



## Transcription for Step by Step AEI Video Guide for Post Office

Welcome to the Post Office step by step video which demonstrates a new quick and simple service to help you with your Biometric Enrolment application.

Don't forget to bring your Biometric Notification Letter from the Home Office including the personal bar code letter as we cannot process your application without these documents. If you don't have a bar code letter, simply contact the Home Office who will be happy to help.

Also please ensure that you have cash or a debit card with you to pay for the service as we cannot accept credit cards for this service. When you get to the Post Office you can go straight to our Biometric Booth. If you are unsure where to go you can ask a member of our branch staff who are there to help you. Our branch staff will scan your bar code and check your name and date of birth. Then, they will take your photo. The agent will indicate where to stand for your digital picture to be taken.

To comply with regulations, we will ask you to do the following ...

Close the curtains behind you to ensure your digital picture is captured clearly in one take. It also provides you with privacy as you will be asked to remove items such as glasses and headwear.

Our Enrolment agent will be behind a glass screen throughout the whole process and will inform you of where to stand and where to look for your picture to be taken correctly. You will then be asked to place the 4 fingers of your right hand on the biometric machine pads to be scanned followed by the thumb of your right hand. Once you have pressed firmly on the biometric pad, your finger prints will appear on our agent's screen. You will then need to repeat this process with your left hand.

Finally we will need your digital signature. Using the special pen provided in the machine sign your signature on the pad on the right hand side.

Now our agent will take your payment. You will need to pay with cash or a debit card as we cannot take credit cards for this service.

Your Biometric Enrolment application is now complete. It's that simple. We provide you with a receipt which you must keep safe and confirm that all your information is sent securely to the Home Office who will process your application and write back to you with their final decision.

Thank you for choosing the Post Office.