[**English**](#kix.c8dnlaebnefw) **/ Portuguese / French / Thai / Vietnamese / Spanish**

**English**

| **Brief**:  An email sent to partners in the target country whose documents failed our verification process. It will be sent via customer.io  **Target audience**:  Invited partners who submitted wrong/incomplete documents |
| --- |

**Subject line**: [EVENT NAME] — document verification failed

Uh oh! Your documents couldn’t be verified

Hi [PARTNER NAME],

We regret to inform you that your documents have failed our verification process as we found the following issues with them:

* **A copy of your vaccination certificate**: Document is unclear
* **[Document 2]**: [problem]

Please resubmit the documents above by [**DD Mmm YYYY**] so we can proceed with the necessary arrangements.

If you have any questions, please contact us via [live chat](https://deriv.com/?is_livechat_open=true) or [WhatsApp](https://api.whatsapp.com/send/?phone=35699578341&text&type=phone_number&app_absent=0).

If you have any questions, please contact your country manager, [NAME], at [EMAIL ADDRESS] or [WHATSAPP NO] (WhatsApp).