

No.	Question	Answer
Section 1: General Questions		
1	Why is DragonPay suddenly asking me for additional information/documents when I make a transaction?	DragonPay may sometimes do a random check on customers as part of their customer due diligence.
2	What additional information/documents will DragonPay ask from me?	<p>DragonPay will ask for one or more of the following:</p> <ol style="list-style-type: none"> 1. Government ID 2. Proof of bank ownership 3. Selfie holding both the ID and the proof of bank ownership <p>In the case where a user claims that they are a relative/friend of the bank account holder, DragonPay will ask both persons to submit the above requirements.</p>
Section 2: Additional Questions		
3	Will DragonPay ask me for these additional information/documents every time I make these kinds of transactions?	Not always; but, there might be cases where DragonPay will ask for your KYC information again for a different transaction.