



ID VERIFICATION GUIDE



marshfinance.com

July 2026

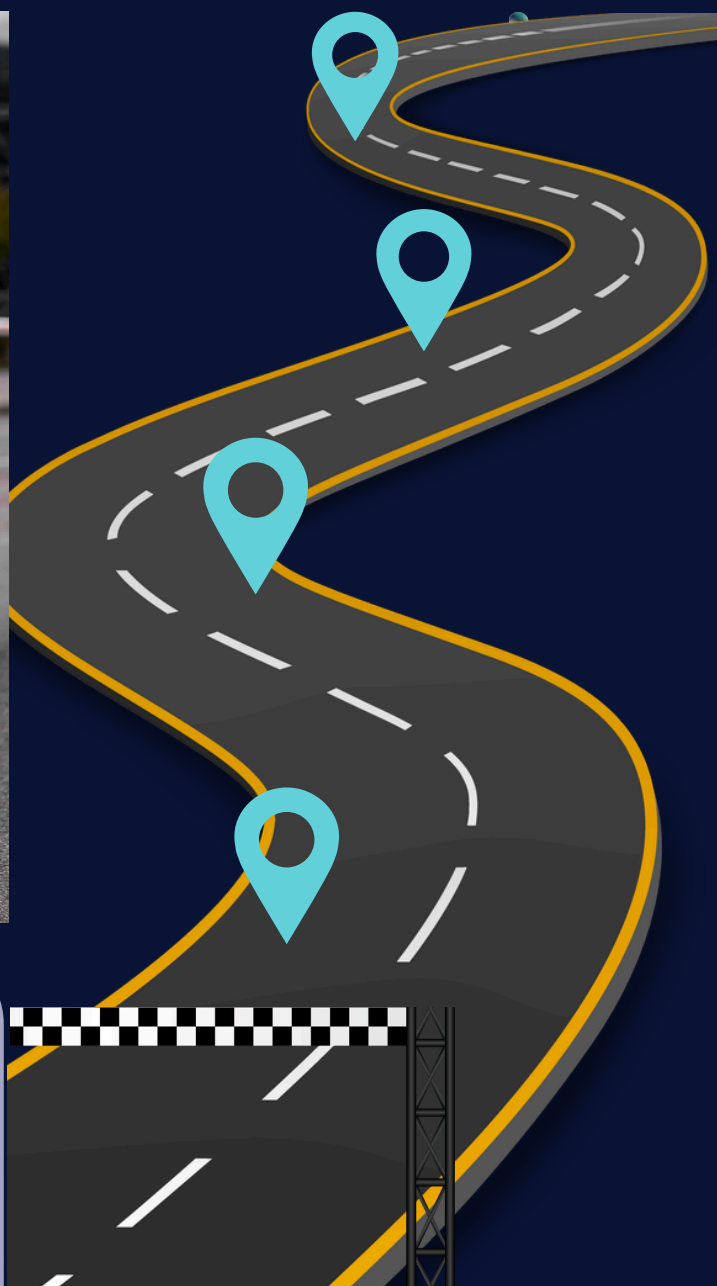


INTRODUCING **ONFIDO** ID VERIFICATION

Onfido is our secure digital identity check that helps protect both you and your customers from fraud.

As part of the application, customers simply upload a photo of their driving licence and complete a quick selfie.

Onfido's technology checks that the ID is genuine and matches it to the customer, helping us verify their identity in just a few moments.



HOW DOES IT WORK?

Onfido uses advanced AI and biometric technology to verify a customer's identity.

It analyses the security features of a driving licence to verify its authenticity, then compares the customer's facial biometrics with the photo on the document to confirm they're the same person via a liveness check.

These checks run securely in the background, helping prevent identity fraud while providing a quick, seamless experience for customers.



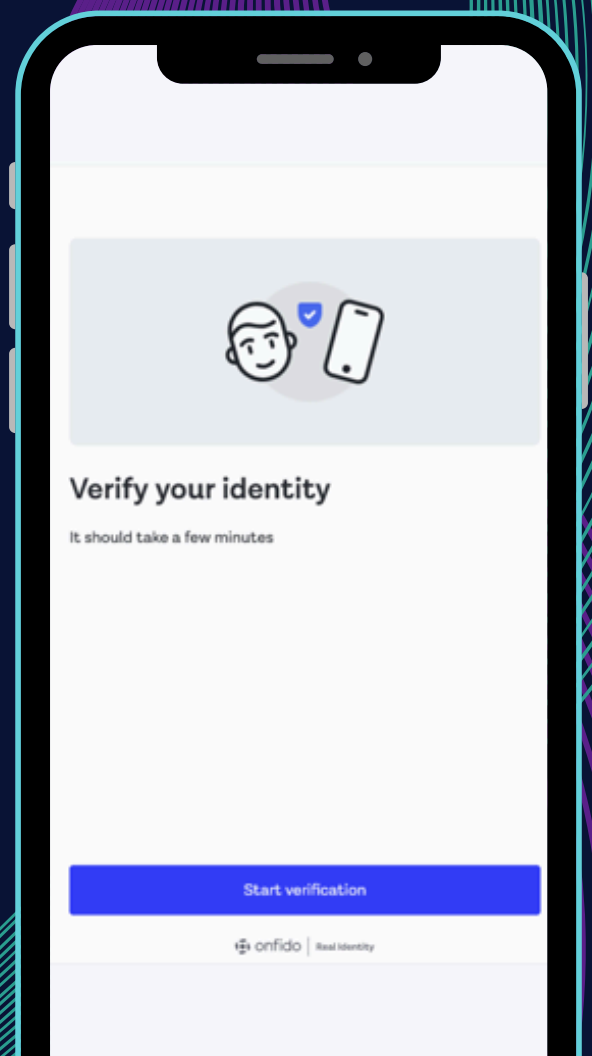


GETTING STARTED

Once your customer is ready, they simply need to click on the eSign link.

The customer is then transferred securely to Onfido to complete their identity verification.

From the Onfido welcome screen, they simply select 'Start verification' to begin the automated process.



SELECT DRIVING LICENCE

At Marsh Finance, we accept driving licences for identity verification.

The first step is for the customer to choose the country that issued their ID.

If you have any questions about our driving licence criteria, please contact the Sales Team.

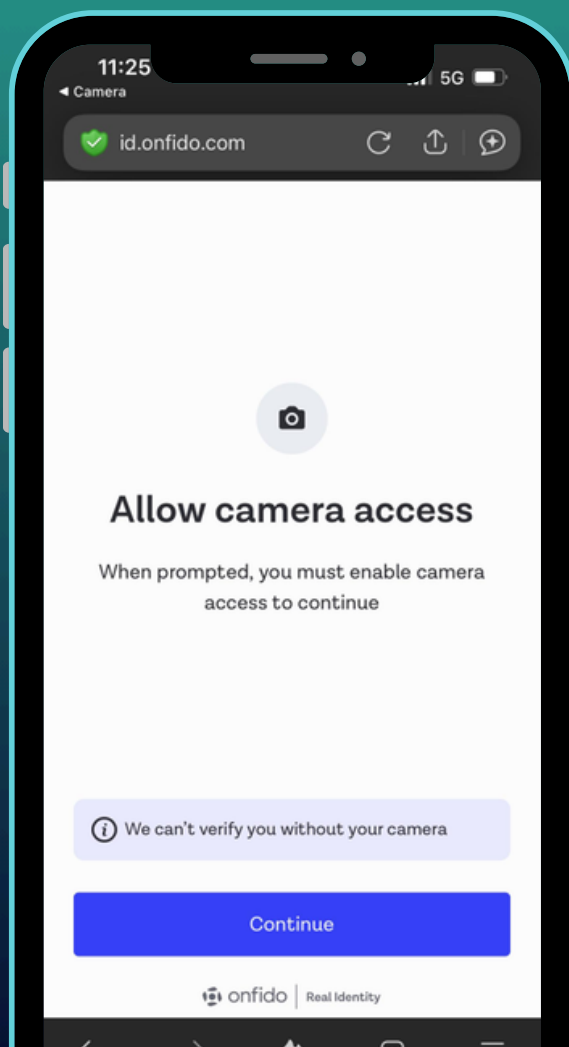


ALLOW CAMERA ACCESS

To complete the identity check, Onfido needs access to the customer's camera. This allows it to securely capture photos of their ID and complete the biometric verification process using either a smartphone camera or a desktop webcam.

When prompted, the customer should select 'Allow' to grant camera access. Without this permission, the identity check cannot continue.

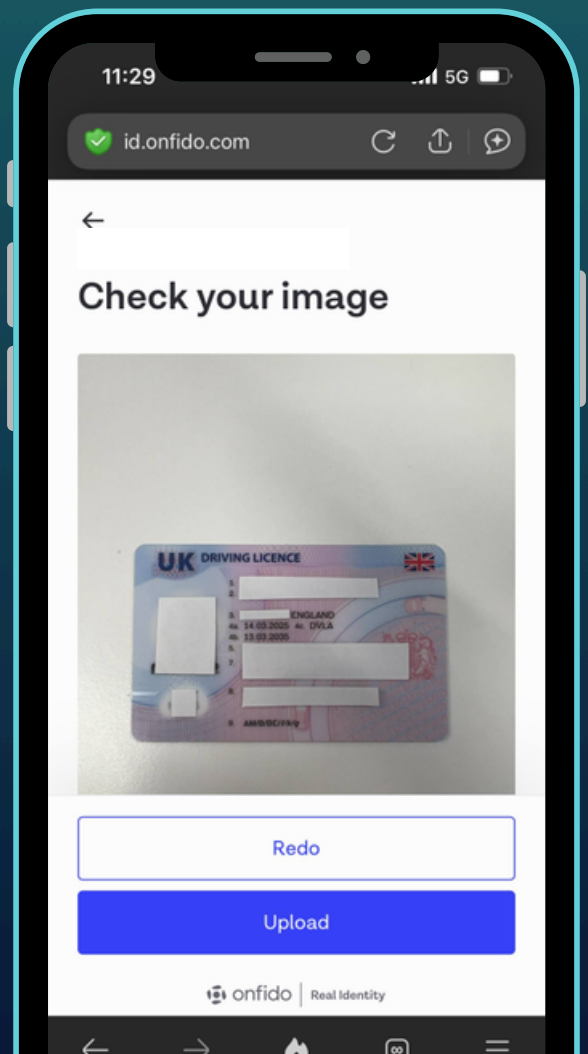
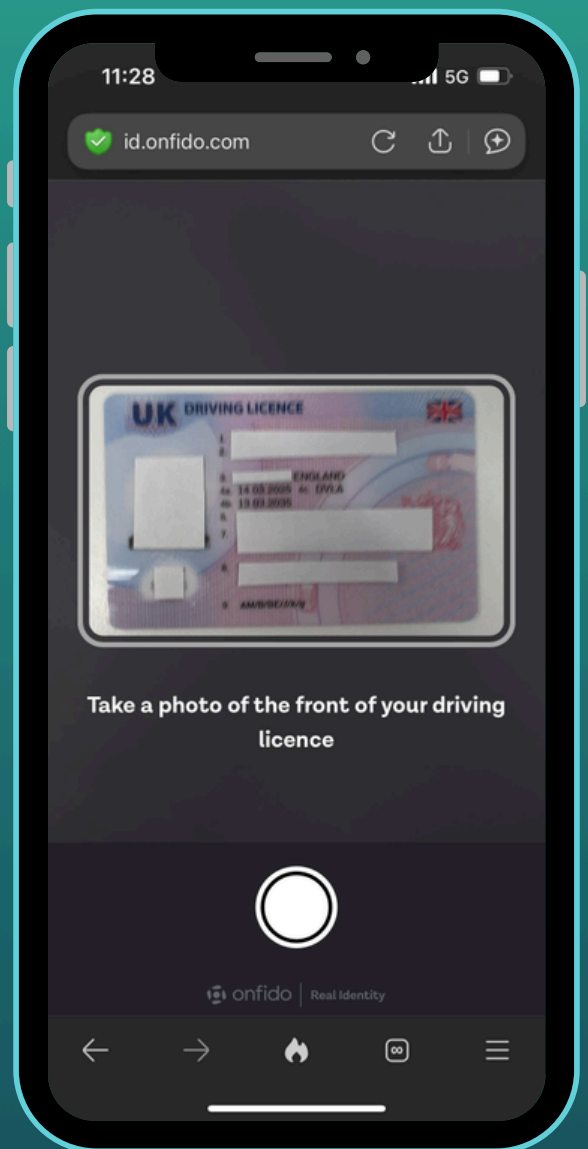
If the customer accidentally selects 'Don't Allow', they can usually enable camera access again through their browser or device settings before restarting the verification process.



CAPTURE THE ID DOCUMENT

The customer will then be asked to take clear photos of both the front and back of their driving licence. Onfido will guide them through the process to ensure the document is positioned correctly within the frame.

Before submitting, the customer can review each image. If they're happy with the photo, they can upload it. If it's blurred, cropped or unclear, they can simply retake it before continuing.





LIVENESS CHECK

The final step is the liveness check. This helps confirm the customer is physically present and matches the photo on their ID, providing an extra layer of protection against identity fraud.

The customer simply follows the on-screen instructions, which include slowly turning their head from side to side while the camera captures the required images.

The process only takes a few seconds and is completed automatically by Onfido.





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