

# Instruction page for completion of Identity verification, third party determination and politically exposed persons (PEP) for individual owners

For all universal life and permanent life insurance products, complete form 4830-E – select Life insurance. For non-registered investment and wealth products: accumulation annuities (including segregated funds), guaranteed investment certificates (GICs), payout annuities and mutual funds, complete form 4830-E – select Investments and Wealth.

To be completed with the understanding that Sun Life Financial will rely on the information to conduct client due diligence required under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act and to satisfy applicable regulatory requirements.

Complete form 4830-E if the applicant/owner is an individual/sole proprietor.

- **What is a Sole Proprietorship?** A sole proprietorship, also known as a sole trader or a proprietorship, is an unincorporated business entirely owned by one person who pays personal income tax on profits earned from the business. A sole proprietorship has no separation between the business entity and its owner.
- **Who is a Sole Proprietor?** A person who is the exclusive owner of an unincorporated business and its assets, entitled to keep all profits after personal income tax has been paid and is liable for all losses.

If completing a paper form and additional space is needed for any section of this form, complete the applicable sections on a new 4830-E form, along with sections 6 and 7.

## 1 Identity verification

- For Detailed occupation/pre-retired occupation/principal business, a detailed occupation or job title is required. Examples: manager of customer service or salesperson of office equipment. If 'retired' is provided as the occupation, include details of the pre-retirement occupation. Examples: retired building contractor or retired teacher.
- The address should be the residential address of the applicant/owner/sole proprietor (include the street, city, province, country and postal code). PO Box and general delivery addresses are not acceptable. Provide the address that a 911 responder would be dispatched to.
- **Identification method** – Complete one of the options (A or B) as outlined below. Record all information on the 4830-E; **do not attach photocopies to the form.**

- **Method A) Photo identification**

**Note:** This is the primary method to be used when verifying a client's identity and must **always** be used when a client has valid photo identification.

View an original, valid and current Canadian passport, driver's licence or document issued by a Canadian federal, provincial or territorial government for that individual (documents issued by municipal governments are not acceptable). A foreign photo identification document is acceptable if it is equivalent to an acceptable Canadian photo identification document. Examples: a valid foreign passport or driver's licence is acceptable.

**Notes:**

- Acceptable documents must be one with a photo. A valid document is an original (not a copy), has a unique identifying number and has not expired.
- Original documents must be viewed while in the presence of the individual whose identity is being verified. Viewing photo identification online, through a video conference or through any type of application is not acceptable.
- Viewing a copy of a digitally scanned image of the photo identification document is not acceptable.

**The document must include all of the following:**

- individual's name
- date of birth
- a photograph of the client
- a unique document/identifier number
- expiry date
- place of issue (province and country)

## 1 Identity verification (continued)

Examples of acceptable documents include, but are not limited to:

- Driver's licence
- Passport
- Health card (with photo) (except PEI, ON, NS & MB)
- Provincial photo ID card
- Citizenship card (with photo issued prior to 2012)
- Permanent Resident card
- Work permit/work visa
- Secure Certificate of Indian Status
- Landed Immigrant card
- Convention Refugee Status card
- Nexus card

Examples of unacceptable documents include, but are not limited to:

- Baptismal certificate
- Birth certificate
- Social Insurance Number (SIN) card
- Hospital certificate of birth
- Provincial health card for PEI, Ontario, Nova Scotia or Manitoba. In Quebec, you cannot request to see a client's health card but you may accept it if the client wants to use it for identification purposes.
- Firearms licence
- Temporary driver's licence
- Reference to another application/contract

### • Method B) Dual process

**Note:** The dual process method is not a best practice method of verifying a client's identity. This method is to be used **only** if a client does not have valid photo identification.

To use the dual method to verify the client's identity, you must view original documents or information from two different reliable and independent sources. The information may be found in documents from these sources or may be information that these sources are able to provide.

You cannot rely on information issued by a single source, even if it confirms an account and contains the name, address and date of birth. It is also important to note that you cannot use the same source for the two categories of information you use to ascertain the client's identity. For example, you can refer to a bank statement that contains the client's name and address from Bank A and confirm the client's name and deposit account at Bank B. It would not be acceptable, however to view a statement from Bank A and confirm a deposit account at Bank A. As another example, you cannot rely on a Canada Revenue Agency (CRA) document that contains the client's name and address and a different CRA document that contains the client's name and date of birth, because CRA is the same source for both documents.

If you refer to an original document that has an expiry date, it must be current. If there is no expiration date, it must be a recent version of the document. For example, if the client provides you with a CRA notice of assessment, it would need to be the latest one received by the client. The information obtained from these documents must match the information you already have about the client.

You must collect the required information from 2 out of the 3 options listed below (one option cannot be used twice):

1. Client's name and address (the document must be dated within the past 2 months)
2. Client's name and date of birth
3. Client's name and proof of Canadian deposit account, or Canadian loan account (the document must be dated within the past 2 months)

For example:

- You use one source to verify the client's name and address and a second source to verify their name and date of birth.
- You use one source to verify the client's name and address and a second source to verify their name and confirm a financial account.
- You use one source to verify the client's name and date of birth and a second source to verify their name and confirm a financial account.

### What is a reliable source?

A reliable source is an originator or issuer of information that you trust to verify the identity of the client. When you are relying on a source to verify a client's name and address or a client's name and date of birth, the source must be reliable.

## 1 Identity verification (continued)

### Reliable source information:

- Source should be well known and considered reputable (examples include federal, provincial, territorial and municipal levels of government, crown corporations, financial entities or utility providers).
- Source cannot be Sun Life Financial.
- Source cannot be you (the advisor), as the reporting entity.
- Source cannot be the individual whose identity is being verified.
- Cannot rely on information issued by a single source, even if it confirms name, address, date of birth and account.

### What is an acceptable original document?

- Original paper or electronic document and not a copy must be viewed. If any information has been obscured, the document is not acceptable.
- Must have been received or obtained from the issuer through posted mail or electronically.
- Must be unaltered.

### Electronic document (a document received through email directly from the issuer or downloaded directly from the issuer's website):

- Client can show the original electronic document they received or downloaded.
- Client can email you the original electronic document they received or downloaded.
- Client can show the document on their electronic device (examples: smartphone, tablet or laptop).
- Client can print the electronic document they received or downloaded.
- Client can show you the document in the original form such as .pdf (Adobe) or .xps (Microsoft viewer).
- Photocopies, faxed or digitally scanned documents are not acceptable.

**Note:** Credit card statements/information cannot be used (Sun Life Financial does not/will not store any credit card information).

### Examples of reliable sources of information under the dual process method:

| Documents or information to verify name and address  | Documents or information to verify name and date of birth   | Documents or information to verify name and confirm a financial account  |
|--|---|--|
| <p><b>Issued by a Canadian government body</b></p> <ul style="list-style-type: none"> <li>• Any card or statement issued by a Canadian government body (federal, provincial, territorial or municipal) <ul style="list-style-type: none"> <li>○ Canada Pension Plan (CPP) statement</li> <li>○ Property tax assessment issued by a municipality</li> <li>○ Provincially issued vehicle registration</li> </ul> </li> <li>• Benefits statement <ul style="list-style-type: none"> <li>○ Federal, provincial, territorial and municipal levels</li> </ul> </li> <li>• CRA documents: <ul style="list-style-type: none"> <li>○ Notice of assessment</li> <li>○ Requirement to pay notice</li> <li>○ Installment reminder/receipt</li> <li>○ GST refund letter</li> <li>○ Benefits statement</li> </ul> </li> </ul> <p><b>Issued by other Canadian sources</b></p> <ul style="list-style-type: none"> <li>• Utility bill (for example, electricity, water, telecommunications)</li> <li>• T4 statement</li> <li>• Record of Employment</li> <li>• Investment account statements (for example, RRSP, GIC,) *not issued by SLF</li> </ul> <p><b>Issued by a foreign government</b></p> <ul style="list-style-type: none"> <li>• Travel visa</li> </ul> | <p><b>Issued by a Canadian government body</b></p> <ul style="list-style-type: none"> <li>• Any card or statement issued by a Canadian government body (federal, provincial, territorial or municipal) <ul style="list-style-type: none"> <li>○ Canada Pension Plan (CPP) statement of contributions</li> <li>○ Original birth certificate</li> <li>○ Marriage certificate or government-issued proof of marriage document (long-form which includes date of birth)</li> <li>○ Divorce documentation</li> <li>○ A permanent resident card</li> <li>○ Citizenship certificate</li> <li>○ Temporary driver's licence (non-photo)</li> </ul> </li> </ul> <p><b>Issued by other Canadian sources</b></p> <ul style="list-style-type: none"> <li>• Insurance documents (home, auto, life)</li> </ul> | <p>Confirm that the client has a deposit account, or loan account by means of:</p> <ul style="list-style-type: none"> <li>• Bank statement</li> <li>• Loan account statement (for example, mortgage)</li> <li>• Cheque that has been processed (cleared, non-sufficient funds) by a financial institution</li> </ul> |

## 2 Third party determination

A third party is any person or entity that is not the owner, who may give instructions, make use of or make payments to the application/contract.

Some examples of third parties include:

- a power of attorney acting on behalf of the applicant/owner.
- a person or entity paying for the application/contract who is not the applicant/owner.
- a collateral assignee/hypothecary creditor.

A **No** or **Yes** answer must be given to the third party question. It cannot be left blank.

If **Yes**, provide additional information about the third party.

If the third party is an individual,

- For Detailed occupation/pre-retired occupation/principal business, a detailed occupation or job title is required. Examples: manager of customer service or salesperson of office equipment. If 'retired' is provided as the occupation, include details of the pre-retirement occupation. Examples: retired building contractor or retired teacher.
- The address must be the residential address of the third party (include the street, city, province, country and postal code). PO Box and general delivery addresses are not acceptable. Provide the address that a 911 responder would be dispatched to.

If the third party is an entity,

- For Detailed principal business (holding companies must indicate the nature of their principal holding whether active or passive)
- The address must be the business address of the third party (include the street, city, province, country and postal code). PO Box and general delivery addresses are not acceptable. Provide the address that a 911 responder would be dispatched to.

If unable to obtain any of the required third party information, record the measures taken and why you were unsuccessful in obtaining it.

If you have reasonable grounds to suspect there is an undisclosed third party, email details to [money.laundering@sunlife.com](mailto:money.laundering@sunlife.com).

## 3 Politically exposed persons (PEP)/Head of an international organization (HIO)

**What is a politically exposed person (PEP) or Head of international organization (HIO)?**

A politically exposed person (PEP) or the head of an international organization (HIO) is a person entrusted with a prominent position that typically comes with the opportunity to influence decisions and the ability to control resources. The influence and control a PEP or HIO has put them in a position to impact policy decisions, institutions and rules of procedure in the allocation of resources and finances, which can make them vulnerable to corruption.

Part of knowing the applicant/owner is determining whether a person is a foreign PEP, a domestic PEP, a HIO, or a family member or close associate of one of these people.

### **Politically exposed foreign persons (PEFP) (living or deceased, current or ever held)**

Indicate if the applicant/owner, their family member or close associate currently holds or had ever held one of the listed positions or offices in or on behalf of a country other than Canada.

A **No** or **Yes** answer must be given to the PEFP question. It cannot be left blank.

If **Yes**, provide additional information about the PEFP.

**Note:** A family member or close associate can be a person that is either living or deceased.

**Family members include:**

- spouse, civil union spouse or common-law partner
- children/step-children
- sibling/half-siblings/step-siblings
- biological/adoptive/step parent
- biological/adoptive/step parent of the applicant/owner's spouse, civil union spouse or common-law partner

**Close associates:**

A close associate is someone who is closely associated with the applicant/owner for personal or business reasons.

Examples of circumstances that help to determine if someone is closely associated to the applicant/owner include, but are not limited to:

- Transactions that occur between a PEP or an HIO and the applicant/owner.
- Business activities between a PEP or an HIO and the applicant/owner.
- Media coverage linking a PEP or an HIO and the applicant/owner.
- A personal relationship, such as a romantic relationship or close friendship between a PEP or an HIO and the applicant owner.

### 3 Politically exposed persons (PEP)/Head of an international organization (HIO) (continued)

#### Positions or offices in or on behalf of a country other than Canada:

1. member of the executive council of government
2. president (head) of a state-owned company
3. president (head) of a state-owned bank
4. deputy minister (or equivalent rank) in government
5. ambassador
6. counsellor of an ambassador
7. attaché
8. leader (or president) of a political party represented in a legislature
9. head of state
10. head of government
11. head of a government agency
12. judge of a supreme court, constitutional court or other court of last resort
13. military officer with a rank of general or above
14. member of a legislature

If you have reasonable grounds to suspect there is an undisclosed PEPF, email details to [money.laundering@sunlife.com](mailto:money.laundering@sunlife.com).

#### Politically exposed domestic persons (PEDP) (living or deceased, current or in the past 5 years)

Indicate if the applicant/owner, their family member or close associate holds one of the listed positions or offices in or on behalf of Canada, currently or in the past 5 years.

A **No** or **Yes** answer must be given to the PEDP question. It cannot be left blank.

If **Yes**, provide additional information about the PEDP.

**Note:** A family member or close associate can be a person that is either living or deceased.

For family member and close associate definitions refer to the Politically exposed foreign persons (PEFP) section above.

#### Positions or offices in or on behalf of Canada:

1. governor general
2. lieutenant governor
3. member of the senate
4. member of the house of commons
5. member of a legislature
6. deputy minister (or equivalent rank) in government
7. ambassador
8. counsellor of an ambassador
9. attaché
10. military officer with a rank of general or above
11. president of a corporation that is wholly owned directly by Her Majesty in right of Canada or a province
12. head of a government agency
13. judge of an appellate court in a province
14. judge of the federal court of appeal
15. judge of the supreme court of Canada
16. leader (or president) of a political party represented in a legislature
17. holder of any prescribed office or position
18. mayor

**Note:** The following positions can be held on behalf of the Government of Canada, in a country other than Canada:

- Ambassador (for example: Position held: Canadian ambassador, Organization or institution: Government of Canada, Country where position held: Finland)
- Military officer with a rank of general or above (for example: Position held: Lieutenant-General, Organization or institution: Canadian Armed Forces, Country where position held: Iraq)

If you have reasonable grounds to suspect there is an undisclosed PEDP, email details to [money.laundering@sunlife.com](mailto:money.laundering@sunlife.com).

### 3 Politically exposed persons (PEP)/Head of an international organization (HIO) (continued)

#### Head of international organization (HIO) (currently held)

Indicate if the applicant/owner, their family member or close associate currently is the head of an international organization or the head of an institution established by an international organization. An international organization is an organization set up by the governments of more than one country and established by means of a formally signed agreement between those governments.

A **No** or **Yes** answer must be given to the HIO question. It cannot be left blank.

If **Yes**, provide additional information about the HIO.

For family member and close associate definitions refer to the Politically exposed foreign persons (PEFP) section above.

**Examples of international organizations include, but are not limited to:**

- North Atlantic Treaty Organization (NATO)
- Organization for Economic Co-operation and Development (OECD)
- International Monetary Fund (IMF)
- World Bank Group
- World Health Organization (WHO)
- La Francophonie

If you have reasonable grounds to suspect there is an undisclosed HIO, email details to [money.laundering@sunlife.com](mailto:money.laundering@sunlife.com).

### 4 Source of payment and purpose of product

#### 4.1 Source of payment for this application/contract (select all that apply)

- Complete to identify how the money being deposited to the contract was obtained.

#### 4.2 Purpose and intended use of the product applied for (select only one)

- Select the most appropriate option from the list provided.

**Note:** The type of product applied for cannot be provided as the purpose or intended use of product. Example: Life insurance policy or GIC cannot be indicated.

### 5 International tax residency self-certification for FATCA/CRS

Regardless of the client's current residency and citizenship, each individual applicant/owner must complete this section.

We will use the information provided to determine whether we must report the client's contract to the CRA (Canada Revenue Agency). If this section is not completed, we may be required to report the client's contract information to the CRA.

**Note: If there are any future changes to the information provided in this section, the client must notify us within 30 days and provide a new self-certification.**

**Residency** is the basis on which most countries tax individuals and entities. Generally, an individual is subject to the tax laws of the jurisdiction of which they are a resident. It is possible to be a resident of more than one jurisdiction for tax purposes. A resident of a jurisdiction may also include a non-citizen who holds a permanent residency card, for example, a U.S. green card. An individual may also be a resident of a jurisdiction based on the type of visa the individual holds. Every country has their own rules to determine whether you are a resident of their country and subject to their tax rules. Those rules and the application of them can be very complicated. Therefore, we recommend that you speak with a **professional tax advisor** who is knowledgeable about the rules applicable to the country in question.

**Taxpayer Identification Number (TIN)** is a unique identifier made of letters and/or numbers that the jurisdiction assigns to an individual. The jurisdiction uses the TIN in administering its tax laws to identify the individual. Enter the TIN in its official format.

**Note:** If the client is a tax resident in any jurisdiction other than Canada and does not have a Taxpayer Identification Number (TIN) from those jurisdiction(s) when you complete this form, they must apply for one within 90 days, unless reasons B or C are chosen in the CRS section. Reasons that fall under 'Other' for not having a TIN include; not being eligible to receive one.

Upon receipt of their TIN the client must notify Sun Life within 15 days.

If they fail to provide their TIN, they may be subject to a penalty under the Income Tax Act (Canada).

If additional space for this section is required, complete the applicable sections on the International tax self-certification for individuals (4573-E) form.

### 6 Applicant/owner declaration

Each applicant/owner must review the answers recorded, sign and date this section with the understanding that Sun Life Financial will rely on the information provided.

### 7 Advisor attestation

The advisor must complete this section to confirm that the necessary original identity verification documents have been viewed in person and that the advisor understands that Sun Life Financial will rely on the information provided. If the client is the advisor, this section must be completed by another licensed advisor or a financial centre manager.