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For users experiencing a failed ID verification for the Thai government's "Half-Half Plus" subsidy, the primary cause is a discrepancy between the information entered and government records or poor quality face scans. The verification process for the scheme is handled through the Pao Tang mobile application and Krungthai Bank.

Reasons for ID verification failure

- Information mismatch: The name, ID card number, or other personal details entered during registration do not match the official records of the Department of Provincial Administration (DOPA).
- Failed facial recognition: The face scan does not match the photo on the national ID card. This can be caused by poor lighting, wearing glasses or a hat, or attempting to verify in a public area.
- Expired ID card: The submitted ID card has already expired.
- System overload: High user traffic can overwhelm the system, causing errors during peak registration times.
- Application issues: Problems with the Pao Tang app itself can cause verification to fail. @

How to resolve a failed ID verification

You can attempt to verify your identity in three primary ways. If the app-based method fails, it is highly recommended to use one of the physical verification options.

1. Re-verify in the Pao Tang app

- Improve your photo: Attempt the face scan again in a well-lit area with a neutral background, and remove any accessories like glasses or a hat.
- Correct personal data: Double-check that all information, including your 13-digit ID number, is entered exactly as it appears on your card.
- Reinstall the app: In some cases, deleting and reinstalling the Pao Tang app can resolve technical glitches. ∅

2. Verify at a Krungthai Bank ATM

This method is reliable if the face scan fails multiple times.

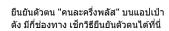
- Find a gray ATM: Go to a gray Krungthai Bank ATM with a "Confirm ID" sticker.
- Start verification: Select the "Verify Identity" menu without using an ATM card.
- Insert your ID card: Insert your national ID card into the designated slot.

3. Visit a Krungthai Bank branch

Ask anything
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Al can make mistakes, so double-check responses







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