

Send this completed form to:

Manulife
500 King Street North
PO BOX 1669
WATERLOO ON N2J 4Z6

Manuvie
2000 rue Mansfield, bureau 1310
MONTREAL QC H3A 3A1

- *You* and *your* refer to the person whose identity is being confirmed, unless otherwise indicated.
- Use this form to gather records to confirm a person's identity.
- Complete a separate form for each person.
- This form collects information required by Canada's *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*. For information about the legislation, see www.fintrac.gc.ca.

1 General information	Person's name (first, middle initial, last)		Policy, contract, or reference number	
	Permanent street address			
	City	Province	Postal code	Date of birth (dd/mmm/yyyy)

<p>2 Identity verification</p> <p>Documents must be:</p> <ul style="list-style-type: none"> • the most recent, unexpired version of a valid record, • original, • in good condition without apparent alteration, and • from two different and independent sources; they may not be from Manulife. <p>Documents may not be photocopies, faxes, digitally scanned documents, or documents viewed through video conference or other virtual type of application.</p> <p>Examples are on page 2.</p>	<p>Why was the single identification method not used to verify the identity?</p> <p><input type="radio"/> Person does not have government-issued photo ID <input type="radio"/> Person is not physically present</p> <p><input type="radio"/> Other (specify) <input style="width: 500px; height: 20px;" type="text"/></p> <p>Confirm person's identity using information from two of the three following types of records, and provide details.</p>											
	<p><input type="radio"/> Name and address confirmation</p> <table border="1"> <tr> <td>Record type</td> <td colspan="3">Name of issuing company or government jurisdiction</td> </tr> <tr> <td>Reference or account number</td> <td colspan="3">Date information was verified (dd/mmm/yyyy)</td> </tr> </table>				Record type	Name of issuing company or government jurisdiction			Reference or account number	Date information was verified (dd/mmm/yyyy)		
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	<p><input type="radio"/> Name and date of birth confirmation</p> <table border="1"> <tr> <td>Record type</td> <td colspan="3">Name of issuing company or government jurisdiction</td> </tr> <tr> <td>Reference or account number</td> <td colspan="3">Date information was verified (dd/mmm/yyyy)</td> </tr> </table>				Record type	Name of issuing company or government jurisdiction			Reference or account number	Date information was verified (dd/mmm/yyyy)		
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<p>3 Signatures</p> <p>Do not submit the person's supporting documents with this form.</p>	<p>In this section, <i>you</i> and <i>your</i> refer to the person who is contracted with Manulife or its agencies. By signing below, you acknowledge that you are authorized to act on behalf of Manulife to verify the identity of the individual listed above and you attest that:</p> <ul style="list-style-type: none"> • you have complied with the instructions set out above, • you have reviewed the most recent, original, valid and unexpired documents issued by reliable and independent sources, • the information provided on this form is current, correct and complete, and • the information presented above on the reviewed documents matches the person's information on the application form or the most recent information in the client's file. <p><input type="radio"/> Check here if you have never met this individual in person.</p>		
	Name of authorized Manulife representative (first, middle initial, last)		
	Signature of authorized Manulife representative	Broker/branch code	Representative/advisor code

4 Instructions

Visit www.fintrac.gc.ca for a more complete list of acceptable documents.

To verify the identity, review documents from two different reliable and independent sources; for example, you cannot use two CRA documents because they would be from the same source. The federal, provincial, territorial and municipal levels of government, crown corporations, financial entities or utility providers are considered reliable sources. Each document must be:

- the most recent version of a valid, unexpired record,
- in good condition without apparent alteration, and
- in the same name as the person.

Do not send the supporting documents with this form.

Verify **two of the three record types** listed and complete the details for both on page 1. The following is a sample of documents that you may use and is not intended to be a complete or exhaustive list.

1. Verify the name and address

- **Documents issued by a Canadian government body:** Use any card or statement issued by a federal, provincial, territorial, or municipal Canadian government body, for example a Canada Pension Plan (CPP) statement, property tax assessment issued by a municipality, a provincially-issued vehicle registration, or a benefits statement. You can also use CRA documents such as a notice of assessment, requirement to pay notice, installment reminder/receipt, GST refund letter, or benefits statement.
- **Documents issued by other Canadian sources:** Refer to the person's Canadian credit file, provided it has been in existence for at least 6 months; a utility bill, such as electricity, water, or telecommunications; a T4 statement; a Record of Employment; investment account statements, such as an RRSP or GIC; or an identification product from a Canadian credit bureau that contains two trade lines and has been in existence for at least 6 months.
- **Documents issued by a foreign government:** you can use a Travel visa. No other foreign documents are acceptable.

2. Verify the name and date of birth

- **Documents issued by a Canadian government body:** Use any card or statement issued by a federal, provincial, territorial, or municipal Canadian government body, for example a Canada Pension Plan (CPP) statement of contributions, or an original birth certificate issued with the current name of the person, a marriage certificate, or government-issued proof of marriage document (long-form, which includes date of birth), divorce documentation, permanent resident card, citizenship certificate, or temporary driver's licence (non-photo).
- **Documents issued by other Canadian sources:** Refer to the person's Canadian credit file, provided it has been in existence for at least 6 months; home, auto, or life insurance documents; identification product from a Canadian credit bureau that contains two trade lines and has been in existence for at least 6 months.

3. Verify the name and confirm a financial account: Confirm that the person has a deposit account or loan account by using a bank statement or loan account statement; a cheque that has been processed, whether cleared or returned as non-sufficient funds by a financial institution; an email or letter from the financial entity holding the deposit account or loan account; an identification product from a Canadian credit bureau that contains two trade lines and has been in existence for at least 6 months; or a micro-deposit to confirm the account.

Send the completed form to the address on the front, or fax to:

Insurance policies:

New business: **1-800-871-5122**.

Policy change: **1-877-763-8834** (English) or **1-877-271-5494** (French & Quebec)

Investment policies or accounts:

Manulife Ideal Signature Select: **1-877-882-4892**

Manulife RetirementPlus, Manulife PensionBuilder, Segregated Fund Contracts, Guaranteed Interest Contracts, Annuities (**FundSERV business**): **1-800-993-9332**

Manulife RetirementPlus, Manulife PensionBuilder, Segregated Fund Contracts, Guaranteed Interest Contracts, Annuities (**non-FundSERV business**): **1-877-277-3774** (English) **1-800-360-6492** (French & Quebec)