


# Biometric Appointment Guide & Client Checklist

**AB ELITE Services** has prepared this guide to help make your biometric appointment quick, smooth, and stress-free. Please review everything carefully before your appointment day to avoid delays or rescheduling.

 APPOINTMENT PREPARATION



# What Happens at the Appointment?

During your biometric enrollment appointment, the following information will be collected from each applicant. Appointments typically take approximately **10–15 minutes per person**.



## Fingerprints

Digital fingerprint scans from all applicable fingers



## Live Facial Photograph

A live photo taken on-site for identity verification



## Digital Signature

Recorded in your normal signing style for official records

Please arrive at least **15 minutes before** your scheduled appointment time. Late arrival may result in cancellation or rescheduling.

# Who Must Attend?

All individuals scheduled for biometric enrollment must attend **in person**. There are no exceptions for this requirement.

## All Scheduled Applicants

Every individual listed on the appointment must be physically present at the enrollment location on the scheduled date and time.

## Minors

Children and minors must be accompanied by a **parent or legal guardian** throughout the entire appointment process.



# Required Documents

Each applicant must bring the following **original documents** to their appointment. Copies are not accepted unless otherwise instructed.

## Mandatory Documents

- Original valid passport
- Certificate of Registration or Certificate of Citizenship (if issued)
- Documentation showing the file reference number
- Appointment confirmation notice
- Previous passport(s), if applicable

## Supporting Documents (Where Applicable)

- Legal documentation showing any name changes
- Marriage certificate (where relevant for identity verification)
- Guardianship documents for minors
- Any additional documents requested in your appointment confirmation



All documents must be presented in their **original form** unless otherwise instructed.

# Photo Requirements

Your biometric photograph will be used for **identity verification and passport issuance**. To avoid issues with your photo, please follow these guidelines carefully before and during your appointment.



## Clothing

- Wear dark or neutral-colored clothing
- Avoid white, cream, or very light colors
- Avoid camouflage or heavily patterned clothing
- Uniforms not permitted unless for approved religious reasons



## Facial Expression & Eyes

- Maintain a neutral facial expression (no visible teeth)
- Eyes must remain fully open and visible
- Hair should not cover the eyes
- Avoid excessive makeup or appearance-altering filters



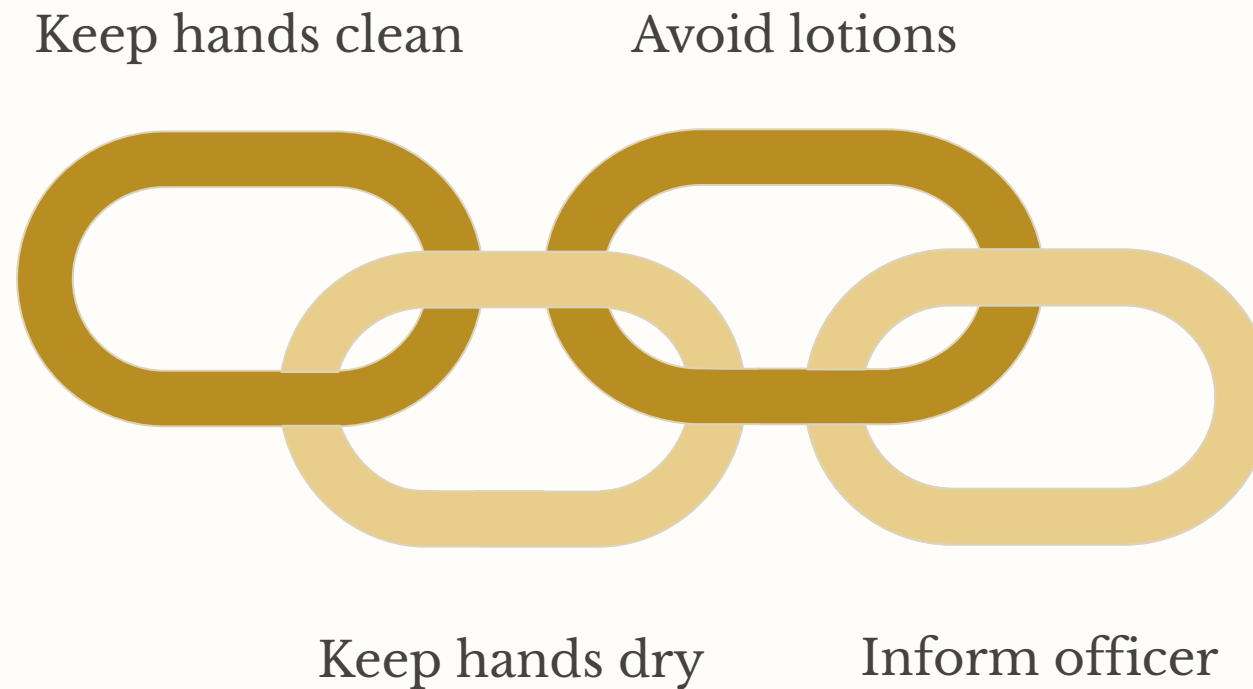
## Glasses & Head Coverings

- Remove glasses before the photo
- Tinted or reflective lenses are not permitted
- Religious head coverings are allowed if facial features remain fully visible



# Fingerprint Preparation

Proper hand preparation is essential for a successful fingerprint capture. Please follow these steps on the day of your appointment to ensure clean, accurate scans.



Taking these simple steps ensures your fingerprints are captured accurately on the first attempt, avoiding delays or repeat scans during your appointment.

## → Avoid Lotion & Hand Cream

Do not apply lotion or hand cream on the day of your appointment – this can interfere with fingerprint capture quality.

## → Limit Hand Sanitizer Use

Avoid excessive use of hand sanitizer immediately before fingerprint capture, as residue can affect scan clarity.

## → Remove Temporary Coverings

Remove adhesive bandages and temporary skin coverings where possible. If medically necessary, inform the officer.

## → Disclose Skin Conditions

Inform the officer of any cuts, injuries, or skin conditions that may affect fingerprint capture before the process begins.

# Digital Signature

A digital signature will be recorded as part of your biometric enrollment. This signature becomes part of your official identity record.

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## Sign in Your Normal Style

Use your regular, everyday signature — do not attempt to create a new or different signature for this appointment.

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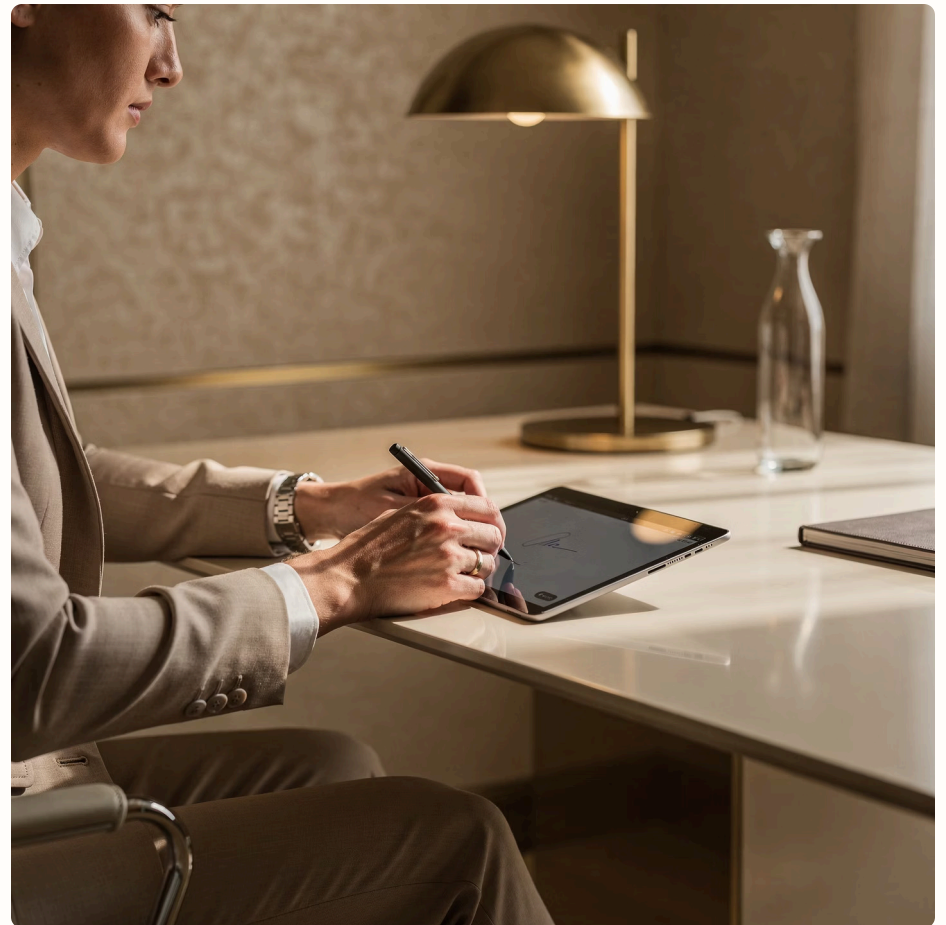
## Ensure Consistency

Your digital signature must be consistent with your official documents and existing passport records to avoid discrepancies.

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## Match Official Records

Inconsistencies between your digital signature and official documents may cause processing delays.



# Important Appointment Notes

Please keep the following important reminders in mind to ensure your appointment proceeds without complications or delays.

## Punctuality

Late arrival may result in cancellation or rescheduling of your appointment. Plan your journey in advance.

## Complete Documents

Incomplete or missing documents may delay processing. Double-check your document checklist before leaving home.

## Security Protocols

Security protocols may apply at enrollment locations. Follow all instructions from staff upon arrival.

## No Recording Devices

Mobile phones or recording devices may not be permitted inside the enrollment facility. Check local rules in advance.

# Quick Checklist Before You Leave Home

Use this final checklist to confirm you are fully prepared before heading to your biometric appointment. Check off each item before departing.

- Original passport packed
- Appointment confirmation notice printed or accessible
- Supporting documents prepared
- Dark or neutral-colored clothing selected
- No lotion or hand cream applied
- Glasses ready to remove for photo
- All required family members attending
- Plan to arrive at least 15 minutes early

Once all items are checked, you are ready for a smooth and successful biometric appointment!

# Need Help? Contact AB ELITE Services

If you need assistance preparing for your biometric appointment, our dedicated team at **AB ELITE Services** is here to help. Reach out through any of the following channels.



Email Us

[admin@abeliteservices.com](mailto:admin@abeliteservices.com)



Call Us

+1 (869) 662-5650

+1 (869) 763-4151



Visit Our Website

[www.abeliteservices.com](http://www.abeliteservices.com)

Prepared by AB ELITE Services using guidance from the St. Kitts & Nevis National Biometric Enrolment and Passport Modernisation Programme.

