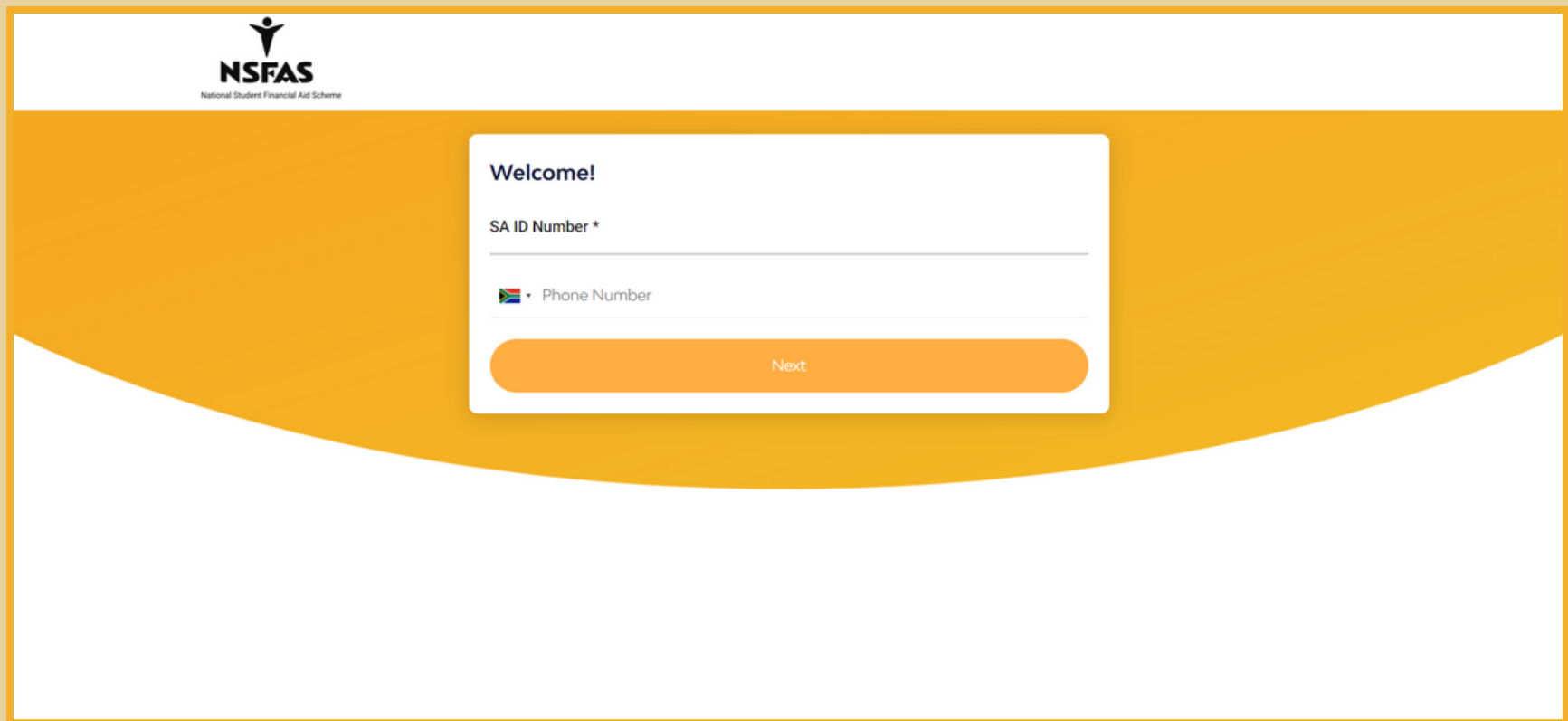


KYC Error Message?

I received an **error message** when accessing my Tenetech account. It said, **“Your KYC is not verified yet. Complete your KYC”**.

However, my KYC status was complete before. ★

What should I do?



NSFAS
National Student Financial Aid Scheme

Welcome!

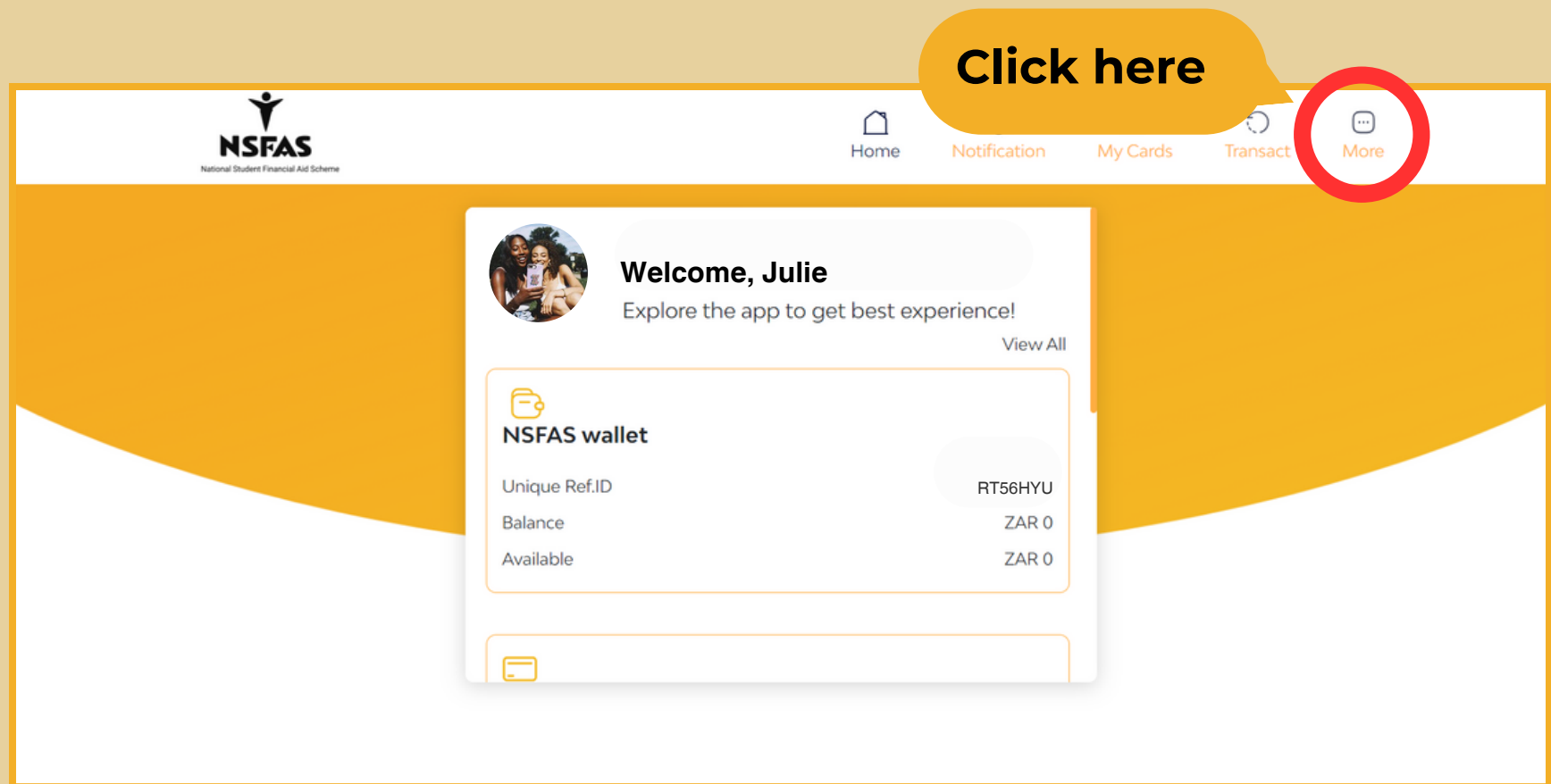
SA ID Number *

Phone Number

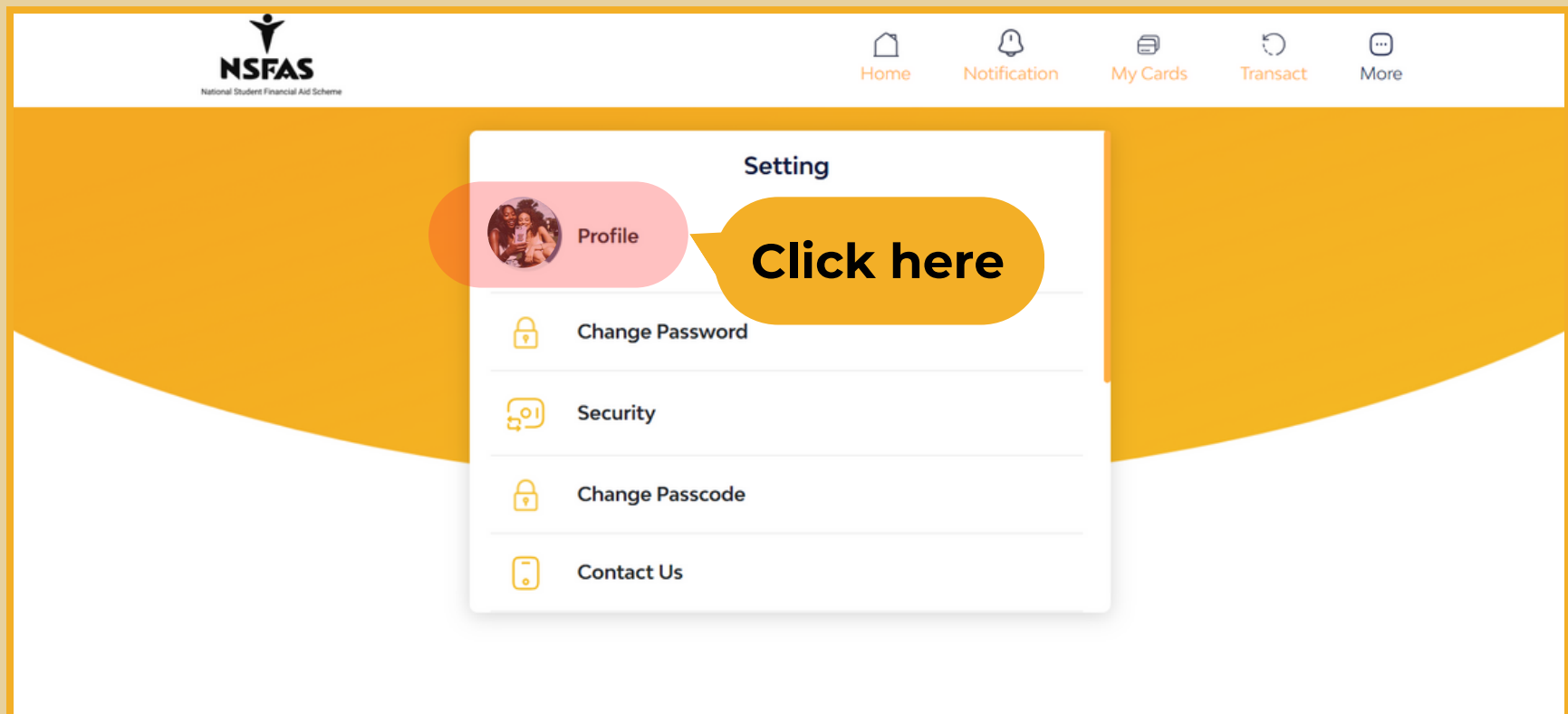
Next

- Open your Tenetech account using the **Website Application**, found at **www.nsfas.tenettechnology.co.za**.
- **Log in** to your Tenetech account, using your name, mobile number and password.
- An OTP will be sent to your mobile number. Enter this OTP into the web Application.
- Enter your PIN number as prompted.
- **You are now logged in to your Tenetech account.**

Tenetech

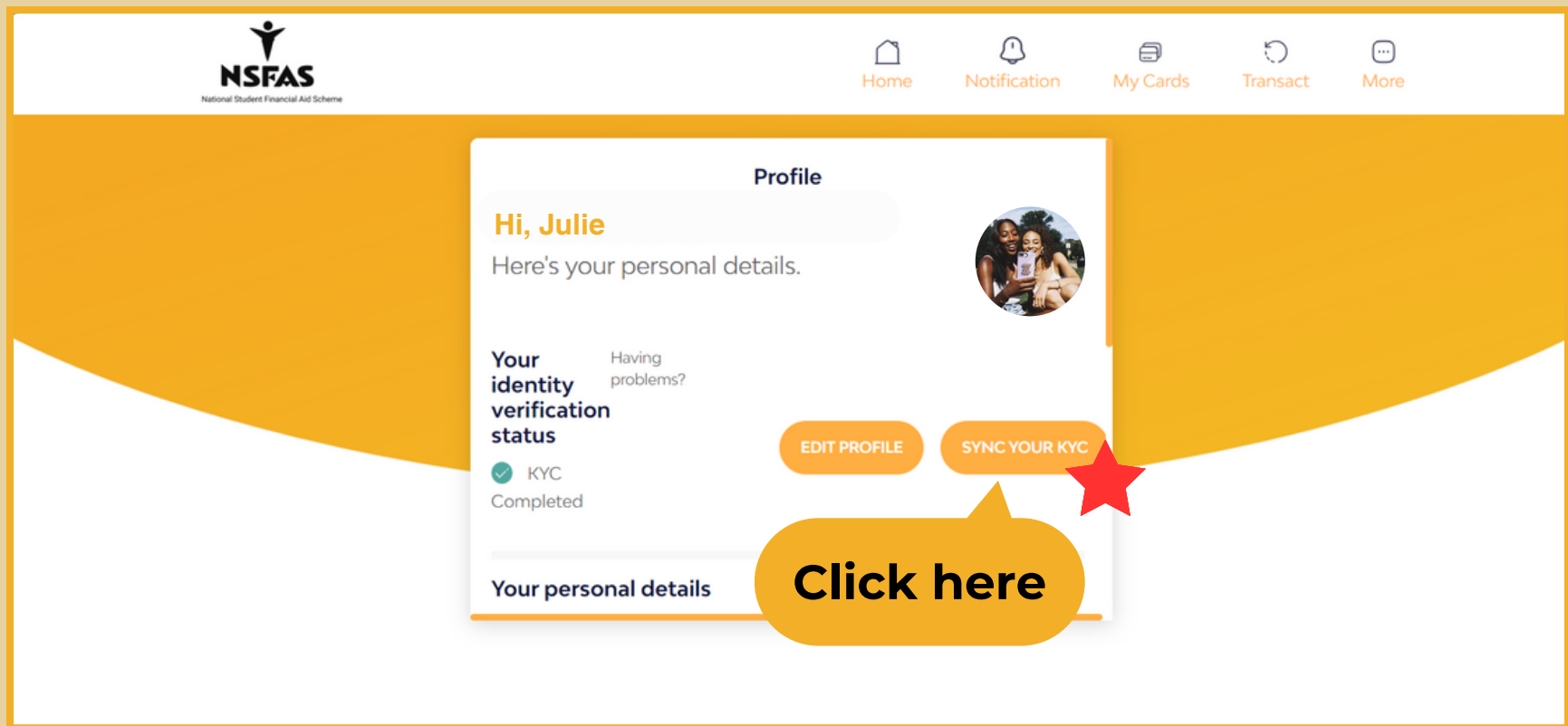


- Once you have logged in to your Tenetech account, go to the option **“More”**, found at the top of your account profile.
- *This will take you to your account’s settings page.*



- Once the page has opened, select the option **“Profile”** from your account settings.
- *This will take you to a page where you added your personal details when creating your Tenetech account.*

Tenetech



- Once the page has opened, you will see an option to **“sync your KYC”**.
- Select this option and **wait for your KYC data to refresh**.
- Once your data has synced, **Your KYC will be verified and you can then transact**.