

Procedure

Two-Step Identity Verification



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LEGIBLE IDENTIFICATION DOCUMENTS MUST BE SEEN BY THE ADVISOR VIA VIDEOCONFERENCE

1st piece of ID with photo

The first piece of identity is used to verify the contracting party's name and date of birth.

2nd piece of ID

The second valid and up-to-date ID must be used to validate the name and address of the contracting party.

List of second valid and up-to-date ID:

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|---|---|
| Notice of assessment | Personalized cheque with address |
| Insurance documents (home, auto, life, etc.) | Bank statements (loan, account balance, etc.) |
| Utility bills (electricity, water, telecommunication services, etc.) | Investment statements (RRSP, TFSA, RESP, etc.) |
| Property taxes assessment | Government statements (benefits, taxes, pension, etc.) |
| Driver's license (if not used as first ID) | |

Note: If an insurance document is used as the second piece of identity, the insurer must not be Industrial Alliance Insurance and Financial Services Inc.

Information required for the second piece of ID

| | | |
|------------------------------|--|------------------------------------|
| Type of ID: | | |
| Name of organization: | | |
| Document number: | | Identity confirmation date: |

The name of the organization is that of the issuing organization (e.g. Hydro-Québec). The document number is the account number or, if there is none, any number associated with the provided information such as invoice, notice or statement number.