

# Customer Identification Requirements

## Why is identification required?

Identification is required to ensure shipments are properly provided, to help protect our customers from identity theft, and to permit follow-up if further investigation is required. Purolator is required by law to collect identification and other information for certain types of transactions. Purolator is subject to the *Personal Information Protection and Electronic Documents Act (2000, C.5)* and therefore the collection, use, disclosure, retention and disposal of personal information by Purolator and its agents are done in compliance with the Act.

If you are picking up...	Then you must provide...*
Your own item	One piece of acceptable current government-issued photo ID
An item on behalf of someone else or a "home based" business and live at the same address	One piece of acceptable government-issued photo ID indicating residence at the same address as the address on the item
An item on behalf of another individual and do not live at the same address	One piece of acceptable government-issued photo ID and a Letter of Authorization or a legal document demonstrating your authority to act on the addressee's behalf
An item on behalf of a business/organization that is not "home based"	One piece of acceptable government-issued photo ID and a Letter of Authorization or a legal document demonstrating your authority to act on the addressee's behalf

\* See reverse for acceptable identification and proof of residency.

## Where can I get information?

Please address any questions or concerns to Purolator at [purolator.com](http://purolator.com) or call 1 888 SHIP-123

\*\* Purolator reserves the right to refuse any request for products or services if the identification requirements are not met. Requirements may vary by product or service and are subject to change.

## What is acceptable personal identification?

The identification must be original, valid, government-issued photo ID. If the photo identification does not contain the applicable address (such as in the case of a passport), proof of residency must also be provided.

### The identification must:

- include a photo
- be government issued
- be original, not a copy of the document
- indicate a unique identifier number
- be valid (current); in other words, an expired driver's licence would not be acceptable

### Acceptable forms of photo identification

- Driver's licence
- Canadian/foreign passport
- Canadian Citizenship card
- Certificate of Indian Status card
- Permanent Resident card
- Canadian Forces identity card
- Liquor Identification card/Age of Majority card
- Firearm Acquisition/Firearm Possession card
- Provincial/Territorial Identification card

### Note:

1. Employee identification cards are not acceptable, even if government-issued.
2. Some types of personal identification are not acceptable because of legislative restrictions.
3. If the photo identification does not contain the applicable address (such as in the case of a passport, or a student residing at university), proof of residency must be provided.

### Acceptable proof of residency documents (address)

- Major credit card statement along with the related valid credit card
- Bank statement
- School, College or University report card or transcript
- Residential lease, residential mortgage statement or agreement
- Vehicle ownership or insurance documentation
- Municipal tax notice
- Recent utility bill (residential telephone, cable TV, public utilities commission, hydro, gas or water, residential lease)
- Canada Child Tax Benefit statement
- Income tax assessment - most recent
- Government cheque or government cheque stub with name and address
- Statement of Employment Insurance Benefits Paid (T4E)
- Canada Pension Plan Statement of Contributions/ Quebec Pension Plan Statement of Participation

- Statement of Old Age Security (T4A) or Statement of Canada Pension Plan Benefits (T4AP)
- Statement of Benefits from Provincial Workplace Safety or Insurance Board
- Statement of Direct Deposit for Provincial Works or Provincial Disability Support Program
- Attestation of Residence issued by the responsible authorities (shelters, soup kitchens, student/senior residences, long-term care facilities, Aboriginal reserves, work camps)

Note: Must be original and include name and applicable address of individual.