



New Onboarding FAQs:

- **How do I apply for a Dora Everyday Checking Account?**
 - You'll need to download our Dora application from your mobile app store to begin. After you download and open the app, you'll want to tap 'I'm ready to get started' and then tap 'Register'. After verifying your email, phone, and password through the first screens, you'll want to select the appropriate application path: "I have an SSN/ITIN" or "I do not have an SSN/ITIN". From that point, you'll want to fill in the appropriate information as it's requested.

- **Will I need to present any specific documents?**
 - Sometimes we may require you to upload some documentation. Take a moment to ensure you have the documents below handy, so you won't have to search for them if you are required to upload them later in the application process.

Photo/ID:

- State Issued Driver's License
- State Issued Identification
- US Passport

SSN/ITIN:

- SSN Card
- ITIN Letter

Address:

- Recent utility bill under applicant 's name, within 60 days of application.
 - **ACCEPTED:** - cable bill, internet bill, water bill, electric bill, oil bill, natural gas bill, or property taxes.
 - **NOT ACCEPTED:** cellular phone service bills, bank statements

- Unexpired lease or rental agreement, with applicant's name
- Recent mortgage statement, within 60 days
- Signed housing/shelter letter on company letterhead.

- **When do I present these documents and how do I present them to Dora?**
 - After entering all your information and accepting terms, you'll be able to send us the required documents right away (if applicable).
 - Once you get to the "Great! We're in the middle of getting your account ready" screen you may notice 1,2 or 3 different boxes displayed:
 - **Verification of Identity**
 - **Verification of Address**
 - **Verification of SSN/ITIN**
 - When you tap into Verification of Identity, you'll load our Veriff Identification Verification process. Here you'll take a photo of your passport or consular card ID (front and back) and take a selfie. That will satisfy our requirements for your ID.
 - When you tap into Verification of Address, you'll have the ability to take a photo or upload your verification address document.
 - When you tap into Verification of SSN/ITIN, you'll have the ability to take a photo or upload your SSN Card or ITIN Letter.

- **I've filled out my application and uploaded the required documents – now what?**
 - When your application is complete, and the appropriate documents have been uploaded, all your information is sent to our support staff. It can take up to 48 hours for your application to be reviewed. Once your application is reviewed and a decision is made you will be alerted via email (keep a close eye on your inbox.) Please be sure to check your SPAM folder as well.