

Individuals

Oaken Financial requires, at a minimum, either:

- One piece of photo identification when meeting a client in person; or
- Two independent and reliable identification documents if not meeting the client in person or the client does not have acceptable Photo identification

MINORS (UNDER 12)

Parent/guardian must be identified and provide the identification as required for individual clients.

ACCOUNTS AFFECTED BY A WILL/POWER OF ATTORNEY/TRUST

Executors, trustees and power of attorneys must provide identification as required for individual clients.

EMPLOYEE AND STUDENT IDENTIFICATION CARDS

Identification cards issued by employers to employees are not acceptable; nor are student identification cards issued by educational institutions.

Photo Identification Document Quality Requirements

Photo identification documents must be:

- Issued by a federal, provincial, or territorial (not municipal) government or foreign equivalent.
- Original (not a photo, photocopy, or scanned/faxed document and cannot be provided over video calls)
- Valid (unexpired and signed, if appropriate), unaltered, and confirmed with reasonable certainty to be authentic
- Current (confirm the same name, address, and date of birth information as provided by the client on the application and includes a true likeness of the individual)
- Legible and undamaged

NOTE

- Oaken Financial does not accept Health Cards from ANY province for the purpose of identification with the exception of the BC Services Card.
- Social Insurance Numbers are not collected for Identification purposes but may be required to obtain a product or service.

¹ Quebec driver's licence may only be used if it is offered by the individual for identification.

² A combined BC driver's license and services card may only be used as one identification document.

Acceptable Photo Identification

- Canadian or Foreign Passport
- Permanent Resident Card
- Canadian Citizenship Card *Issued prior to 2012*
- Secure Certificate of Indian Status
- Canadian or Foreign Driver's Licence¹
- British Columbia Services Card²
- Provincial or Territorial Identity Card
- Canadian Armed Forces Identification Card
- Canadian Firearms Licence
- NEXUS Card

Dual Process Identification Document Quality Requirements

Documents for the Dual Process method must come from two independent and reliable sources and be:

- Full, authentic, legible documents that may be submitted electronically.
- The most recent, valid and current available documents that include up-to-date information as provided on the application.
- Information cannot be redacted or removed.

Acceptable identification documents to confirm information using the Dual Process

Reliable source of information to verify *name and address*

Reliable sources of information to verify *name and date of birth*

Reliable sources of information to verify *name and confirm a financial account* (specifically a deposit account, credit card account or loan account)

Issued by a Canadian government body:

- A clear and legible fax, photocopy, scan or electronic image of a government-issued photo identification document which includes name and address
- Any statement, form, certificate or other source issued by a Canadian provincial government body (federal, provincial, territorial or municipal) such as:
 - Property tax assessment issued by a municipality;
 - Provincially issued vehicle registration

Note: documents which include a SIN as a reference or account number cannot be accepted.

Issued by other Canadian sources confirming name and address provided:

- Utility bill (i.e., electricity, water, telecommunications)
- Registered Investment account statement (i.e., RRSP, RRIF, TFSA)
- Insurance documents (home, auto or life)

Issued by a Canadian government body:

- A clear and legible fax, photocopy, scan or electronic image of a government-issued photo identification document which includes name and date of birth
- Birth certificate (that confirms the current name provided)
- Marriage certificate or government-issued proof of marriage document (long-form which includes date of birth)
- Divorce documentation
- Permanent resident card
- Citizenship certificate

Confirm that the individual has a non-registered deposit account, chequing account, credit card or loan account by means of:

- Credit card statement
- Bank statement for deposit or chequing accounts (non-registered)
- Loan account statement (i.e., mortgage)
- Cheque that has been processed in the last statement period (cleared, insufficient funds) by a financial institution

When copying documents, ensure both front and back are copied and legible. Submit copies to Oaken Financial and retain your own copies, if applicable.