

# Document translation and verification

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## Frequently Asked Questions (FAQs)

- 1. I would like to pick up my documents from your office in Athens/Thessaloniki. Can this be arranged?**

Our face-to-face services have been suspended until further notice. Translation and verification services are offered via ACS Courier or by email (submission only). If there are special circumstances (e.g. announced/formal deadlines which cannot be met otherwise), a face-to-face appointment for submission/delivery of documents might be arranged. In this case, you need to [contact us](#) to make the necessary arrangements.
- 2. Can I receive the translation/verification that I have requested by email?**

This option is not currently available. Please refer to the 'How to submit and receive your documents' section on our [Document translation and verification](#) webpage.
- 3. Can I send a scanned copy or a photocopy of a document listed in the 'Exemptions' section?**

No, an original is required for the types of documents listed in the 'Exemptions' section for verification/translation purposes.
- 4. Can I send a photograph of my document(s) instead of a scanned copy by email?**

No, a clear scanned copy of your document(s) is required for verification/translation purposes.
- 5. My transcript issued by a UK institution is a long document, but I only need the page with my marks verified/translated. Can I scan and send this page only?**

No, you must scan the full document for verification purposes. As for the translation, all the details will be clarified when we contact you.