

New Payout System.

Onfido Document and Selfie - Best Practice.

To assist customers with successfully capturing photos of their ID and their selfie pictures, please take note of the following guidelines:

- We need an image of an original document. Our ID software is able to pick up if the photo has not captured an original document which may result in further customer checks and delays.
- The image must be in colour as we do not accept black and white or greyscale documents.
- The photo image and all text must be clear
- All 4 corners of the document must be captured and edges of the document must not be cropped/ cut.
- Take the image in natural daylight to avoid shadows
- Avoid camera flashes or light glare that can obscure data
- Lay the document on a flat surface, holding it open and take the image from a birds-eye view
- Make sure no objects are covering any parts of the document
- If the document has information on the front and back, we require an image of both sides which must be uploaded as separate files and not placed together into one file using any photo editing software or apps.

