

## THIRD-PARTY CHECKS - APPROPRIATE USE

(Updated February 2012)

Appropriate Third-party Checks	Inappropriate Searches
<ul style="list-style-type: none"> <li>• Confirm or verify information provided to the ministry by the applicant/recipient using third-party databases.</li> <li>• Ask the applicant/recipient for documentation and/or verification of any discrepancies identified through the third-party checks.</li> <li>• The Equifax database searches on name, date of birth, and address. It is preferable to include the SIN# in the search criteria, <b>but it is not one of Equifax's primary identifiers.</b></li> <li>• Search legal names shown on applicant/recipient ID <b>and AKAs provided by applicant/recipient.</b></li> <li>• <b>Always include the applicant/recipient's residential address. If no current address is available, ask the client to provide their most recent prior address, or use the most recent residential address from the case.</b></li> <li>• Rely on verbal consent to authorize third-party checks only if given within previous 5 business days <b>as part of the pre-application process.</b> (excluding Canada Revenue Agency (CRA)).</li> <li>• Rely on electronic consent provided in Part 1 of the Application on the Self Serve Assessment and Application tool to conduct third-party checks (<i>excluding</i> CRA - Written consent on the SD80A must be obtained from the applicant at the eligibility interview prior to CRA checks being performed).</li> <li>• Check both applicant/recipient and spouse on file if both provided consent authorizing third-party checks.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not use third-party databases to confirm information provided by any source other than the applicant/recipient</li> <li>• Do not seek further information directly from the third party or make decisions based solely on the third-party information</li> <li>• Do not search Equifax by name only</li> <li>• <b>Do not search Equifax using "NFA" or the ministry office address</b></li> <li>• Do not search AKAs that were not provided to the ministry directly by the applicant/recipient</li> <li>• Do not search landlords' names</li> <li>• Do not search previous vehicle owner's names</li> <li>• Do not search your own name, relatives, neighbours or friends (etc.)</li> <li>• Verbal Consent does <b>not</b> authorize CRA TXI screen search; applicant must sign CRA consent prior to search</li> <li>• Verbal consent is not valid after 5 business days: applicant must complete and sign written consent within 5 business days</li> <li>• Electronic Consent does <b>not</b> authorize CRA TXI screen search; applicant must sign CRA consent prior to search</li> <li>• Do not search spouse's name if only applicant/recipient provided consent</li> </ul>

# QUICK REFERENCE GUIDE



- Conduct third-party checks on consenting applicant/recipients 19 years of age or older.
- Search CRA TXI screen using PID on the GA file and signed CRA consent for the associated applicant/recipient.
- View TXI screen results. If TXI results are printed, they must be batch-filed in the office where they were printed.
- Scan or print results from searches (except CRA or Web AOB).
- **Attach all results to the ICM case (including "No-hit" results for Equifax)**
- Where possible, applicants/recipients should be given the opportunity to provide information before staff contact outside agencies.
- If you contact an outside agency to confirm information provided by an applicant or recipient, provide your name and identify that you are a representative of the ministry.
- Do not complete third-party checks on applicant/recipients under the age of 19 or dependent children on file
- Do not search the CRA TXI on file without a SIN or if it is a PA file
- Do not scan or fax a TXI printout. TXI printouts are not to be attached to ICM.
- Do not scan Web AOB or CRA TXI
- Do not divulge more information than necessary when contacting outside agencies
- Do not advise the outside agency that the person you are inquiring about has applied for, or is receiving, assistance

## OLR → Verification and Eligibility → Verification → Policy:

**Staff:** [https://www.hsd.gov.bc.ca/intranet/meia/online\\_resource/verification\\_and\\_eligibility/verification/current/policy.html](https://www.hsd.gov.bc.ca/intranet/meia/online_resource/verification_and_eligibility/verification/current/policy.html)

**Public:** [http://www.gov.bc.ca/meia/online\\_resource/verification\\_and\\_eligibility/verification/policy.html](http://www.gov.bc.ca/meia/online_resource/verification_and_eligibility/verification/policy.html)

## OLR → Verification and Eligibility → Compliance Review → Policy:

**Staff:** [https://www.hsd.gov.bc.ca/intranet/meia/online\\_resource/verification\\_and\\_eligibility/compliance/current/policy.html](https://www.hsd.gov.bc.ca/intranet/meia/online_resource/verification_and_eligibility/compliance/current/policy.html)

**Public:** [http://www.gov.bc.ca/meia/online\\_resource/verification\\_and\\_eligibility/compliance/policy.html](http://www.gov.bc.ca/meia/online_resource/verification_and_eligibility/compliance/policy.html)

## OLR → Verification and Eligibility → Loss Management – Referral for PLMS Review or Investigation → Procedures:

**Staff:**

[https://www.hsd.gov.bc.ca/intranet/meia/online\\_resource/verification\\_and\\_eligibility/lossman/current/policy.html](https://www.hsd.gov.bc.ca/intranet/meia/online_resource/verification_and_eligibility/lossman/current/policy.html)

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