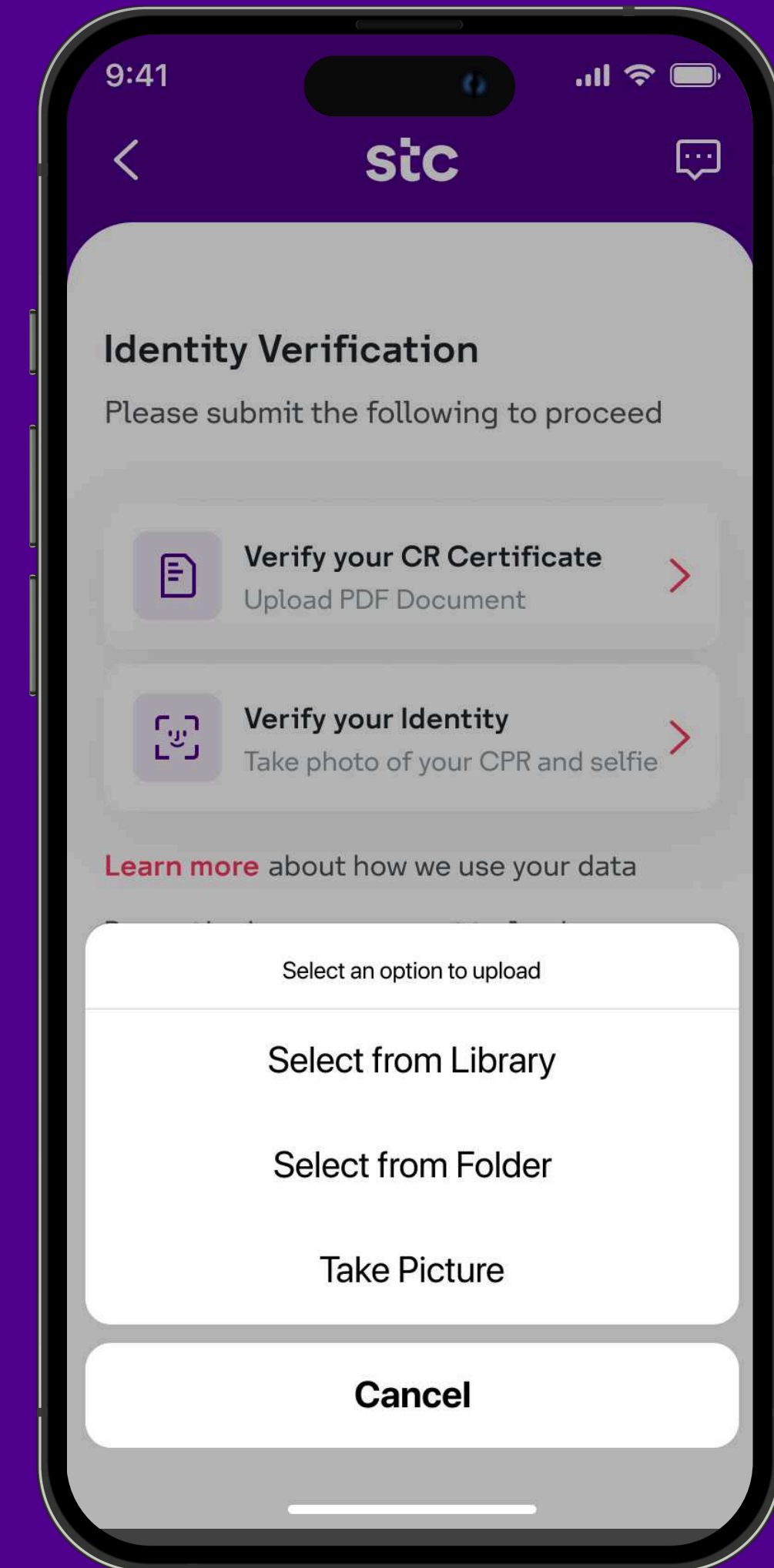
Upload PDF Document of your CR Certificate.

Do's

- Ensure CR certificate is in PDF format and downloaded from MOIC (Sijilat).
- Ensure your CR status is "Active" on MOIC (Sijilat)

Don'ts

- Don't proceed if your CR status is "Deleted with payment", "Under mortgage", "Under legal custody", "Active without a license", or is expiring within 30 days.



Picture of CPR ID (Front)

Purpose

Take a photo of the front side of your CPR ID for identity verification.

Action

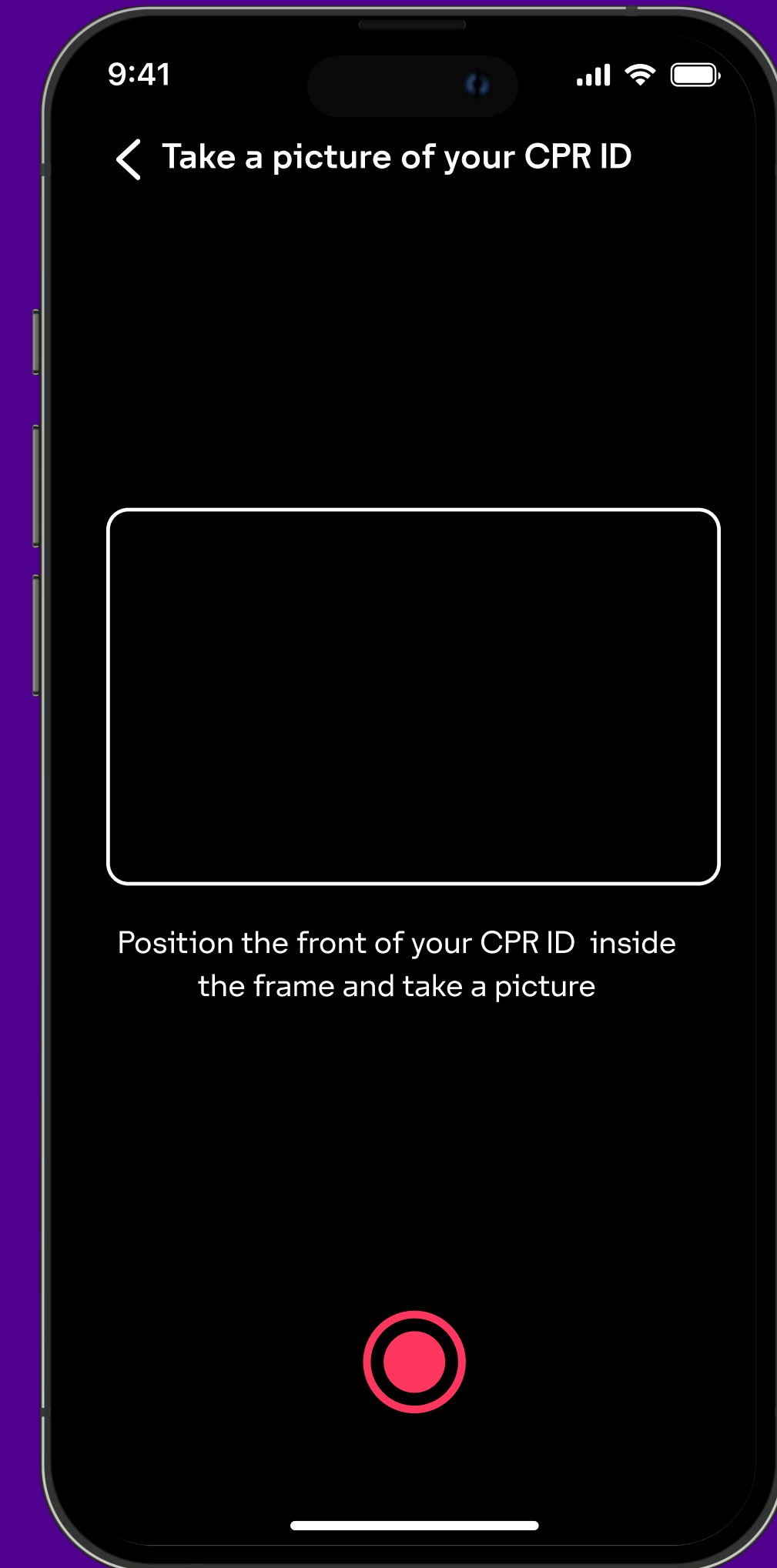
Take a picture of the front of your CPR ID.

Do's

- Take clear, well-lit photo of your CPR ID.
- Use an actual CPR ID/ Smart Card.

Don'ts

- Don't click blurred or unclear photo.
- Don't use a GCC ID or Passport or any other Govt. ID



Picture of CPR ID (Back)

Purpose

Take a photo of the back side of your CPR ID for identity verification.

Action

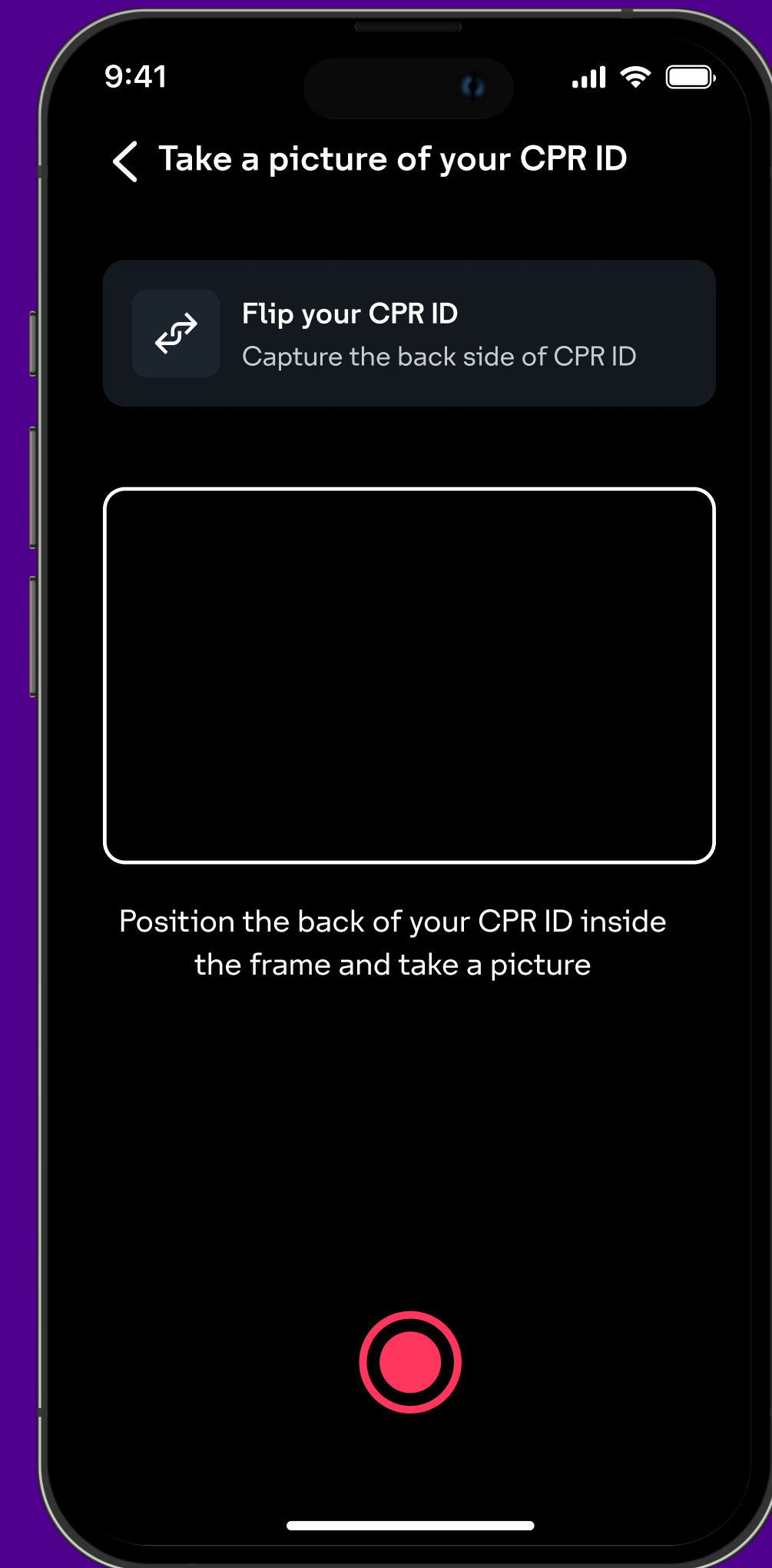
Take a picture of the back of your CPR ID.

Do's

- Use the CPR ID only if it is associated with the business as per MOIC records.
- Use the CPR ID only if the CPR cardholder is available for a live selfie.

Don'ts

- Don't use digital or physical copies of the CPR ID.
- Don't use an expired CPR ID or if the CPR ID about to expire in 90 days.



Capture Live Selfie

Purpose

Verify your identity with your live selfie using facial recognition.

Action

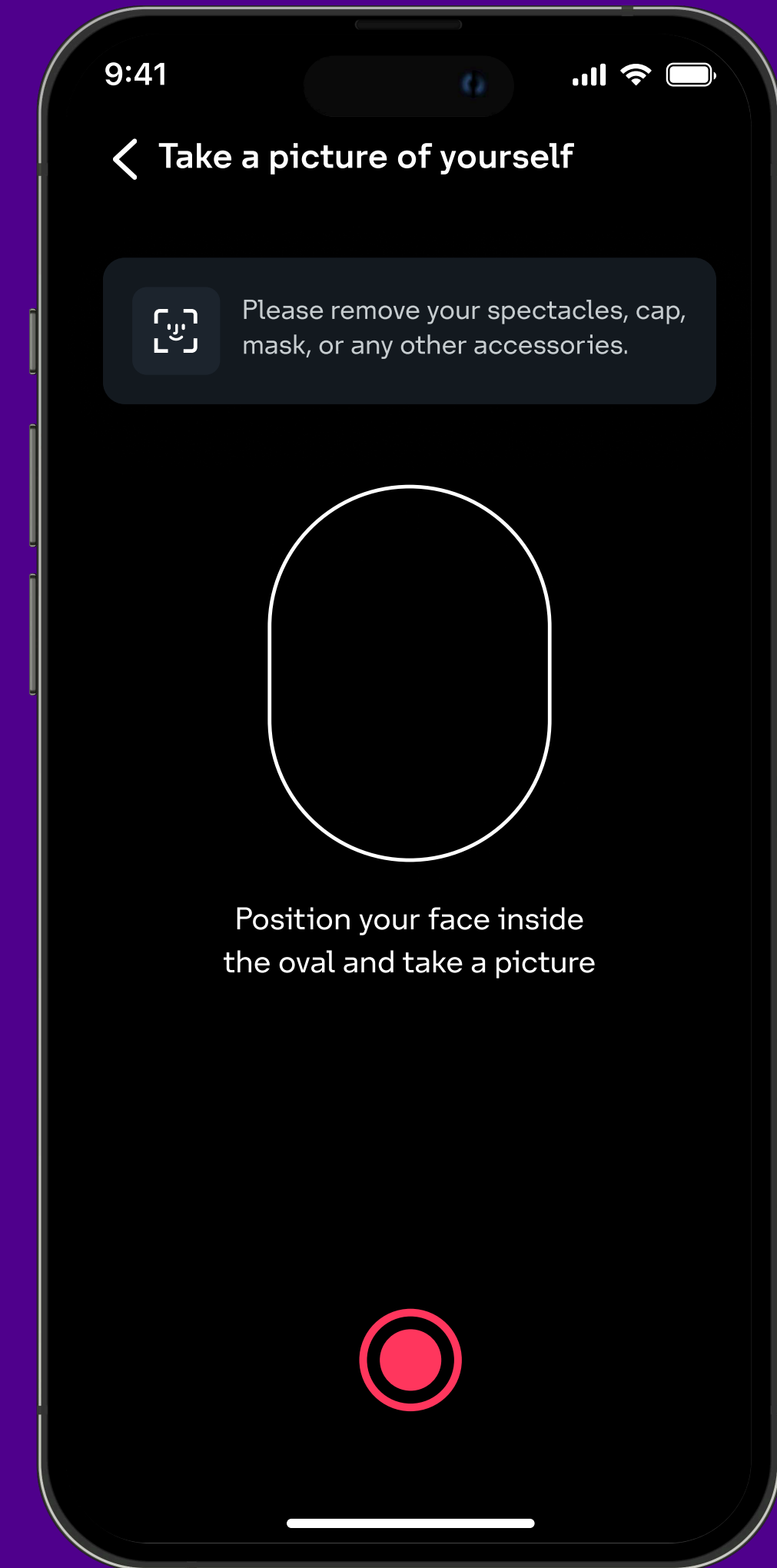
Capture your facial image and proceed.

Do's

- Take clear, well-lit selfie.
- Capture the live selfie without accessories (glasses, hats, masks).

Don'ts

- Don't wear accessories that obstruct your face during the selfie process.
- Don't capture live selfie of anyone else except the CPR cardholder.



Identity Verification Completion

Purpose

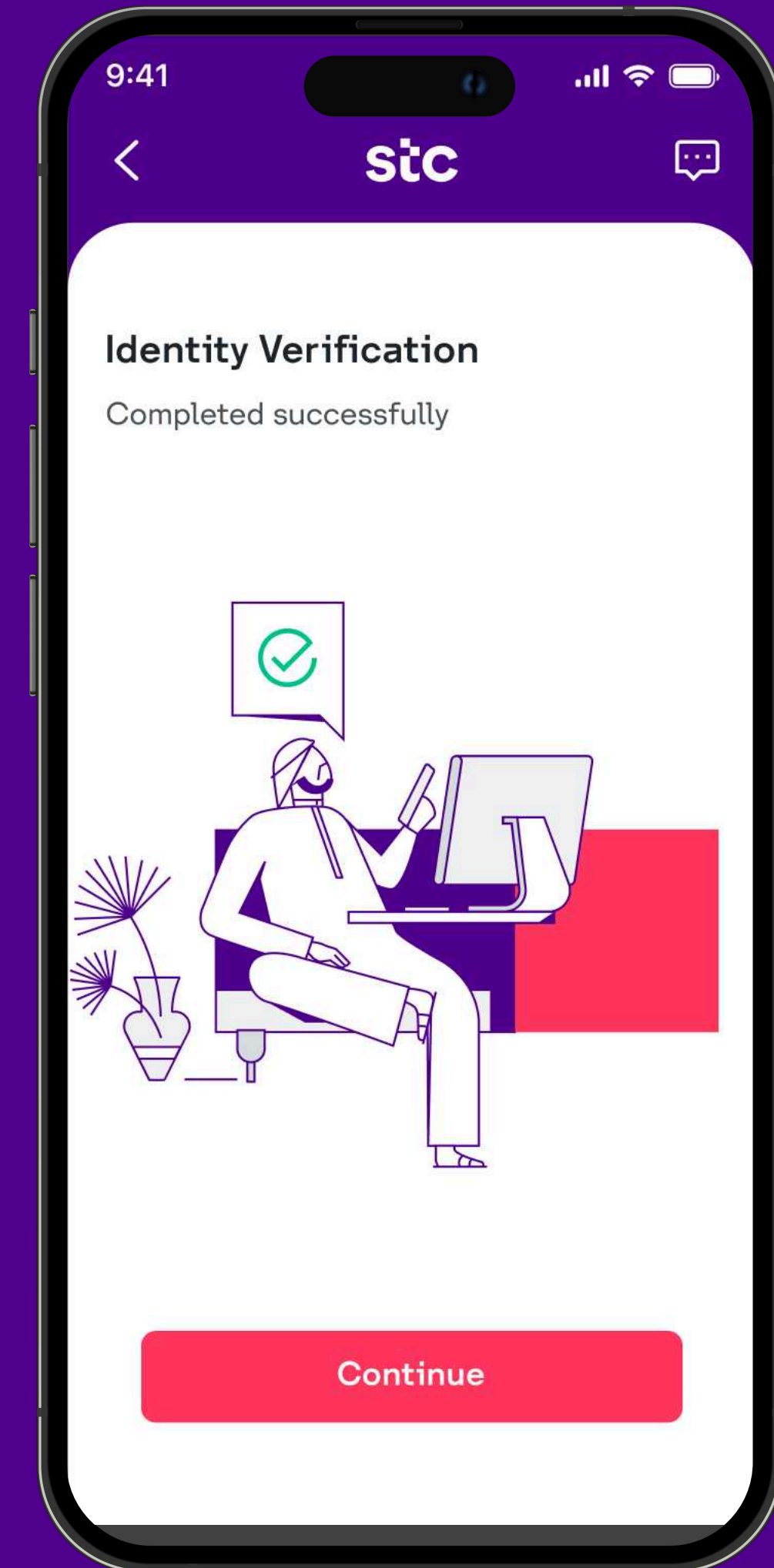
Confirm the completion of identity verification in order to proceed with the registration.

Action

Click **Continue** after verification.

Do's

- Wait up to 1-2 minutes for the verification process to complete.



Additional Information

Purpose

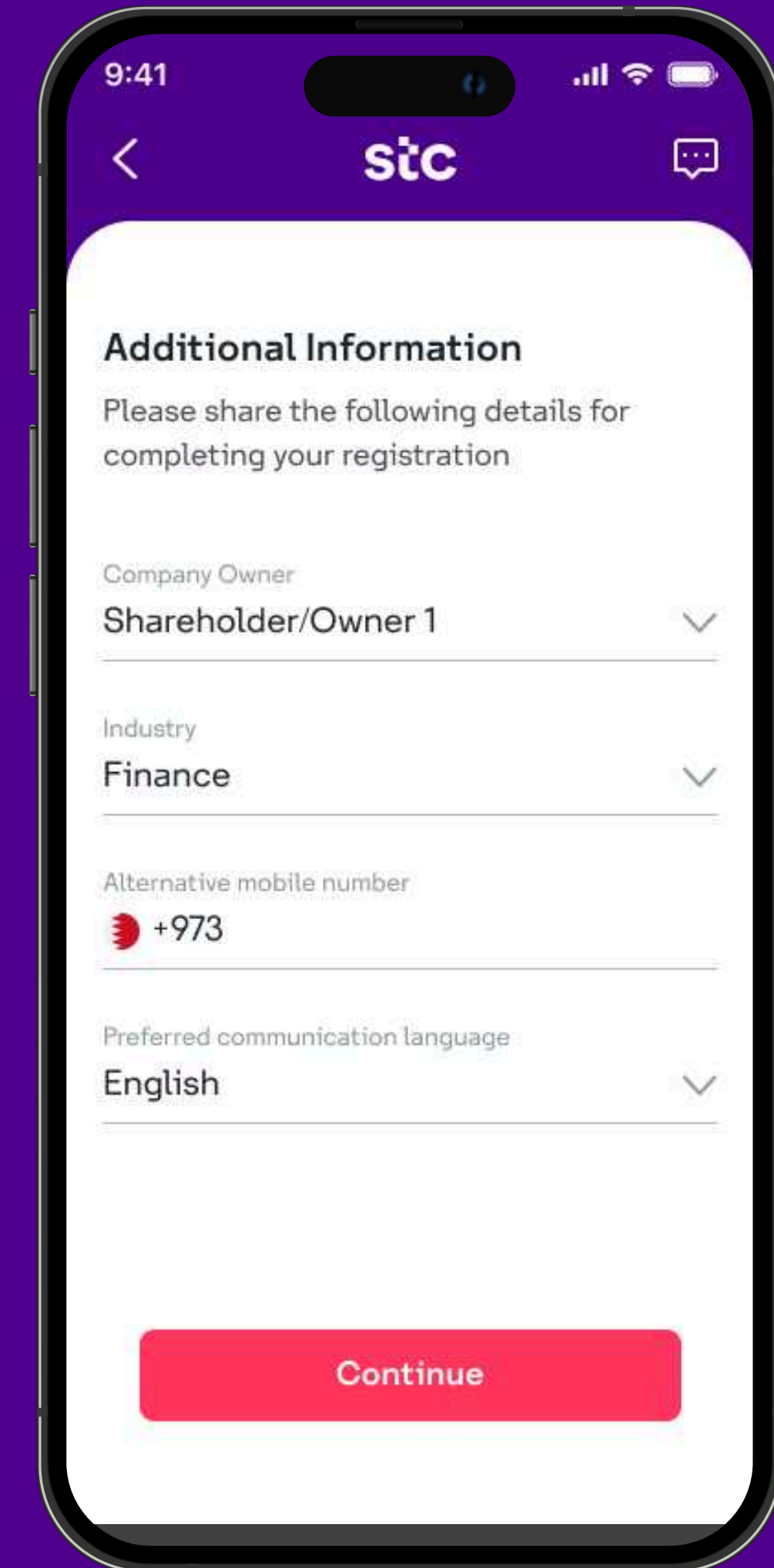
Capture additional details: Company Owner, Industry, Alternative mobile number, and Preferred communication language

Action

Click **Continue** to proceed.

Do's

- The Company Owner detail will be used for records, similar to the physical form.



The image shows a mobile application interface for 'stc'. The screen is titled 'Additional Information' and prompts the user to 'Please share the following details for completing your registration'. It contains four form fields: 'Company Owner' with the value 'Shareholder/Owner 1', 'Industry' with the value 'Finance', 'Alternative mobile number' with a red flag icon and '+973', and 'Preferred communication language' with the value 'English'. Each field has a dropdown arrow on the right. At the bottom, there is a red 'Continue' button. The top of the screen shows the time '9:41', signal strength, Wi-Fi, and battery status icons.

Field	Value
Company Owner	Shareholder/Owner 1
Industry	Finance
Alternative mobile number	+973
Preferred communication language	English

Digital Signature

Purpose

Capture digital signature to finalize the account opening form for record-keeping purposes.

Action

Review the form and tap on **Customer Declaration Signature**.

Do's

- After tapping on “Customer Declaration Signature,” use the drawing panel at the top to sign on your device and click Save.

The screenshot shows a smartphone screen with the s7c business app interface. At the top, the status bar shows the time 9:41, signal strength, Wi-Fi, and battery. The app header features the s7c logo and the text 'eSignature Authorization' and 'Please sign the Account Opening Form'. Below this is a form titled 'Business Service Order Form Account Opening' with a document ID '7C2B69C-7547-4MA-2163-34702B493D'. The form is divided into three main sections: 'Customer Details', 'Customer Delegation', and 'Customer Declaration'. Each section contains various fields for personal and business information, including names, addresses, and contact details. At the bottom of the form, there is a red button labeled 'Customer Declaration Signature'.

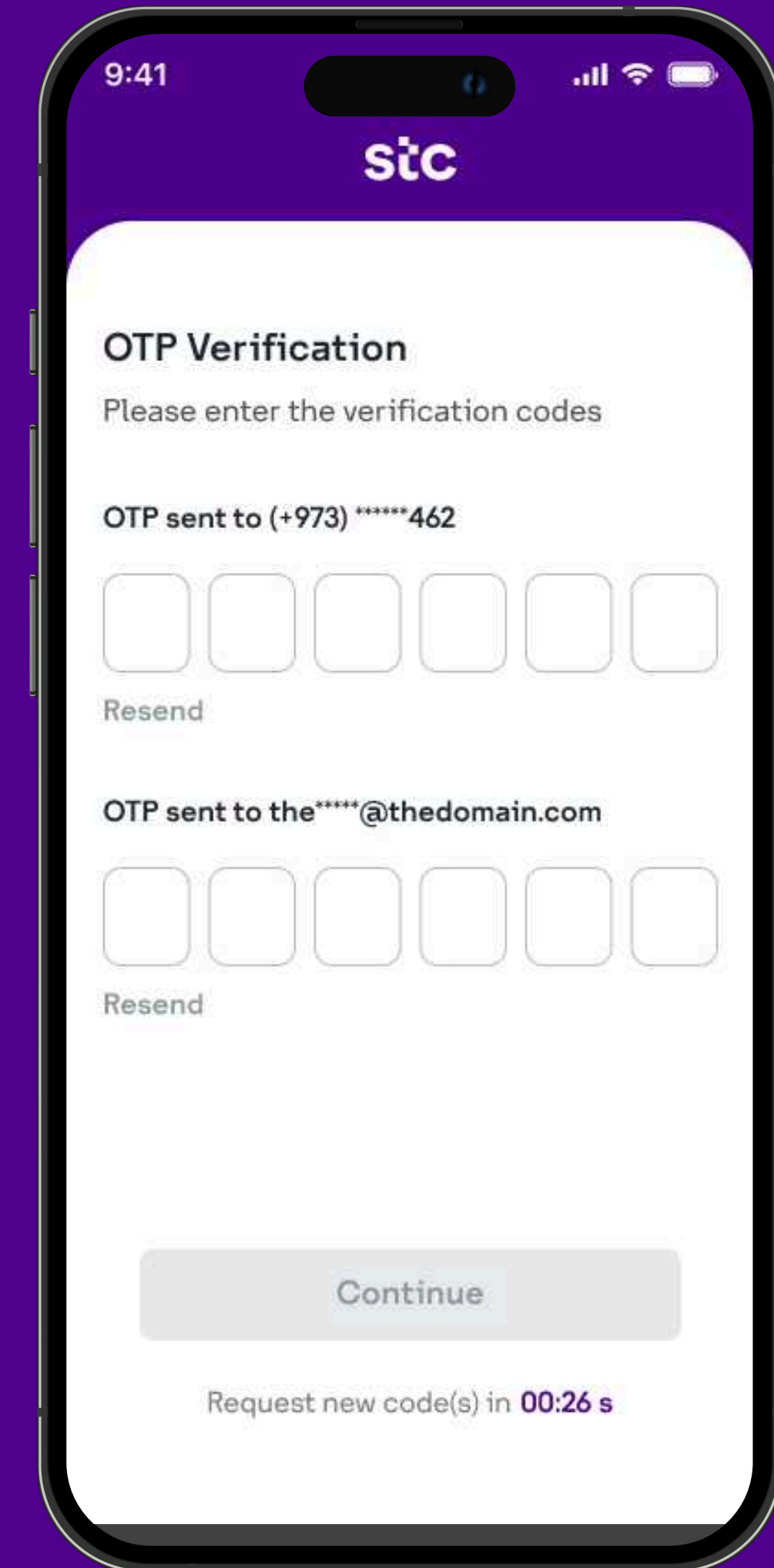
OTP Verification

Purpose

Capture digital signature to finalize the account opening form for record-keeping purposes.

Action

Review the form and tap on **Sign Digitally**.



The screenshot shows a mobile app interface for OTP verification. At the top, the status bar displays the time 9:41, signal strength, Wi-Fi, and battery icons. The app's header is purple with the 'stc' logo. The main content area is white and titled 'OTP Verification' with the instruction 'Please enter the verification codes'. There are two verification sections. The first section shows 'OTP sent to (+973) *****462' followed by six empty input boxes and a 'Resend' link. The second section shows 'OTP sent to the*****@thedomain.com' followed by six empty input boxes and a 'Resend' link. At the bottom, there is a grey 'Continue' button and a timer that says 'Request new code(s) in 00:26 s'.

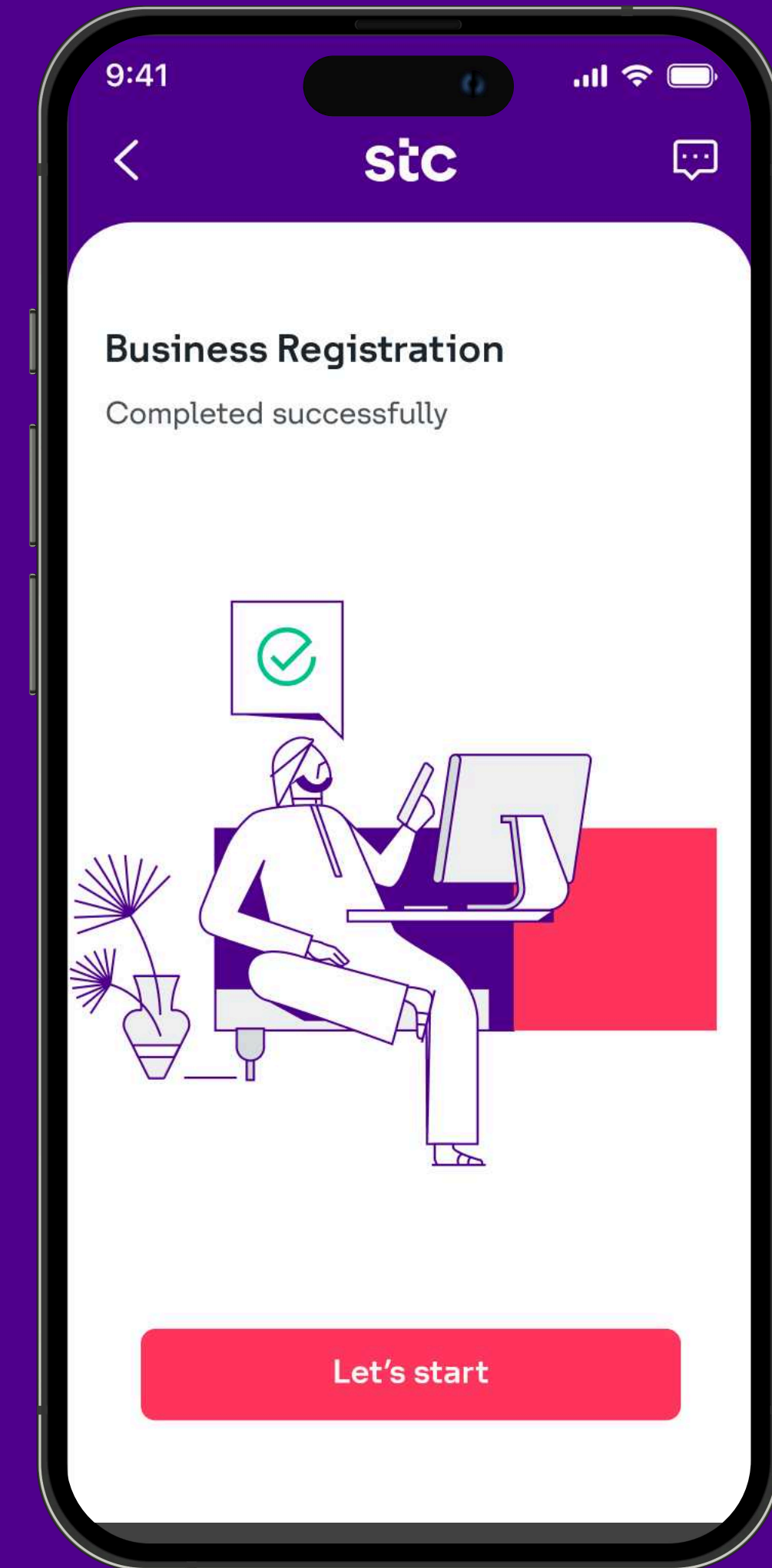
Business Registration Completion

Purpose

Notify the completion of the business registration process in Salesforce and Siebel CRM.

Do's

- Wait up to 15 minutes for your self-care account to be created and CRM account to be activated.



Onboarding Joint Authorities

Delegation of Authority

For First Authority

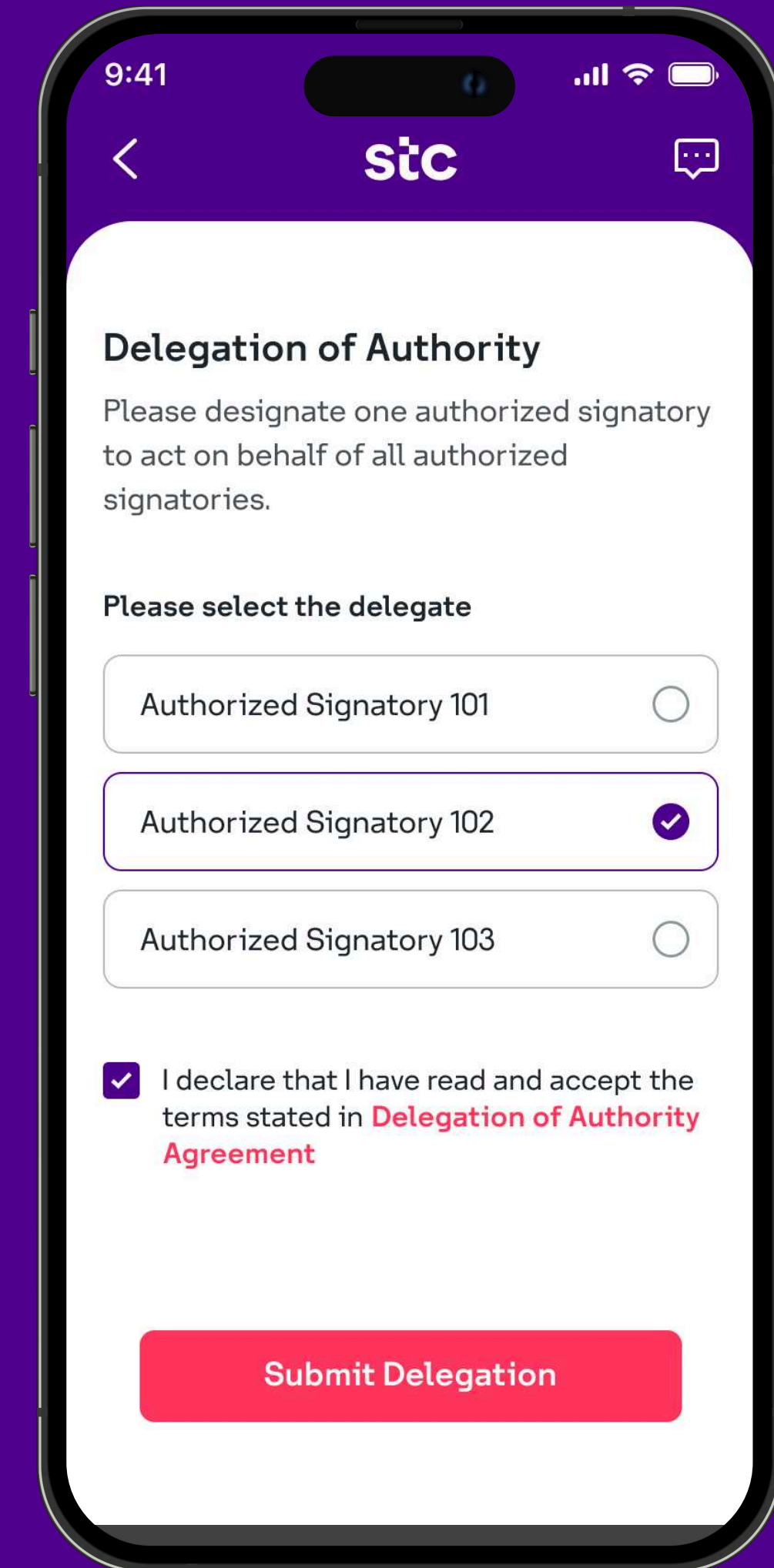
Purpose

Designating one authorized signatory to act on behalf of all signatories going forward.

Action

Select the delegate, **Check** the box and tap on **Submit Delegation**.

Note: This step will be an additional step for the first authority completing the Digital Onboarding, before the digital signature, for CRs with Joint Authorities only.



The screenshot shows a mobile app interface for 'STC'. At the top, the status bar shows 9:41, signal strength, Wi-Fi, and battery. The app header has a back arrow, the 'stc' logo, and a chat icon. The main content area is titled 'Delegation of Authority' with a subtitle: 'Please designate one authorized signatory to act on behalf of all authorized signatories.' Below this, a section titled 'Please select the delegate' contains three radio button options: 'Authorized Signatory 101', 'Authorized Signatory 102' (which is selected with a blue checkmark), and 'Authorized Signatory 103'. At the bottom of this section, there is a checked checkbox and the text 'I declare that I have read and accept the terms stated in Delegation of Authority Agreement'. A large blue button labeled 'Submit Delegation' is at the very bottom.

Acknowledging Delegation

For Second and Subsequent Authorities

Purpose

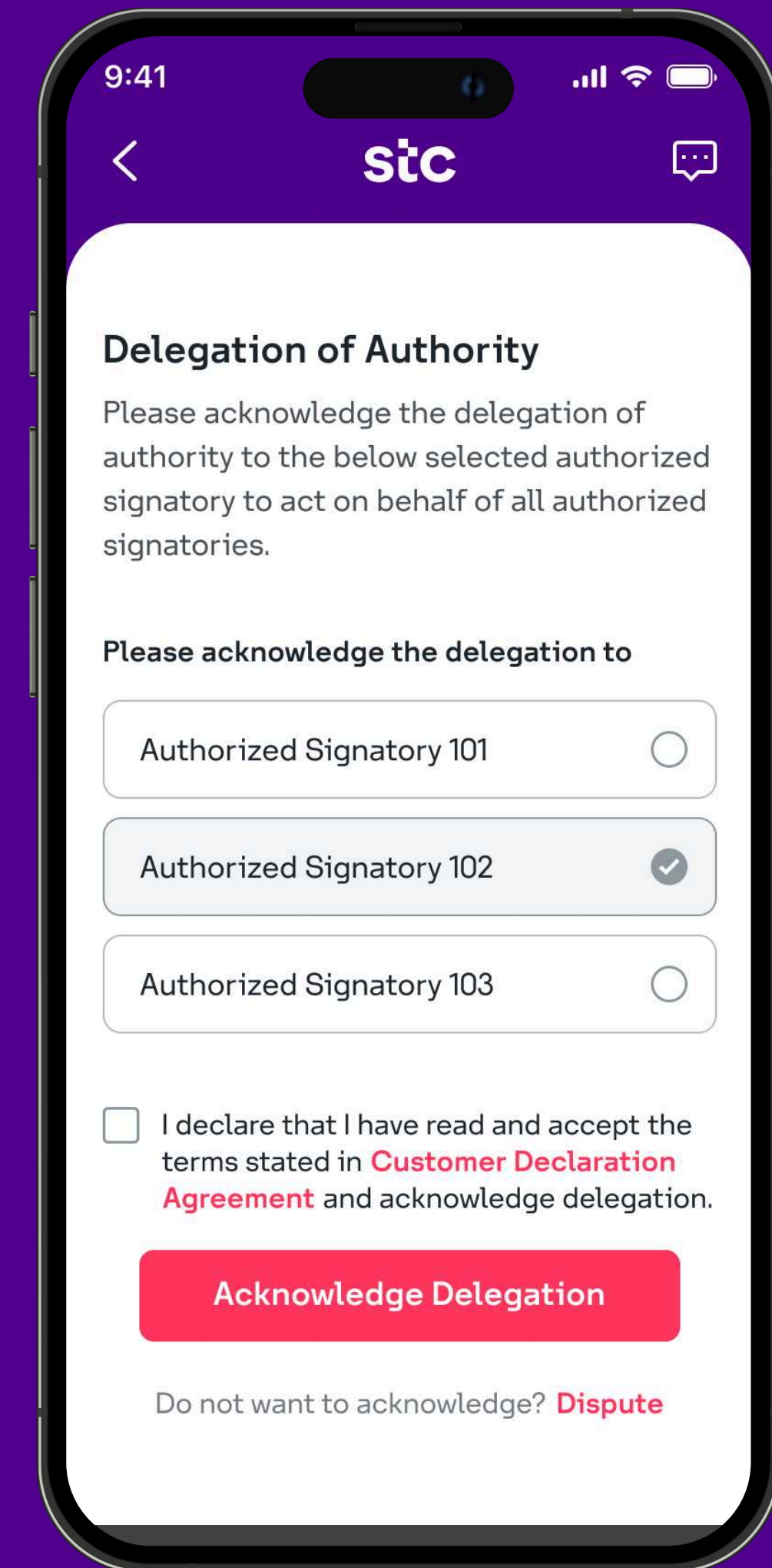
Subsequent authorized signatories must acknowledge the selected delegate and confirm their acceptance to it.

Action

Check the box and tap on **Acknowledge Delegation**.

Note: This step will be for the second and subsequent authorities initiating the Digital Onboarding, after they complete all the steps like the first authority, except for uploading the CR certificate.

If the second authorized signatory disagrees with the delegate, they must click "Dispute" and confirm with "I understand and proceed" to restart the registration process from the beginning.



The screenshot shows a mobile app interface for 'stc'. At the top, the status bar shows 9:41, signal strength, Wi-Fi, and battery. The app header has a back arrow, the 'stc' logo, and a chat icon. The main content area is titled 'Delegation of Authority' and contains the following text: 'Please acknowledge the delegation of authority to the below selected authorized signatory to act on behalf of all authorized signatories.' Below this, a section titled 'Please acknowledge the delegation to' contains three radio button options: 'Authorized Signatory 101', 'Authorized Signatory 102' (which is selected with a checkmark), and 'Authorized Signatory 103'. At the bottom, there is a checkbox for 'I declare that I have read and accept the terms stated in **Customer Declaration Agreement** and acknowledge delegation.' Below the checkbox is a red button labeled 'Acknowledge Delegation'. At the very bottom, there is a link that says 'Do not want to acknowledge? **Dispute**'.