



Using Verimoto for Asset inspections

Verimoto is a quick, easy, accurate and secure way to verify assets for private sale deals.

With over 20,000 completed inspections, Verimoto is the quickest way to verify an asset when finance is required. To ensure the process is smooth and trouble free please read the following information.

How it works for you

If you are a broker - use the [Verimoto web portal](#) to sign up and create an account. You then create an inspection request selecting the lender and the platform sends a notification to the Vendor. The Vendor will be prompted to download the Verimoto app and carry out their own inspection. Once completed and sent, Verimoto verifies all information and produces a report to you within 30 minutes.

Note: the Vendor DOES NOT and SHOULD NOT create an account on the Verimoto portal. Their **only interaction with Verimoto is with the mobile App**. Asking the Vendor to log into the portal, and enter their credit cards is a breach of the terms of use and is not supported by Verimoto.

Verimoto is engineered to ensure your data and privacy is secured and the integrity of this information is maintained at all times. To guarantee this, the Vendor can only use the app to capture the images and supporting details and must follow the steps exactly as the app requires.

- **Verimoto is different to manual inspections** Verimoto is purpose built, with security at the forefront. Therefore, Verimoto doesn't allow the Vendor to skip sections of the process nor can you customise the inspection request even if you have the relevant information. This is one of the reasons our Lenders chose Verimoto – it's built to their requirements.
- **Vendor experience** Generally the Vendor experience with Verimoto is quick and simple. However, to ensure the deal can be done as quickly as possible, ensuring the Vendor knows what to expect, as a minimum you should send them the [SellerUserGuide](#) PDF. See below.
- **Vendor Security** Some Vendors are threatened by sharing personal details through the app. Verimoto is an Australian SOC2 certified business – if a Vendor is unsure about security, feel free to share the Verimoto Data safety resource below.

Before you get started, please take a few minutes to familiarise yourself with Verimoto:

1. Watch the 60 second [Broker explainer video](#)
2. Watch the 40 second [Vendor explainer video](#)
3. Watch [the end-to-end demo](#) to understand the Vendor experience
4. Read the [Verimoto Data Safety](#) page for Vendors
5. Read the [Seller User Guide](#). We encourage you to download this file and send it to Vendors so they know what to expect.

How to get started

If you have read all of the above, you are ready to create your first inspection request!

If your company is already using Verimoto – you must get an existing user to “Invite you” to Verimoto – this ensures your inspections are linked to the same Broker Company.

If this is you – [follow these instructions](#).

If you are the first person to use Verimoto in your business, Click [here to register](#) and use Verimoto and make sure to do [all 10 steps as outlined in this guide](#)

How to get Help

If you have read through the above, and clearly set expectations with the Vendor, then everything should run smoothly, however, sometimes things don't go as planned – Verimoto is here to help.

1. Check the [FAQ's and How-to guides](#) :
2. Chat online from either the Verimoto website or Verimoto portal if you are logged in. Available Mon-Fri 9am-8pm AEST. The chat button is located on the bottom right-hand corner.
3. If you are unable to find help from the above, email support@verimoto.com.
4. Tell the Vendor – they can use chat from right in the App . Just click the chat bubble in the top Right hand corner of the Verimoto App.



If you have tried all of the above and still cannot resolve the problem, reach out to your Lender BDM. They are familiar with Verimoto and can help or escalate to Verimoto management.

Note that telephone support is not available from Verimoto. This is a 100% digital service at an aggressive price point. If you follow the instructions above, you shouldn't have any trouble.

Broker Frequently Asked Questions

Q: Can the Vendor skip certain parts of the inspections, because I already have the documents.

A: No. All steps are mandatory. Verimoto is more secure than sending sensitive documents via email. When the Vendor takes images of the asset and other relevant information, Verimoto verifies these to ensure they have not been forged or incorrect, Verimoto also uses GPS to identify the location of where the information is obtained.

Q: My Vendor doesn't want to take a selfie. Can they skip it?

A: No. The Driver's license and selfie facilitates a geo-tagged facial recognition match. It's a vital step in ensuring Verimoto can identify who is doing the inspection.

Q: My Vendor's vehicle is in a shed and they cannot get an image of the far side, can they skip it?

A: No. The Vendor will have to move the asset and take an image from all sides.

Q: My Vendor is in Melbourne and the Asset is in country NSW. What can we do?

A: The inspection can be done by two people in two different locations, sequentially. The Vendor should login and do their Driver's license, selfie and paperwork, then logout. The other party can then login to the app using the same inspection ID, email and password, and take images of the asset.

Q: Verimoto is asking for a Bank Statement but this is a re-finance deal – so there is no payment to a bank account. What do I do?

A: Ask the Vendor to submit a photo of the existing finance payout letter instead of the bank statement. Then email Support@verimoto.com quoting the Verimoto inspection ID and explaining that it is a refinance and a payout letter has been submitted, because a bank statement is not required.

Q: Verimoto is asking me for the “Inspection ID” what is that and where do I find it?

A: Log into Verimoto and open the inspection by clicking on it. The Verimoto inspection ID is shown in the web browser address bar. It is the 6 digit number at the end. For example:

<https://portal.verimoto.com/#/application/details/109892> . In this case the Verimoto Inspection ID is : **109892**

Thanks for using Verimoto.



Verimoto

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