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Sending us your **documents**

Your finance application will require significant documentation sent to us. It is very important that the information on your documents is **complete and readable**, and in a format that works with our systems.

The most effective way to send us your documents is **using a flatbed scanner or photocopier**. Place your passport, driver's licence and Medicare card on a white A4 page, leaving room for our certifier's stamp as shown.

If you don't have a scanner, you can use your smartphone camera – but keep in mind that **documents that are unreadable may delay your application process** and require re-sending.

The following pages give examples of acceptable and unacceptable documentation for the various types of documents you will need to supply.
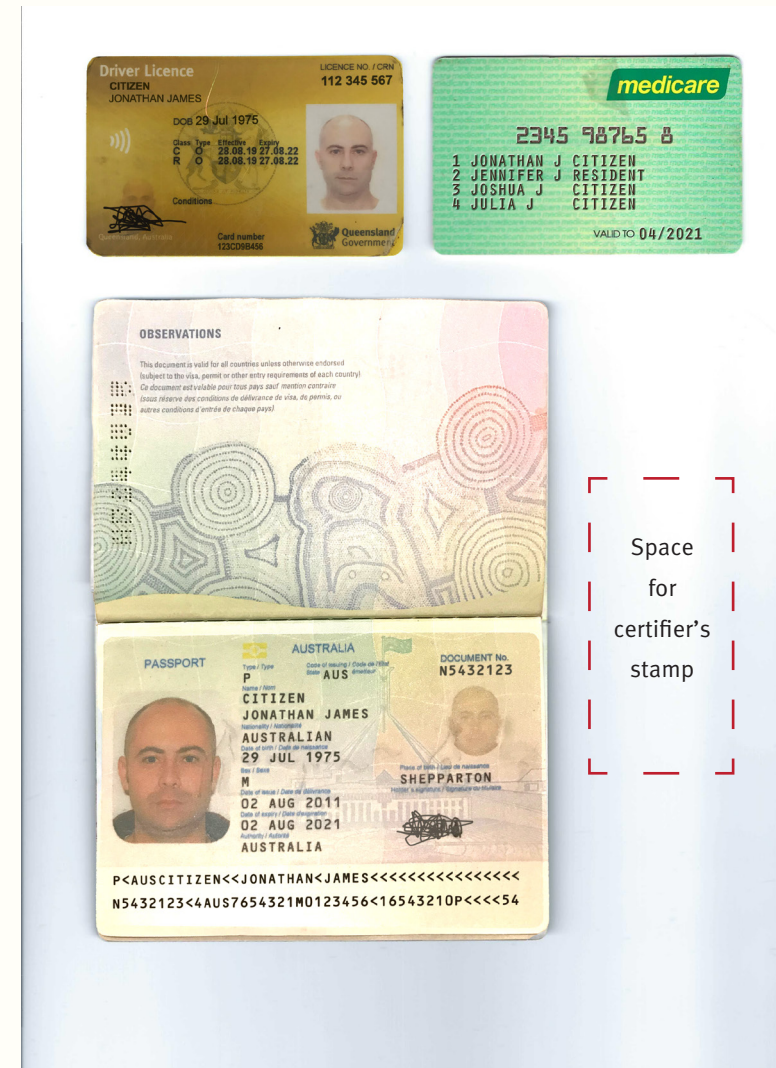
Remember – if you can't read it, neither can we!

Email documents to **loandocs@crewfinancial.com.au.**
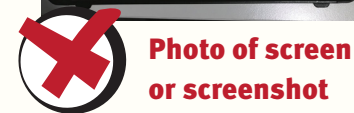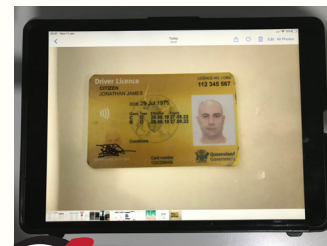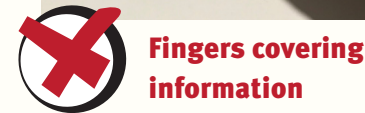
✔ Best practice

- ✔ Use flatbed scanner or copier
- ✔ 300 dpi resolution, PDF format
- ✔ Place on A4 white page
- ✔ Flat and straight
- ✔ All information visible with no obstructions
- ✔ Current and valid documents
- ✔ Space for certifier's stamp

Sending us your **card IDs**

A flatbed scanner or photocopier usually produces the best results, but you can also use your phone camera to take pictures of your documents. Once you've taken the photo, make sure the information is readable and complete. **Remember – if you can't read it, neither can we!**

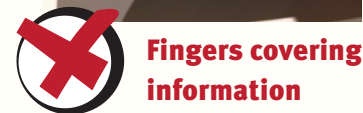Scan or photograph your documents and email them to **loandocs@crewfinancial.com.au**.

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✔ Acceptable

✔ Sharp, clear images
✔ Flat and straight
✔ Even lighting
✔ No obstructions on image
✔ All information visible
✔ Current and valid documents
✔ Photo of original hard copy documentation

✘ Unacceptable

✘ **Blurred or low resolution**

✘ **Digital licence or screenshot**

✘ **Shadow**

✘ **Slanted camera angle**

✘ **Fingers covering information**

✘ **Reflection or flash**

✘ **Photo of screen or screenshot**
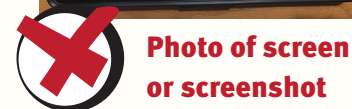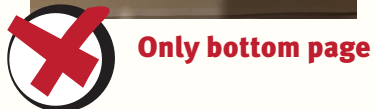

✘ **Cropped or edges cut off**

Sending us your **passport**

A flatbed scanner or photocopier usually produces the best results, but you can also use your phone camera to take pictures of your documents. Once you've taken the photo, make sure the information is readable and complete. **Remember – if you can't read it, neither can we!**

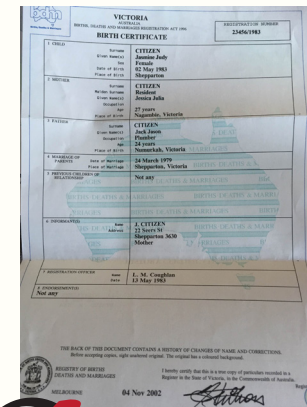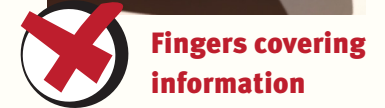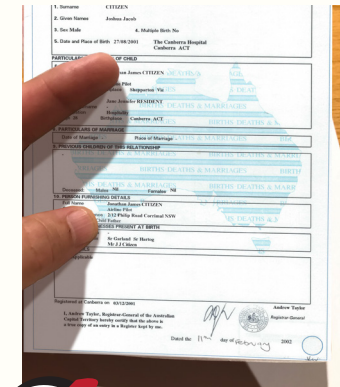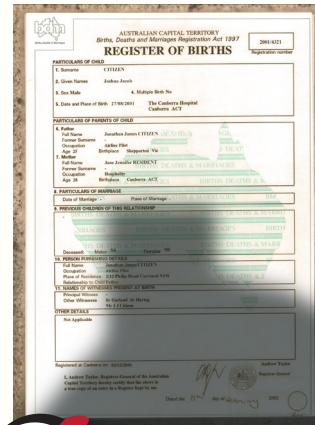Scan or photograph your documents and email them to **loandocs@crewfinancial.com.au.**

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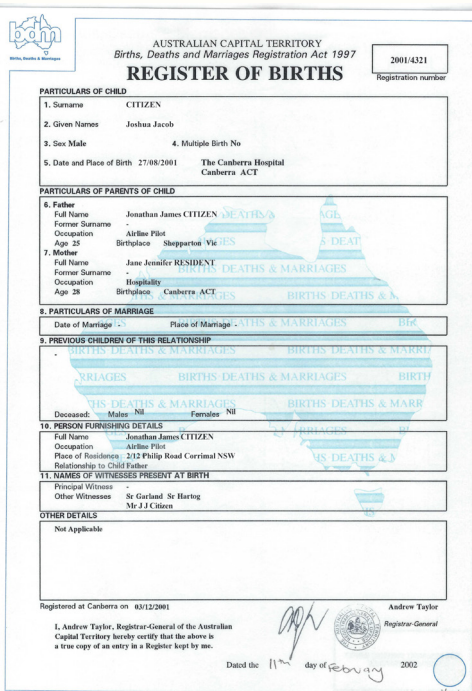www.crewfinancial.com.au

✔ Acceptable

- ✔ Sharp, clear images
- ✔ Flat and straight
- ✔ Even lighting
- ✔ No obstructions on image
- ✔ All information visible on both pages
- ✔ Current and valid documents
- ✔ Photo of original hard copy documentation

✘ Unacceptable

✘ **Blurred or low resolution**

✘ **Only bottom page**

✘ **Shadow**

✘ **Fingers covering information**

✘ **Photo of screen or screenshot**

✘ **Slanted camera angle**

✘ **Cropped or edges cut off**

Sending us your **certificates**

A flatbed scanner or photocopier usually produces the best results, but you can also use your phone camera to take pictures of your documents. Once you've taken the photo, make sure the information is readable and complete. **Remember – if you can't read it, neither can we!**

Scan or photograph your documents and email them to **loandocs@crewfinancial.com.au.**

✔ Acceptable

✖ Unacceptable

Shadow

Fingers covering information

Blurred or low resolution

Slanted camera angle

Folded, crumpled or creased

Cropped or edges cut off

- ✔ Sharp, clear images
- ✔ Flat and straight
- ✔ Even lighting
- ✔ No obstructions on image
- ✔ All information visible