

VERIFICATION STEPS: SUBMIT GOVERNMENT ENTITY VERIFICATION TO STRIPE

For institutions that qualify as a Government Entity, Stripe has provided our clients with a multi-step verification process.

- 1) **Locate Stripe Acct ID:** *Found by clicking on your stripe.com Profile in the top right corner and scrolling to the bottom of the page to see your associate Stripe accounts and account ID. Please copy and paste this number in the letter where indicated*
- 2) **Prepare Documentation:** You will need to obtain official school letterhead and provide all required information outlined in the example linked here. The Stripe account owner may also be required to send a copy of their driver's license.
- 3) **Submit Documentation:** Send verification email and documentation directly to Stripe at school-onboarding@stripe.com (CC: merchantservices@hometownticketing.com)

*We have included the exact subject line and text below to include in the email:

Subject Line: Hometown Ticketing School Onboarding for Merchant:
[acct_XXXXXXXXXX]

Email Text:

Hello Stripe Onboarding Team,

As directed by the Stripe Risk and Onboarding teams, we are requesting that our Stripe account entity be converted to a Government Entity as part of Stripe's Public Company and Govt Entity letterhead onboarding flow.

Our account ID is: acct_XXXXXX

Our letterhead is attached.

***Attachment: Please be sure the school letterhead is attached to this initial correspondence.**

- 4) **Review and Confirmation:** Once submitted, Stripe will review your documentation and confirm the verification status of your account.
- 5) Stripe will directly respond if there are any additional items needed for verification within five (5) to ten (10) business days.



Letterhead - Must match Stripe legal entity name

(Date)

(Enter Stripe Account Name)

(Enter Business Address, City, ST, Zip Code)

To whom it may concern,,

We, **(Enter Stripe Account Name)**, are writing today to confirm that our **(Enter Stripe Account Owner Title w/school)**, **(Enter Stripe Account Owner Name)**, is authorized to manage our Stripe account.

Our Account ID is acct_**(Enter Stripe Account ID)**. **Found by clicking on your stripe.com Profile in the top right corner and scrolling to the bottom of the page to see your associated Stripe accounts and account ID. Please copy and paste this number above**

Our Business name is **(Enter Business Name)**.

Our Website URL is **(Enter Website URL - website link where HomeTown tickets are sold)**.

Our Business Address is **(Enter Physical Business Address - Stripe does not recognize PO Boxes)**.

Our Business Tax ID(s) is/are **(Enter Business Tax IDs)**.

Our Stripe account owner's name is **(Enter Stripe account owner's name)**.

Our Stripe account owner's title is **(Enter Stripe account owner's title)**.

Thank you,

(Enter Business Representative Signature Here)

(Enter Business Representative Title)

Please note, the person that signs your letterhead will need to be someone other than yourself, since you are the Stripe account owner

Headquarters
4305 W Dublin Granville Road Dublin, OH 43017
1-866-488-4849



HELPFUL TIPS

- In order to get back to your new Stripe account, click [here](#) to visit the Stripe website.
- Favorite/bookmark both your HomeTown Virtual Box Office and your new Stripe account in your internet browser for easy access moving forward.
- In your **Stripe Account Settings**, you can update your payout schedule to Daily, Weekly or Monthly (Stripe defaults payout frequency to daily). To update within your Stripe Dashboard, click on:

Settings → External Payout Accounts and Scheduling

- In order to contact **Stripe Support** from your Stripe Dashboard:

Settings → Support Articles → Contact Stripe

This will allow you to either chat with Stripe, have them give you a call, or send them an email.

