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August 17th, 2021

To: Whom it May Concern

Re: Implementation of the new applicant-based online service (eCRC) using the BC Services Card

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As follow-up to our correspondence on July 28th, 2021, this is to inform your organization about implementation of the new applicant-based online service (eCRC) using the [BC Services Card](#) as Electronic Identity Verification (EIV). We are excited to announce this new service is **now available for your applicants that require a new criminal record check or for those requiring a re-check.**

#### **New eCRC service**

- **Identity verification:** In the new eCRC system, an applicant's identity is verified using their BC Services Card. If the applicant is using the BC Services Card to access the online service for first time, they will be directed to activate their card by **video** or **in person** through Service BC. Please note if applicants choose to activate their card in person, a mobile device is still required (iPhone, iPad, or Android).
- **Cost:** There is no charge associated with activating a BC Services Card and the criminal record check fee (if applicable) has not changed.

#### **New eCRC link**

Please share the new eCRC link with your applicants who require a new criminal record check or those requiring a re-check:

Website: <https://justice.gov.bc.ca/criminalrecordcheck>

**NOTE: *Your organization access code has not changed.***

#### **Equifax - Phase out**

If individuals do not meet the BC Services Card eligibility requirements, they will be re-directed to follow the current EIV process through Equifax or to submit their criminal record check through the manual process. Equifax will temporarily remain as an option for EIV for a transition period; however, this option will be phased out in the coming months.

#### **Give us your feedback**

We would appreciate hearing any feedback you may receive from your applicants accessing the new BC Services Card eCRC application. In addition, should you have any questions or concerns, please contact [criminalrecords@gov.bc.ca](mailto:criminalrecords@gov.bc.ca).



Thank you for your support,

A handwritten signature in blue ink, appearing to read "Jess Gunnarson".

Jess Gunnarson,  
Executive Director,  
Security Programs Division, Policing & Security Branch  
Ministry of Public Safety & Solicitor General