

Best Practice Guide for TruBio Document Capture

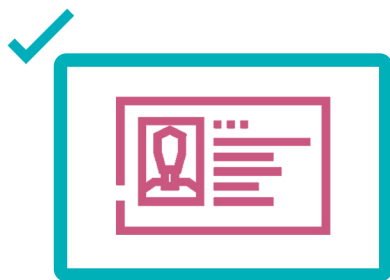
If your customers are sending images of their documents, please advise them to follow the guidelines below:



1. Place document on a plain background.



2. Images should be in focus and not appear blurry.



3. Make sure there is nothing obstructing the image.



4. Make sure your ID or document is in full colour.



5. Images should not have any glare or reflection.



6. There should only be one picture per file. If the document is two sided then create a separate file per side.



7. Do not crop any part of the image off, have margins on all sides.



8. For ID and driving licenses keep orientation of photo the same as the document.



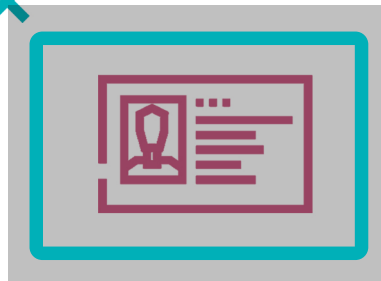
9. For Passports, only take a picture of the information page.



10. Images should not be rotated or at an angle.



11. Image should fill the whole screen where possible.



12. Images should be taken in bright light and not in the dark.