

# Customer Identification Requirements

## Why is identification required?

Identification is required to ensure shipments are properly released, to help protect our customers from identity theft and to permit follow-up if further investigation is required. Purolator is required by law to review 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 valid government-issued photo ID with proof of address
An item on behalf of another person or of a "home-based" business at the address at which you live	One piece of acceptable government-issued photo ID indicating residence at the address to which the item is addressed
An item on behalf of another individual at an address at which you do not live	One piece of acceptable government-issued photo ID and a Letter of Authorization as a legal document demonstrating your authority to act on the addressee's behalf
An item on behalf of a business or organization that is not "home-based"	One piece of acceptable government-issued photo ID and a Letter of Authorization as a legal document demonstrating your authority to act on the addressee's behalf
An Adult Signature Required shipment	One piece of valid government-issued photo ID with proof of address and proof of age (For certain Adult Signature Required shipments, the shipper may restrict the forms of ID that Purolator may accept for shipment release. An Adult Signature Required shipment will not be released to individuals without proof of age.)

**Important:** The addressee may be required to personally pick up shipments that are of high value or government-issued or when requested by shipper. Chain of Signature shipments will be provided only to the addressee.

## 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); for example, an expired driver's licence would not be acceptable

\*Notwithstanding the provisions set out in this document Purolator reserves the right to accept customer identification that it deems valid in its sole discretion and 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? *(continued)*

### Acceptable forms of photo identification

- Driver's licence
- Canadian or foreign passport
- Canadian citizenship card
- Certificate of Indian Status card
- Permanent Resident card
- Canadian Forces identity card
- Liquor identification card
- Firearm acquisition/firearm possession card
- Other provincial/territorial government -issued identification
- Canadian National Institute for the Blind (CNIB) national identification card

#### Note:

1. Employee identification or business 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 of a student residing at university), proof of residency must be provided.
4. In some cases, the shipper will have exceptions on how shipments are released (e.g., last name and address on ID must match those on shipment label).

### Acceptable proof-of-residency (address) documents

- 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 (prohibited in the province of Quebec)
- 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. Acceptable in electronic or print format.

**Note:** Customers who do not have the required government -issued photo identification may provide two (2) documents from the acceptable proof-of-residence documentation list and one of the following non-photo identification documents:

- Birth certificate
- Baptismal certificate
- Any other acceptable identification listed above that does not have a photo

This does not apply for Adult Signature Required shipments

### Acting on behalf of an Individual

When acting on behalf of another individual, the representative must present personal identification that indicates the same address as the addressee. If it does not, additional proof of such authority is also required, namely, legal documentation demonstrating that the individual is authorized to act on the other's behalf. For example, in cases such as the following, additional proof to act is required:

- Children under the age of majority (see details in Shipments Addressed to Children)
- Deceased person (see details in Acting on Behalf of a Deceased Person)
- Office of the public trustee or power of attorney (e.g., proof of appointment)
- Bankruptcy/winding up/receivership

### Acting on behalf of a business or organization

Only an authorized agent may act on behalf of a business or organization. In addition to one piece of personal government-issued photo identification, an individual acting on behalf of a business will need a letter of authorization, which is a legal document on the letterhead of the business or organization demonstrating his or her authority to act on behalf of the business or organization. The legal document must indicate the printed name and signature of the grantor of authority, as well as the printed name and signature of the individual authorized to act on behalf of the business or organization.

### Shipments addressed to children

A parent or legal guardian living at the same address as the address on the item can pick up mail and otherwise act on behalf of children under the age of majority. Proof of residency is required.

If the child is receiving care and custody from a person who does not live at the address stated on the item, in addition to showing acceptable personal identification, the person must present one of the following:

- A registry record that establishes an adoption or legal guardianship
- A court order that authorizes an adoption or a legal guardianship
- A foster parent identification card that includes the child's name

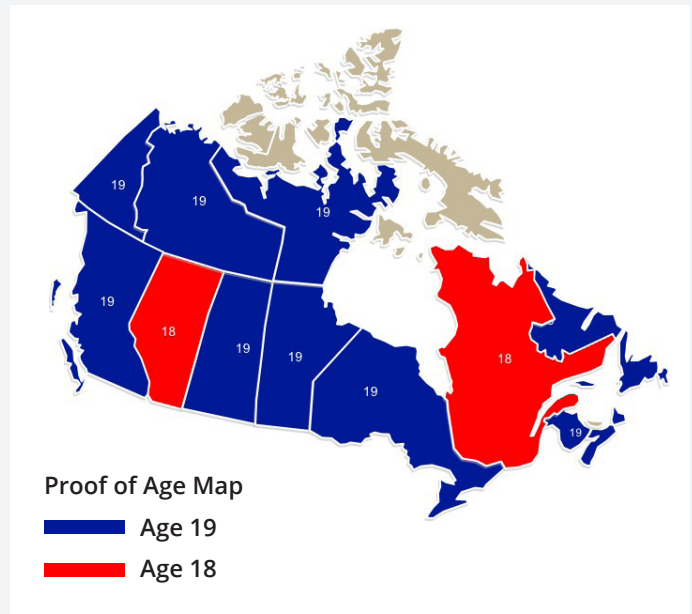
**Note:** Age of majority is 18 for Alberta, Manitoba, Ontario, Quebec, Prince Edward Island and Saskatchewan. Age of majority is 19 for British Columbia, New Brunswick, Newfoundland and Labrador, Nova Scotia, Nunavut, Northwest Territories and Yukon.

### Proof of age

The proof-of-age requirements for Adult Signature Required shipments differ by province or territory and are based on the recipient's delivery location.

**Age 18** for recipients located in Alberta and Quebec

**Age 19** for recipients located in Yukon, Northwest Territories, Nunavut, British Columbia, Saskatchewan, Manitoba, Ontario, Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland



### Acting on behalf of a deceased person

If the individual is acting on behalf of a deceased person, in addition to personal identification, the individual will need one of the following documents:

- A death certificate (issued by the applicable government Vital Statistics office)
- A medical examiner's certificate
- A cremation certificate
- Another certificate by a comparable authority (e.g., in the case of a death outside the country)