

Identity Verification

Frequently Asked Questions

What is changing?

- **On June 11, 2019**, StudentAid BC updated the identity verification process to include Non-Photo BC Services Card holders.
- **As of June 25, 2019**, students now have two options to verify their identity: 1) In-person at a Service BC Centre, or 2) Online using Mobile Video Chat.
- The new Mobile Video Chat service is available to both Photo BC Services Card and Non-Photo BC Services Card holders.
- These changes involve verification of an applicant's identity in advance of accessing/completing the full-time student loan application via the online SABC Dashboard.

Why is SABC making this change?

- SABC is working to enhance our identity verification process by extending it to Non-Photo BC Services Card holders and by allowing students to have their identity verified via video chat on their mobile device.

Who will be impacted?

- All new SABC full-time student applicants studying at SABC designated post-secondary institutions in B.C., across Canada, and internationally.

How can Financial Aid Officers assist applicants?

- An applicant's identity verification process will vary depending on their individual circumstance (e.g., out of province, etc.), so Financial Aid Officers should direct applicants to create a SABC dashboard and click on the "Apply for a student loan" button to receive instruction on how to have their identity verified.
 - Please do **not** instruct students to go directly to Service BC before they have received instructions from the SABC Dashboard.
 - Some students may be asked to complete an attestation form. Financial Aid Officers should **not** reproduce or distribute attestation forms to students. Only attestation forms that have been provided directly by StudentAid BC will be accepted.
- Should students need to obtain a BC Services Card, they can be directed to the BC Services Card website: <https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/get-a-card>
- If Financial Aid Officers have questions, they should contact StudentAid BC.

Additional Information for Impacted Applicants:

- When new full-time SABC applicants attempt to apply for StudentAid BC funding through their SABC Dashboard, they will be provided with detailed instructions to log in using their verified BC Services Card.

Identity Verification

Frequently Asked Questions

- If students do not possess a BC Services Card and are unable to obtain one, they should call StudentAid BC before proceeding. *Note: By March 2018, all B.C. residents should have obtained a BC Services Card through the Ministry of Health. Applicants over the age of 18.5 years will have either a Photo BC Services Card or a Combo BC Services Card; applicants under the age of 18.5 will have a non-photo BC Services Card.*
- The Service BC website provides a list of [Service BC Centres](#).

For applicants with exceptional circumstances:

- Some applicants may experience an exceptional circumstance that prevents them from completing the normal identify verification process, as outlined above (e.g., unable to obtain a BC Services Card). These applicants are encouraged to contact SABC to receive assistance in these cases.