

# CLIENT IDENTIFICATION PROCESS

The personal information requested on this form is collected under the authority of and will be used for the purpose of administering the *Employment and Assistance Act* or *Employment and Assistance for Persons with Disabilities Act*. The collection, use and disclosure of personal information are subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Any questions about this information should be directed to your local Employment and Assistance Centre.

## Client Identification Level 1

The personal profile contains a digital image of the client, a copy of their electronic signature and some personal physical descriptive information. This information can be used to verify identity when a client contacts the office for service. **If a client declines the digital image option, complete only the mandatory (\*) fields and the profile questions and check the box below.**


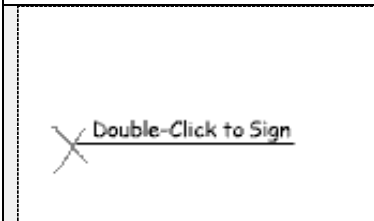
**Client Declined Digital Image Option**

**Digital Image Pending**

*I hereby consent to the Ministry of Social Development taking my digital image for the purpose of identifying me and determining my eligibility for income assistance and services. I acknowledge that this means of identifying me is temporary while I obtain proof of my identity that will be satisfactory to the Ministry and is to be considered identification for MSD purposes only.*

*I consent to the Ministry capturing my signature electronically, and acknowledge being advised that security measures are in place to protect against unauthorized access to my digital picture, my signature and my personal information.*

*My signature also confirms that I am providing my digital photo, signature and responses to identification verification questions freely, and confirms my understanding that doing so is not required in order to receive income assistance.*

 <p>Sample</p>	
Digital Image	
 <p>Double-Click to Sign</p>	
Digital Signature	

<b>* G/PA Number</b>		
<b>* Surname</b>		
<b>* First Name</b>		
<b>* Middle Name</b>		
<b>* Birth Date</b>	/ Jan / dd / mmm / yyyy	
<b>Gender</b>	Male	
<b>Hair Colour</b>	Brown	If other, please specify...
<b>Height</b>	Feet / Inches	
<b>Weight</b>	Pounds	

Form completed by:

**Level 1 Questions** The Level 1 questions can be used during first contact, prior to physical confirmation of identity, as only the client should be able to answer the questions correctly.

1. What was the name of your first pet?
2. What is your mothers' maiden name?
3. What was the name of the elementary school you attended?
4. What is the name of the street you first remember living on?
5. Question: type self-directed question here...  
Answer: type answer to self-directed question here...

## Client Identification Level 2

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The Level 2 profile should be used to confirm identity when conducting 3rd party checks on clients who are accessing services remotely. This provides the means of verifying the identity of the caller and allows us to discuss findings of 3rd party checks without the client needing to come into the office. **The confirmation of this information is to be done on an incremental basis.**

Review the responses in this order BC Online, Equifax, ICBC, Web AOBLink and then CRA (CRA checks can only be done when a CRA consent has been signed) - if the information returned does not corroborate the information provided by the client the process will come to a full stop and the client will be contacted for a face to face meeting. If this meeting is not conducted due to client not attending, the MSD Breach Protocol should be reviewed and actioned if appropriate.

### Level 2: BC Online Questions

Level 2 identity verification processes are to be conducted by a worker so that inconsistencies are identified and resolved prior to the Eligibility Interview.

1. Do you presently own any property? For example, land, house, condo or mobile home...
2. Can you name the companies that you have incurred debt with in the last 2 years?

Sample

### Client Identification Level 2 - cont'd

#### Level 2: Equifax Questions

Level 2 verification identity processes are to be conducted by a worker so that inconsistencies are identified and resolved prior to the Eligibility Interview.

1. What addresses have you lived at in the last 2 years?
2. Have you ever owned a cell phone? If you have, what cell phone company was the plan with?
3. Have you ever had a credit card? What type? Please name the issuing bank or retailer?
4. Have you applied for credit in the last 2 years, if so, with whom? For example, credit card, car loan or retailer financing.
5. What bank accounts do you have now or have you had in the last 2 years?
6. Do you have any loans or debt outstanding? For example, student loans
7. Name the employers that you have had in the last 2 years.

Sample

### Client Identification Level 2 - cont'd

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#### Level 2: ICBC Questions

Level 2 identity verification processes are to be conducted by a worker so that inconsistencies are identified and resolved prior to the Eligibility Interview.

1. Have you ever had a BC Drivers Licence?
2. Have you ever owned or insured a vehicle?
3. Do you own a vehicle currently?
4. What make, model, year and color is your vehicle?
5. Have you ever borrowed money to purchase a vehicle?

Sample

### Client Identification Level 2 - cont'd

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#### Level 2: CRA Questions

Level 2 identity verification processes are to be conducted by a worker so that inconsistencies are identified and resolved prior to the Eligibility Interview.

1. Did you receive an income tax refund last year? If so, approximately how much was the refund?
2. What different sources of income did you declare on your income tax return? For example, employment income, income assistance, employment insurance, etc.

Sample