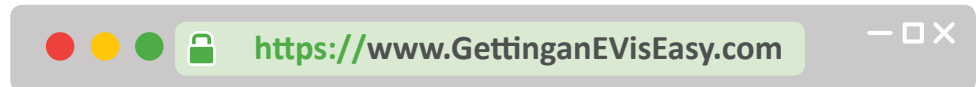


7 EASY STEPS TO VALIDATION

Follow this to easily navigate the validation process and activate your green bar to begin building trust online.



1 Enrollment Forms

Sign the Acknowledgement of Agreement Form and submit to Symantec.



PREFERRED METHOD

The easy & fastest way

Complete and return paper version via email: ev-support@verisign.com or fax: 1-650-961-8870.



ALTERNATIVE METHOD

If you can't do preferred way

Complete an online version during the Final Verification Call with an authentication agent.



COMMON ISSUES

These result in delays

- Forgetting to complete resulting in delays.
- Sending in unsigned.



ALTERNATIVE METHODS

If you can't do preferred way

- Official Registration Documents - Symantec will accept business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) that were issued from your local government.
- Legal Opinion Letter - If your business entity registration details are not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 2-7.



PREFERRED METHOD

The easy & fastest way

Online Government Database - Symantec looks at the official website of your country/state that publically displays your business entity registration status. Everything must match enrollment details exactly.



2 Organization Authentication

2

Symantec must make sure your business is real. Your legal entity name must be registered and active within your country/state and match your enrollment. If using a trade name, assumed name or DBA; make sure all fictitious registration filings are also up-to-date (additional documentation may be required to verify the Sole Owners identity).



COMMON ISSUES

These result in delays

- Submitted wrong business name.
- Official registration details are outdated/expired.
- Sole Proprietors from the United Kingdom can't qualify.
- Fails to complete any alternative methods.
- Refusal to pay more for legal/accountant signature on letter.



3 Operational Existence

Symantec must verify if your legal entity has been operational for 3 or more years. If younger than 3 years, proceed to alternative methods.



PREFERRED METHOD

The easy & fastest way

Online Government Database - Symantec looks at the official website of your country/state that publically displays your incorporation date.



COMMON ISSUES

These result in delays

- Dun & Bradstreet displays outdated entity details.
- Refusal to visit local bank to complete a letter with a bank agent.
- Refusal to pay more for legal/accountant signature on letter.



ALTERNATIVE METHODS

If you can't do preferred way

- Official Registration Documents - If you've been operating for 3+ years, but the incorporation date is not visible, you can submit business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) to prove it.
- Dun & Bradstreet - If younger than 3 years, Symantec can use a comprehensive DUNS Credit Report if you have one, the registration date does not matter.
- Bank Confirmation Letter - If younger than 3 years, provide Symantec a letter verifying your legal entity has an active checking account (demand deposit) with a local financial institution.
- Legal Opinion Letter - If incorporation date is not visible or your business is younger than 3 years, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 2-7.



ALTERNATIVE METHODS

If you can't do preferred way

- Official Registration Documents - Symantec will accept business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) that were issued from your local government.
- Dun & Bradstreet - Symantec can use a comprehensive DUNS Credit Report to verify the physical address associated with your business entity.
- Legal Opinion Letter - If your physical address is not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 2-7.



PREFERRED METHOD

The easy & fastest way

Online Government Database - Symantec looks at the official website of your country/state that publically displays your business entity physical address. Everything must match enrollment details exactly.



4 Physical Address

4

Your legal entity must have an established physical presence in the registered country/state. Symantec must verify the street address, city, state & country. PO Boxes are not accepted!



COMMON ISSUES

These result in delays

- Some gov't databases or registration docs (i.e. Delaware) do not list business's address.
- Dun & Bradstreet displays outdated entity details.
- Refusal to pay more for legal/accountant signature on letter.
- Entity is registered through a third-party agency (i.e. offshore) and applicant can't verify physical presence.



5 Telephone Verification

You must have an active telephone phone number listing verifiable by accepted telephone directories online. Listing must display the EXACT same verified business name with corporate identifier (i.e. Inc., LLC) and physical address.



PREFERRED METHOD

The easy & fastest way

Online Government Database - Symantec looks at the official website of your country/state that publically displays your telephone number.



COMMON ISSUES

These result in delays

- Majority of online gov't databases don't display telephone numbers.
- Telephone listings in third-party directories or Dun & Bradstreet display outdated entity details or telephone numbers.
- Applicants refuse to publically display company phone number temporarily.
- Refusal to pay more for legal/accountant signature on letter.



ALTERNATIVE METHODS

If you can't do preferred way

- Third-Party Directory - Symantec can use an existing or new telephone listing in acceptable directories (i.e. YellowPages, Scoot, 192.com) as long as the verified business details are the same.
- Dun & Bradstreet - Symantec can use a comprehensive DUNS Credit Report to verify the telephone number associated with your business entity.
- Legal Opinion Letter - If telephone number is not visible, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 2-7.



ALTERNATIVE METHODS

If you can't do preferred way

- Update WHOIS record - If details are outdated or privacy is enabled, you can update the record and request Symantec to check details again.
- Proof of Right Email - This email can be sent to the WHOIS registrar email address or one of the 5 pre-approved email addresses (i.e. admin@, administrator@, webmaster@, hostmaster@, postmaster@)
- Legal Opinion Letter - If your details can't be seen or updated, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 2-7.



PREFERRED METHOD

The easy & fastest way

WHOIS - This database displays domain registrar information and the record must be publically available and display the verified business name with corporate identifier (if applicable) and physical address.



COMMON ISSUES

These result in delays

- Cannot update the WHOIS record or create an accepted alias email.
- Do not have access to the server to upload a text file.
- Refusal to pay more for legal/accountant signature on letter.



6 Domain Verification

6

You must prove ownership of the domain(s) submitted with the order.



7 Final Verification Call

Symantec must speak with you or the specified applicant (site admin) using the verified business telephone number to confirm the order details.



PREFERRED METHOD

The easy & fastest way

Verified Business Telephone Number - This is the telephone number pulled from an acceptable telephone resource used to call you directly.



COMMON ISSUES

These result in delays

- Unable to answer the telephone during normal operating hours.
- No operator or colleague to transfer/provide alternative telephone number to be reached at.



ALTERNATIVE METHODS

If you can't do preferred way

- Extension or IVR - If the verified telephone number is not the applicant's direct line, Symantec can enter an extension (if provided) or follow an IVR to connect directly to you.
- Transfer or Alternative Telephone Number - If the verified telephone number is not the applicant's direct line, Symantec can either be transferred or obtain another telephone number from a colleague after initiating the call using the verified telephone number.

