



Document upload guidance

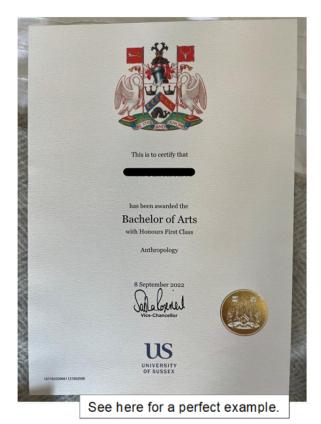
Physical documents uploads

To ensure smooth processing, documents must meet the following standards:

- Full A4 size the entire page must be visible, including all corners and edges.
- Full colour documents must be scanned or photographed in clear, full colour.
- High clarity text, photos, and security features must be sharp and easily readable.
- Undamaged originals documents should be free from tears, marks, or other damage.
- Proper lighting images must be taken in good lighting with no glare or shadows.

Original scans or photos of physical documents – do not submit images of digital

displays.



Unacceptable Document Formats

To ensure your documents can be processed without delay, please do not upload any of the following:





- Black and white copies.
- Cropped or cut-off documents.
- Blurry or unclear images.
- Damaged documents.
- Photos of screens.
- Documents with glare, shadows, or poor lighting.

