

Reasons for Rejecting a Video-identification

DELIVERY TIMEFRAME:

The RESOLUTION timeframe for a video-identification ranges from 1 to a maximum of 5 business days. The average response time is between 24 and 48 hours from the moment the request is created.

Deliveries will not be made on Saturdays or holidays.

In any case, the indicated timeframes are estimates, and delays may occur due to force majeure. When this happens, the ACCV will inform the affected customers as soon as it becomes aware.

REASONS WHY ISTEC – ACCV WOULD REJECT A VIDEO-IDENTIFICATION:

1. The applicant appears naked or dressed in an indecent manner that could be offensive to the agents conducting the video-identification validation process.
2. More than one person appears or can be heard in the recording. Only the applicant may appear and be heard.
3. The applicant is under 18 years old.
4. The applicant lacks the required identification document, as specified before starting the video-identification process. **The document must include a photograph.**
5. The applicant does not physically show a document but instead shows an image or photocopy.
6. The applicant is identified with an expired document.
7. The data is not legible; that is, the document is not in focus, or the information cannot be read correctly. This may occur due to poor video quality or insufficient lighting.

For questions or inquiries regarding this manual, please contact us via the web [inquiry form](#) or at the following number: 963 866 014.