The FBI CJIS Division will process the NGI Fingerprint reject responses as follows:

If fingerprints are rejected and your reject code is:

L0008
with one of the following caveats:

All other Reject Codes

"The quality of the characteristics is too low to be used. **Candidate(s) were found.**"

"The quality of the characteristics is too low to be used."
The response should be treated the same as "no record based on biographic data."

Submit a new collection of better quality prints.

Submit a new collection of fingerprints for comparison to the 'candidates(s) found.'

No resubmission needed.
No Biographic Verification Request to be submitted.

If you receive the same reject code and caveat after submitting a second collection of fingerprints then...

A CJIS Biographic Verification Request can be submitted to fingerprint_admin@nigc.gov