

If you are a **representative** of Manulife Bank, we require you to identify the individual(s) that will be authorized to access the Manulife Bank account(s) or loan(s) held by the account holder or borrower named on this form.

If you are an **individual** submitting documents directly to Manulife Bank for identification (ID) verification, you must supply the required documents to verify your identity.

Refer to Schedule “A” for detailed instructions and examples of acceptable documents.

1 Account information

Name of primary account holder/borrower	Account/loan number
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2 Individual 1 - Details

Name (last, first, middle initial)				Date of birth (mmm/dd/yyyy)	
Home address (number, street, apartment)					
City	Province	Postal code	Home phone number	Mobile phone number	
Email address			Occupation	Industry	

Individual 1 - Identification

☐ **Option 1** - Canadian government-issued (federal/provincial/territorial only) photo ID (Single method)
Only for completion **by a representative during an in-person meeting** with the individual. The representative must examine the valid, unexpired, original Canadian government-issued photo identification provided by the individual.

☐ Canadian Driver's Licence

☐ Canadian Passport

☐ Canadian Provincial or Territorial Identification

☐ Canadian Citizenship Card (issued prior to 2012)

☐ Other Canadian photo ID (specify) _____

Document number	Issuing jurisdiction (Province/Country)	Issuing country Canada	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)
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☐ **Option 2** - Referring to information from two reliable and independent sources (Dual Method) for completion by either:
a) An individual submitting documents directly to Manulife Bank. Must submit a copy (front and back) of two documents with this completed form, or
b) A representative when:

- Validating the individual without an in-person meeting, or
- Meeting with the individual at an in-person meeting and the individual does not have a piece of valid, unexpired, original Canadian government-issued photo ID.

Select and complete two of the categories below. Refer to “Schedule A” for examples.

Category	Type of source document (for example: hydro bill)	Name of issuing company or government jurisdiction	Reference or account number	Expiry date (if applicable) (mmm/dd/yyyy)	Date information verified (mmm/dd/yyyy)
<input type="radio"/> A – Name and address					
<input type="radio"/> B – Name and date of birth					
<input type="radio"/> C – Name and financial account					

3 Individual 2 - Details (if applicable)

Name (last, first, middle initial)				Date of birth (mmm/dd/yyyy)	
Home address (number, street, apartment)					
City	Province	Postal code	Home phone number	Mobile phone number	
Email address			Occupation	Industry	

3 Individual 2 - Details (if applicable) (continued)

Individual 2 - Identification

☐ Option 1 - Canadian government-issued (federal/provincial/territorial only) photo ID (Single method)
Only for completion **by a representative during an in-person meeting** with the individual. The representative must examine the valid, unexpired, original Canadian government-issued photo identification provided by the individual.

☐ Canadian Driver's Licence

☐ Canadian Passport

☐ Canadian Provincial or Territorial Identification

☐ Canadian Citizenship Card (issued prior to 2012)

☐ Other Canadian photo ID (specify) _____

Document number	Issuing jurisdiction (Province/Country)	Issuing country Canada	Expiry date (mmm/dd/yyyy)	Date verification was made (mmm/dd/yyyy)
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☐ Option 2 - Referring to information from two reliable and independent sources (Dual Method) for completion by either:
a) An individual submitting documents directly to Manulife Bank. Must submit a copy (front and back) of two documents with this completed form, or
b) A representative when:

- Validating the individual without an in-person meeting, or
- Meeting with the individual at an in-person meeting and the individual does not have a piece of valid, unexpired, original Canadian government-issued photo ID.

Select and complete two of the categories below. Refer to "Schedule A" for examples.

Category	Type of source document (for example: hydro bill)	Name of issuing company or government jurisdiction	Reference or account number	Expiry date (if applicable) (mmm/dd/yyyy)	Date information verified (mmm/dd/yyyy)
<input type="radio"/> A - Name and address					
<input type="radio"/> B - Name and date of birth					
<input type="radio"/> C - Name and financial account					

4 Signatures

By signing this form, I/we acknowledge and attest that:

- I/We complied with the instructions set out in this form.
- The information provided on this form is current, correct and complete.
- I/We agree that Manulife Bank may refer to my/our credit file, for identification purposes, when they are unable to satisfy their identification requirements with the information provided in this form.

Individual 1 name (please print)	Signature of Individual 1	Date (mmm/dd/yyyy)
Individual 2 name (please print)	Signature of Individual 2	Date (mmm/dd/yyyy)

By signing this form, I acknowledge and attest that:

- I complied with the instructions set out in this form.
- Where I have physically met with the individual, I reviewed authentic, valid and current documents. I have no reason to believe that the person presenting themselves to me was not such individual, when comparing the likeness of the signature and photo on the identification documents.
- Where an in-person meeting was not possible, I reviewed valid and current electronic documents or acceptable reproductions. I recorded unique identifying numbers as listed above, and verified the name and address, or name and date of birth.
- The information provided on this form is current, correct and complete.

Representative name (please print)	Representative code (if applicable)
Representative signature	Date (mmm/dd/yyyy)

Schedule “A”

ACCEPTABLE FORMS OF IDENTIFICATION DOCUMENTATION

A **representative** (Manulife employee, or a person who has an active agreement/contract with Manulife Bank) may verify an individual's identity using any one of following options.

An **individual** submitting documents directly to Manulife Bank for verification may only use Option 2.

Option 1 (Single method) – **Canadian government-issued** photo identification (ID) (federal, provincial, territorial issued only)

- Cannot be used by an **individual** submitting documents directly to Manulife Bank
- Only applicable if completed by a **representative** during an in-person meeting with the individual

Examples of acceptable ID documents for Option 1:

Federal documents such as: Canadian Passport, Canadian Citizenship Card (issue prior to 2012), Canadian Permanent Resident Card, Canadian Armed Forces Identity Card, Nexus or Canpass issued by CBSA, Secure Certificate of Indian Status, Canadian Firearms Licence, Department of National Defense Driver's Licence (DND 404)

Provincial/Territorial Documents:

- Driver's Licence¹ (or Enhanced Driver's Licence (EDL) in BC, MB, ON)
- Photo Card (BC, AB, SK, ON, NS, PE, NB, NL, NT, NV) or Enhanced Identification (EID) Card (BC, MB)
- Health Card¹ – Cannot be accepted for identification purposes where it is prohibited by provincial/territorial legislation (e.g. ON, NS, NB, MB, PE, SK and YK)

¹In Quebec, a provincial driver's licence or health card may only be used if the individual volunteers it when asked for identification.

Option 2 (Dual method) – Referring to information from **two different well-known and reliable sources**

- **If completed by an individual** - Each individual must **submit a copy (front and back) of two documents** with this completed form.
- **If completed by a representative:**

During an in-person meeting:

The representative must examine the **original documents** provided by the individual (a statement/bill shown on an electronic device is acceptable)

Without an in-person meeting:

The representative must examine the documents provided by the individual via facsimile, mail, or through a live video conference.

Examples of acceptable ID documents or information for Option 2 - A fax, photocopy, scan or electronic image

Category A - Name and address

Issued by a Canadian government body

- A government-issued photo ID document
- Any card or statement issued by a Canadian government body (federal, provincial, territorial or municipal)
 - o Canada Pension Plan (CPP) statement
 - o Property tax assessment issued by a municipality
 - o Provincially issued vehicle registration
- Benefits statement - Federal, provincial, territorial, and municipal
- CRA documents:
 - o Notice of Assessment
 - o Requirement to Pay notice
 - o Installment reminder/receipt
 - o GST refund letter
 - o Benefits statement

Issued by other Canadian sources:

- Utility bill
- T4 statement
- Record of Employment
- Registered account statements (i.e. RRSP, GIC)

Category B - Name and date of birth

Any card or statement issued by a Canadian government body (federal, provincial, territorial or municipal)

- Canada Pension Plan (CPP) statement
- Canadian Passport
- Original birth certificate
- Marriage certificate or government-issued proof of marriage (long-form which includes date of birth)
- Divorce documentation
- Permanent Resident Card
- Citizenship certificate

Issued by other Canadian sources:

- Insurance documents (home, auto, life)
- Employer benefit statement

Category C - Name and financial account

Confirm the individual has a deposit account, or loan account by means of:

- Bank statement
- Loan account statement
- Letter, email, or other traceable means of confirmation from the financial entity holding the deposit account, or loan account