



## PERSONAL IDENTITY INFORMATION DIRECTION

**TO:** THE INSURANCE CORPORATION OF BRITISH COLUMBIA


**DIRECTION:** 1/13

**SUBJECT:** Direction on Identity-Proofing Applicants for the BC Services Card

**AUTHORITY:** This direction is issued under section 69.2 (3) (a) and (b) of the *Freedom of Information and Protection of Privacy Act*.

**APPLICATION:** This direction applies to the Insurance Corporation of British Columbia

**EFFECTIVE DATE:** September 20, 2023

  
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Honourable Lisa Beare  
Minister of Citizens' Services

**Minister of Citizens' Services**  
**Direction to the Insurance Corporation of British Columbia (ICBC)**  
**issued under Section 69.2 (3) (a) and (b) of the**  
***Freedom of Information and Protection of Privacy Act***

I, Lisa Beare Minister of Citizens' Services, issue the following direction to the Insurance Corporation of British Columbia (ICBC) under section 69.2 (3) (a) and (b) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C 1996 c. 165. This direction amends the direction issued September 21, 2022.

**A. Definitions**

In this direction:

“agent” means a government agent or a person who is authorized in writing by ICBC to provide identity proofing services;

“photo BC services card” means a version of the BC services card that displays a picture of the holder, as defined in section 1 of the Identification Card Regulation, BC Reg. 4/2013;

“provincial identity information services provider” means a public body that is designated as a provincial identity information services provider under section 69.2 (1) of the *Freedom of Information and Protection of Privacy Act*.

**B. Identity Proofing Direction**

For the purposes of issuing the BC services card on behalf of the Provincial Identity Information Services Provider, ICBC and its agents are directed to comply with the following identity proofing standards:

1. In issuing a new, renewed or replacement combined BC driver's licence and services card, ICBC's identity proofing standards for issuing a BC driver's licence will apply except where noted in Schedule A.
2. In issuing a new photo BC services card, or renewing, replacing, changing or correcting personal information on it after card expiry or less than six months before card expiry ICBC must require the applicant to:
  - a. attend in person before ICBC or one of its agents; and,
  - b. present two pieces of identification described in the attached Schedule A tables as long as they are not from the same issuing authority, of which at least one piece of identification is described in Table 1 (Accepted Primary Identification).

3. ICBC must require that the identification presented under section 2(b) above be provided in accordance with the conditions described in each of the tables set out in the attached Schedule A and also in accordance with the following conditions:
  - a. each piece of identification presented to ICBC or an agent must be an original or a true copy of the original, certified by the issuing agency;
  - b. a single piece of identification from Table 1 (Accepted Primary Identification) cannot be used as both a piece of identification from Table 1 (Accepted Primary Identification) and Table 2 (Accepted Secondary Identification);
  - c. the identification documents from Table 1 (Accepted Primary Identification) cannot be expired, unless otherwise noted in the table; and
  - d. the identification documents from Table 2 (Accepted Secondary Identification) may be expired for up to one year, unless otherwise noted in the table.
4. ICBC may issue a replacement photo BC services card more than 6 months before card expiry under the following conditions:
  - a. the card is deemed to have been lost or stolen; or
  - b. the card holder's personal information has changed or been corrected.
5. In issuing a replacement photo BC services card more than 6 months before card expiry, ICBC must require the applicant to follow the same process as for renewing as set out in Direction B2, unless the applicant is unable to present the required identification.

In this case, ICBC may allow the agent to match the applicant to their previous picture on record and confirm relevant information.
6. ICBC must require an applicant to present additional evidence where the applicant's name has changed (or is different from the name shown on the presented identification). Required evidence to provide proof of a name change is set out in the attached Schedule B. Each presented name change document must be an original or a true copy of the original, certified by the issuing agency.
7. ICBC or one of its agents must take a picture of the applicant and obtain the applicant's signature.

## Schedule A: Required Identification Documents

**TABLE 1 Accepted Primary Identification**

Type of identification	Conditions
BC driver's licence and BC Services Card (combined)	<ul style="list-style-type: none"> <li>• Must include the applicant's name, picture and signature</li> <li>• Accepted up to three years after the expiry date on the card</li> <li>• Can only be used as one piece of identification</li> </ul>
BC driver's licence or learner's licence	<ul style="list-style-type: none"> <li>• Must include the applicant's name, picture and signature</li> <li>• Accepted up to three years after the expiry date on the licence</li> <li>• <b>Not accepted</b> as primary identification if the applicant last used a study, work, visitor, or temporary-resident permit as primary identification to obtain the BC driver's licence or the BC learner's licence</li> </ul>
BC identification card (BCID)	<ul style="list-style-type: none"> <li>• Accepted up to three years after the expiry date on the card</li> <li>• Older BCID cards without an expiry date are <b>not accepted</b></li> <li>• <b>Not accepted</b> as primary identification if the applicant last used a study, work, visitor, or temporary-resident permit as primary identification to obtain the BCID</li> </ul>
BC Services Card (photo)	<ul style="list-style-type: none"> <li>• Must include the applicant's name, picture and signature</li> <li>• Accepted up to three years after the expiry date on the card</li> </ul>
Canadian birth certificate	<p>Documents that are <b>not accepted</b> include:</p> <ul style="list-style-type: none"> <li>• Baptismal certificates</li> <li>• Certificates of live birth</li> <li>• Quebec birth certificates issued <i>before</i> 1994</li> <li>• Manitoba birth certificates issued by a "division registrar"</li> <li>• Ontario Long Form Birth Certificates</li> <li>• Canadian Registration of Birth Abroad certificates</li> <li>• DND birth certificate (DND 419)</li> </ul>
Canadian citizenship card or certificate (letter format)	<ul style="list-style-type: none"> <li>• The <i>commemorative sheet</i> that comes with a citizenship card or certificate is <b>not accepted</b></li> <li>• Citizenship certificates issued on or after Feb. 1, 2012 are <b>accepted only when successfully validated through Immigration, Refugees and Citizenship Canada</b></li> </ul>

Type of identification	Conditions
Canadian immigration identification document	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if the applicant has previously presented a permanent resident card, passport or citizenship document</li> <li>• Study, work, visitor or temporary resident permit documented in Form IMM1442 issued by Immigration, Refugees and Citizenship Canada</li> </ul>
Canadian passport	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> <li>• The applicant must confirm the name shown in their passport is exactly how it appears on their foundation document (Canadian birth certificate or Canadian immigration document that is accepted in Schedule A: Table 1), or as changed through a vital statistics agency</li> <li>• If the name is different, appropriate linking documents are required</li> <li>• Temporary passports are not accepted</li> </ul>
Canadian permanent resident card (previously Canadian Record of Landing)	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> <li>• Confirmation of Permanent Residence, IMM5292 or IMM5688, is not accepted</li> <li>• Canadian Record of Landing is not accepted if the applicant has previously presented a permanent resident card, passport or citizenship document</li> </ul>
Identity card	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> <li>• Issued to foreign representatives accredited by Global Affairs Canada</li> </ul>
Secure Certificate of Indian Status	<ul style="list-style-type: none"> <li>• Accepted only if laser-etched card issued by Indigenous Services Canada (formerly Indian and Northern Affairs Canada)</li> </ul>

**TABLE 2 Accepted Secondary Identification**

<b>Type of identification</b>	<b>Conditions</b>
Bank card	<ul style="list-style-type: none"> <li>• The applicant’s name must be printed on the card by the issuer</li> <li>• Must include the applicant’s signature</li> </ul>
Birth certificate from foreign country	<ul style="list-style-type: none"> <li>• Must include the applicant’s name</li> <li>• Must include unique identifier</li> </ul>
BC Services Card (non-photo)	<ul style="list-style-type: none"> <li>• The applicant’s name must be printed on the card by the issuer</li> </ul>
Canadian Forces ID	<ul style="list-style-type: none"> <li>• Must include the applicant’s name, photograph and signature</li> </ul>
Certificate of Indian Status or Native Status Card	<ul style="list-style-type: none"> <li>• Must include the applicant’s name, photograph and signature</li> </ul>
Credit card	<ul style="list-style-type: none"> <li>• The applicant’s name must be printed on the card by the issuer</li> <li>• Must include the applicant’s signature</li> </ul>
Department of National Defense 404 Driver Licence	<ul style="list-style-type: none"> <li>• Must include the applicant’s name, photograph and signature</li> </ul>
Driver's licence or identity card issued by a Canadian province or territory or U.S. state	<ul style="list-style-type: none"> <li>• Must include the applicant’s name, photograph and signature</li> </ul>
Employee ID card with photo	<ul style="list-style-type: none"> <li>• Must include the applicant’s name and signature and/or photograph</li> </ul>
Health card issued by a Canadian province or territory	<ul style="list-style-type: none"> <li>• Must include the applicant’s name and signature and/or photograph</li> </ul>
Métis Nation BC Citizenship card	<ul style="list-style-type: none"> <li>• Must include the applicant’s name, and photograph and/or signature</li> </ul>
NEXUS card	<ul style="list-style-type: none"> <li>• Must include the applicant’s name and photograph</li> </ul>

Type of identification	Conditions
Parole Certificate ID or Correctional service conditional release card	<ul style="list-style-type: none"> <li>• Issued by federal or provincial governments</li> </ul>
Passport (Foreign passports, including U.S. passport card)	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> </ul>
Pleasure Craft Operator Card	<ul style="list-style-type: none"> <li>• Must be issued by Transport Canada</li> <li>• Must include the applicant's name and signature</li> </ul>
Police identification	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> <li>• Must include the applicant's name and photograph</li> </ul>
Possession and Acquisition Licence (PAL)	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> <li>• Must include the applicant's name and photograph</li> </ul>
Secondary ID Attestation form	<ul style="list-style-type: none"> <li>• <b>Not accepted</b> if expired</li> <li>• Must be issued by ICBC or the BC Ministry of Social Development and Poverty Reduction</li> <li>• Must be validated by ICBC</li> </ul>
Social insurance card	<ul style="list-style-type: none"> <li>• Newer cards without a signature are <b>not accepted</b>.</li> <li>• Must include applicant's name and signature.</li> </ul>
Student card (school ID)	<ul style="list-style-type: none"> <li>• Must include the applicant's name and photograph</li> </ul>
Tla'amin Nation Citizenship card	<ul style="list-style-type: none"> <li>• Must include the applicant's name, and photograph and/or signature</li> </ul>

## **Schedule B: Required Evidence of a Name Change**

1. If an applicant's name has changed, or changed more than once, they must present linking documents that connect *each* change of name, unless such linking documents were previously presented to and recorded by an agent. Accepted linking documents include:
  - a. a marriage certificate,
  - b. a name change certificate;
  - c. a divorce certificate that includes both the applicant's married name and the applicant's previous name; or
  - d. a court order, stamped by the court registry.
  
2. If an applicant assumed a name through marriage, and wishes to resume the name listed on their primary identification document listed in Table 1, Schedule A that is either:
  - a. a Canadian birth certificate; or,
  - b. a valid immigration document or card issued by the Government of Canada, then the applicant must present that document as evidence. A linking document would not be required.