

Identification Script

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Client Identification Process

1. Client has no picture identification
2. [Explain](#) Personal Profile
3. [Record](#) Personal Profile
4. Explain Digital Image and consent
5. Have client sign consent
6. [Take](#) Digital Image

Process Step	Rationale	Sample Script
1. Client has no picture identification	Providing options for clients - If clients do not have picture identification they are to be offered the option of having the Client Identification Process or regular process of Hardship Code J.	<i>We have a new process that allows us to take your picture and store it on your electronic file. The photo is for our purposes only and it not shared with anyone else. Please read this consent and if you agree I'll take your picture (give client laminated consent card). While we assist you to pursue formal identification, we can issue you temporary regular benefits. If you do not wish to have your picture taken you will be considered for hardship benefits. In both cases you will still need to pursue your identification.</i>
2. Explain Personal Profile	Personal Profile is explained to client so that they understand the purpose and use of it.	<i>We have a set of personal questions that goes along with your picture. If you call in the future, or come in without ID, you may be asked to answer these questions to confirm your identity. We also use these answers to compare the information we obtain from sources such as ICBC, BCOnline, Equifax, Revenue Canada and EI.</i>
3. Record Personal Profile	Access Client Identification Process and record the applicant's responses to Personal Profile questions on the Client Identification Document (HSD3266), save onto CTS (see	Ask the questions in Personal Profile Levels 1 and 2 if necessary See Personal Profile Procedure Key and PLMS Referral Instructions.

Process Step	Rationale	Sample Script
	CIP Processes) to be profiled under identification.	
4. Explain Digital Image and consent	Digital Image and consent process is explained ensuring that client understands that it is voluntary.	<i>(once client has read consent card) Do you have any questions? Do you agree to have your picture taken? We will also be capturing your signature on this electronic signature pad to go along with your picture.</i>
5. Have client sign consent	Client signs consent on signature pad which is electronically recorded	Supply signature pad, ensure client understands consent and have client sign. Capture electronic signature as per equipment procedures.
6. Take digital image	The digital image is captured and saved to CTS and profiled under identification along with the consent and signature.	<i>Your digital image, consent and electronic signature are now on file. Thank you.</i>