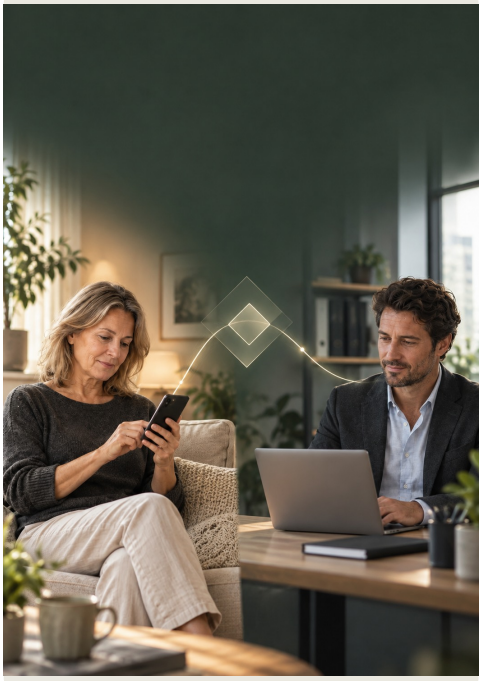
HUMAS ID for organisations

Help customers and employees check who is contacting them



“Hello, I represent your bank.”

An organisation’s name, a familiar number and a confident voice can inspire trust. Scammers exploit this by posing as employees of banks, public institutions, employers and other organisations - including fictitious ones.

HUMAS ID gives people a separate way to check a contact before continuing a conversation or agreeing to a meeting.

An organisation is reviewed before joining, appoints authorised staff and interacts with participants through its account. The person opens HUMAS ID independently, reviews the request and makes their own decision.

Who can benefit

Banks, insurers and financial organisations. Arranging consultations, calls and meetings with customers.

Healthcare and social care organisations. Agreeing times to speak with patients and people receiving support.

Educational organisations. Interacting with students and parents.

Public and municipal institutions. Contacting residents and inviting them to appointments.

Employers and HR teams. Communicating with employees and candidates.

Service, utility and property management companies. Arranging calls, meetings and visits by specialists.

The service suits organisations that want people to be able to check contacts made in their name.

Check the contact. Review the details. Make your own decision.

Two scenarios for everyday work

Arrange a call or meeting in advance

1. **The organisation joins.** It applies, is reviewed and appoints staff who will work on its behalf.
2. **The person accepts the connection.** The customer or employee uses a personal HUMAS ID account and confirms the connection with the organisation.
3. **A staff member sends a request.** They select a participant, specify a phone conversation or meeting, and enter its date and time. For a meeting, they add the location. They check the details and send the request.
4. **The participant reviews the contact.** They open HUMAS ID independently, check the organisation and proposed arrangements, then confirm or decline the request.
5. **Both parties see the result.** The staff member knows whether the invitation was accepted. The participant can return to the contact details.

For example: a bank employee suggests a consultation time in advance. The customer sees the request in HUMAS ID and confirms a convenient time.

Check an unexpected contact during a call

1. **The participant starts a check.** They open HUMAS ID and select the connected organisation the caller claims to represent.
2. **A staff member responds through the organisation account.** The person actually conducting that conversation must respond. They read out the displayed code to the participant first.
3. **The participant compares the code.** They enter the code they heard in HUMAS ID and see the comparison result. If the check is incomplete or doubts remain, they can end the call and contact the organisation using a previously known contact.

Confirming an invitation means agreeing to the proposed conversation or meeting, not that it has taken place. A matching code shows access to the organisation account; it does not verify the phone number. HUMAS ID does not require passwords or sign-in codes to be given to a caller.

Caring for people starts with a way to check

For customers and employees

- A way to check the contact separately from the caller's words.
- Time to review the invitation and respond independently.
- The request and its result remain available in the account.

For the organisation

- A clear process for arranging calls and meetings.
- A way to help people recognise contacts made in your organisation's name.
- Authorised staff work according to their assigned roles.
- A history of requests and responses for follow-up work.
- The option to start with a small group and assess usability.

HUMAS ID helps reduce the risk of deception using an organisation's name. Its effect also depends on how consistently staff and participants use the checks.

Choose the format that suits you

Start	For a small team beginning to work with participants.
Team	For several staff members working regularly with a larger group of participants.
Scale	For organisations with a high volume of contacts; includes setup and team training.
In your system	Installation and adaptation of the module in the organisation's infrastructure after a compatibility assessment. Implementation and support are agreed individually.

Plans differ in usage volumes and support. Core features include requests for a conversation or meeting, contact checks during calls, history and notifications.

A free introductory period is available after the organisation is admitted. Individual participants use HUMAS ID free of charge.

Start with one working scenario

Choose a team and a group of participants, try arranging calls or meetings, gather feedback and decide on a suitable format for continued use.

Learn more and apply: humassystem.com/humas-id/
Questions about joining: info@humassystem.com

The scale of the problem: US$442 billion

Estimated scam losses over 12 months across 42 surveyed countries (GASA, Global State of Scams 2025), based on 46,000 adults. This estimate covers different scam types, not just telephone scams.

Source and methodology: GASA, Global State of Scams 2025 · Policy Agenda 2026