

# HOW TO COMPLETE YOUR LIVENESS SELFIE

## Best Results

- To be able to get the best results for liveness, we recommend lining up your face using the following tips:
  - Lining up your eyes with the horizontal grid line that appears.
  - Lining up the face so the vertical grid line sits at the halfway point of your face.
  - Filling the frame with your face so there is limited background.
  - Treat the liveness similar to when taking a passport photograph, no strong facial expressions and no teeth showing.
- If you fail your liveness twice, you will be asked to complete a unique pose such as putting your finger on your nose or your hand on your hand. Please try and match the unique pose as closely as possible.



Figure 1 - An example of a good liveness selfie, the whole face fills the frame and the eyes area aligned with the grid lines

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## Reasons your picture may fail



Figure 2 - This liveness selfie appears blurry, for best results hold the phone as still as possible and make sure the photo is as clear as possible

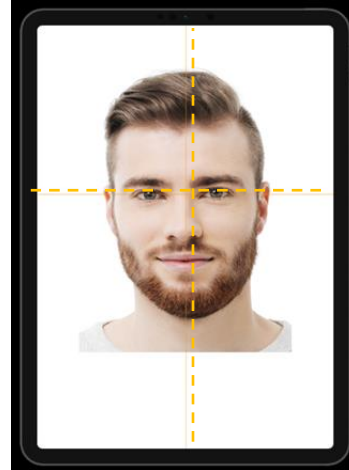


Figure 3 - Whilst this liveness selfie matches with the grid lines, the face is too far away and does not fill the frame. For best results, align the face with the grid lines whilst also filling the screen

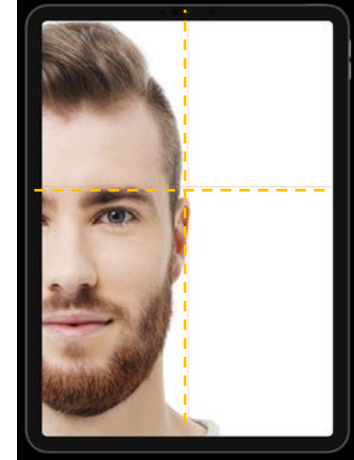


Figure 4 - This liveness example has not lined up the face with the grid lines, and half of the face is missing. For best results, make sure the full face is in view and lined up with the grid lines.

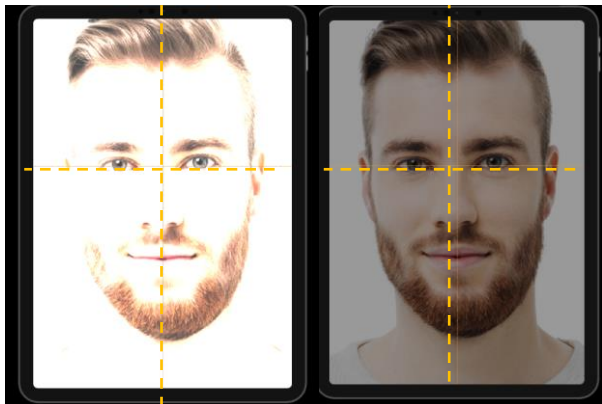


Figure 5- The two liveness examples would fail due to the lighting of the picture. For best results, make sure there are not glares or shadows in the picture, and that the picture is not too dark



When being **cert**ain is everything

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