

Purpose:

- I To instruct employees on the required steps to verify the identity of a person requesting actions or information pertaining to a specific customer account.

Procedure:

Action Steps	Responsibility
(a) After confirming the name of the person requesting customer account information, verify their identity by comparing the answers to three or more questions found in Appendix A to the information recorded in the customer record. (b) Complete the customer request.	Employee Responding to Inquiry.

References/Links

- I EL-A-2.3 Treatment of Public

Scope/Application:

- I This procedure applies to City employees responding to requests for customer account information, except where restricted.

Authority/Responsibility to Implement:

- I General Manager of Corporate Services

Inquiries/Contact Person:

- I Technology Service Centre Coordinator

Procedure Monitoring and Evaluation:

- I This procedure will be evaluated at least every three years with revisions made on an as needed basis.

Document History:

Date:	Approved/Reviewed By:	Title:
Approved: October 14, 2016	"Craig Curtis"	City Manager
Revised: July 13, 2020	"Allan Seabrooke"	City Manager

Appendix A: Identity Verification Questions

Question Strength Levels	
Provides minimal confirmation of caller's identity:	Weak
Provides moderate confirmation of caller's identity:	Medium
Confirms caller's identity almost conclusively:	Strong
Questions to Choose From	Perceived Question Strength Level
Land Inquiry	
What is the mailing address on file?	Medium
What is the Civic address on file?	Medium
What is the phone number on file?	Medium
What is your tax roll or account number?	Strong
Who are the registered owners of your property?	Strong
Is this property jointly owned? If yes, with whom?	Strong
Utility (& Pre-Authorized Withdrawals For Utilities)	
What is your account number?	Medium
What is your middle name/initial?	Medium
What is your current phone number?	Medium
Who else is on the account?	Medium
What is your date of birth?	Medium
What is the date and/or amount of your last payment on your account?	Medium
How much was your last notice/invoice?	Medium
What is the current balance on your account?	Medium
What is your previous address?	Medium
Are you on the PAWS plan? (TIP/PAWS Customer Only)	Medium
Do you own or rent the property?	Medium
What is the pass code or keyword on your account?	Strong

Identity Verification



How do you normally pay your utility bill? (only ask if it is a PAWs account)	Medium
What year was the utility account opened?	Medium
General Tax Account	
What is your Tax Account Number?	Medium
What is your middle name/initial?	Medium
Who else is registered on title?	Medium
What is the year you purchased your property?	Medium
What is your current phone number?	Medium
What is the current balance on your account?	Medium
What was the date and/or amount of your last payment?	Medium
What was the amount of your last notice/invoice?	Medium
How do you normally pay your tax bill? (TIP/PAWS Customer Only)	Medium
What is your monthly withdrawal? (TIP/PAWS Customer Only)	Medium
Please confirm your email address.	Medium
What is your access code?	Medium
What is the prior/current assessed value of your property?	Weak
Business Tax Account	
What is your exact company name?	Weak
Does the email address domain match company name?	Medium
Ask for articles of incorporation.	Strong
Ask for a written request on letterhead.	Strong
Permitting	
What types of permits do you currently have?	Medium
What month was your last permit issued?	Medium
What was the cost of your last permit?	Medium

Identity Verification

What email is on record with us?	Medium
Licensing	
What types of licenses do you currently have?	Medium
What is the account number associated with your license?	Medium
What was the cost of your last license?	Medium
For Dog Owners: What is the name and breed of dog registered with The City?	Medium
What email is on record with us?	Medium
Ticketing	
What type of ticket did you receive?	Weak
What is your license plate number?	Medium
Are you the registered owner of the ticketed vehicle?	Medium
What is the address you have on file with Motor Vehicle?	Strong
Recreation & Culture	
What is your client number?	Strong
What is your date of birth?	Medium
What is the current address?	Medium
What is your current phone number?	Medium
What is your previous address?	Medium
What is your email address?	Medium
What is the name of other members on account?	Medium
What is your work number?	Medium
What is your mobile number?	Medium