



HOW-TO: Take a Selfie and Capture Document Image

For a great selfie...

- Take off your glasses, scarves, hats, and anything covering your face
- Look straight into the camera
- Take a close-up with your full head in focus
- We do not process photocopies or screenshots of selfies



Sometimes the selfies you submit aren't always accepted.

- Remember to make sure you are in a well-lit environment so there is more coverage and detail of your face. The better the coverage, the better the selfie.
- Please make sure to step away from any light sources making sure that your face is still clear, avoiding any glare or interference from light sources.
- Please make sure you are the only one in the selfie.
- We highly advise not wearing anything that can be blocking your face, like hats, scarves, glasses, or masks.

HooYu currently supports the electronic processing of all ID types and Proof of Address documents.

- International Passports: Excluding Emergency, temporary and diplomatic Passports, as well as travel documents.
- Driver's Licenses: that display your photo, name, date of birth, issued and/or expiry dates. This includes provisional Driver's licenses.
- National Identity Cards: Internationally formatted documents only, we do not accept domestic ID cards.
- Travel Visas attached to your international passport.
- National Residence Permits - internationally formatted documents only, we do not accept domestic Residence Permits.
- PASS Cards that display the PASS hologram such as the Citizencard, The Young Scot Card or the Validate UK proof of age card.

Although the above list may have some exclusions for specific types of documents, this is dependent on the Business Rules as some may accept these types of documents.

Driver's License



Identity Card



PASS Cards



PASS Proof of Age Card



Name
Jane Smith

DoB
28 Aug 2002

5843 6666 4567 8989

18 on
28 Aug 2020



16-17

Proof of Address (POA) Documents

- **Pro TIP:** Place a piece of white paper under your document
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash
- Make sure the first page contains your name and current address

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UTILITY COMPANY

JOHN SMITH
1 LONDON ROAD
KINGSTON
KT1 7JU

www.southern-electric.co.uk

Your Customer Account Number
35166 90019

Call us with any enquiries
0845 7252526

yourelectricityaccount

DATE OF ISSUE:
19 / 04 / 2019

| Reading last time | Reading this time | Tariff | Units | Price of each unit in pence | Amount |
|--------------------------------|-------------------|---|-------|-----------------------------|--------------|
| Turn over for more information | | C - Customer reading E - Estimated reading No code - Company reading | | | |
| Meter number(s) | | K96J74790 | | | |
| 64695 E | 65385 E | Q1 Standard - Standard energy | 690 | 5.72 | 39.47 |
| | | - Standing charge at 17.530p for 91 day(s) | | | 15.95 |
| | | CCL on 0 units at 0.5090p | | | 0.00 |
| | | VAT at 5.00% on charges of 55.42 | | | 2.77 |
| | | Total this invoice | | | 58.19 |
| | | Balance from previous bill | | | 64.82 |
| | | Payment received 29 May 2012 | | | 64.82 CR |
| | | PAYMENT NOW DUE | | | 58.19 |

03 801 201
13 0000 9525 395

Santander Trans cash bank giro credit

Reference (Customer number) 1533 63304

Credit account number 157 1311

Amount due (No fee payable at PO counter) £ 58.30

CHEQUE ACCEPTABLE

Please make sure browser permissions are enabled for your Camera on iOS and Android and refresh the verification link once these are enabled. If you are still having issues, please contact support@hooyu.com