

How to Verify Identification

Broker Quick Guide

1



Start Here

Valid identification verification is mandatory for every PRIME+Q application.

2

Choose the Correct Verification Path



Path A Use ADVF

Applicant Details Verification Form (ADVF) — use this when the broker can complete the identification verification.



Path B Use CID

Certified Identification Form (CID) — use this when the broker cannot complete the ADVF. A JP-certified ID must be held prior to settlement.



PRIME+Q does not currently accept NexGen ID.

3

Complete the ID Check Properly



- Ensure the client's name and personal details are consistent across the application.
- Make sure the form is complete, legible and signed where required.
- Verify the identification evidence and retain clear supporting copies.
- Check that the ID details align with MyCRM, SOCA and supporting documents.

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Include It in The Backpack



- ☒ ADVF or CID included
- ☒ Signed PRIME+Q Privacy Declaration included
- ☒ Supporting application documents attached
- ☒ Broker contact details included
- ☒ One application = one cohesive package

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What Causes Delays?



- ⊗ NexGen ID submitted
- ⊗ Missing ADVF or CID
- ⊗ Incomplete or illegible identification form
- ⊗ Names or personal details do not match across documents
- ⊗ Missing clarification or supporting evidence

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What Happens Next?



1
Mortgage Street Support reviews the identification with the SOCA and Privacy Declaration.



2
If details are complete and consistent, the file progresses.



3
If discrepancies exist, further information will be requested.



Quick rule: No valid ID verification = the file may not progress.