

IDENTITY THEFT CHECKLIST

If you think someone is using your identity or if you think you have been a victim of identity theft, there are a few things you should do:

STEP 1. RECORD

Keep a record of all interactions, correspondence and what was said.

STEP 2. CONTACT POLICE

Contact your local police and file a police report.

STEP 3. FILL OUT AN IDENTITY THEFT STATEMENT

Download and fill out the Identity Theft Statement. Use it to notify financial institutions, credit card issuers and other companies that you have been a victim of identity theft.

STEP 4. CONTACT ID THEFT SERVICES

Call both major credit reporting agencies:

Equifax Canada: 1-800-465-7166 **TransUnion of Canada:** 1-800-663-9980

Both companies have procedures to deal with ID theft and will put a warning on your file. They can review copies of your credit record and report any false information.

STEP 5. CONTACT GOVERNMENT AGENCIES

Call Service Canada at 1-800-206-7218 if your SIN card has been lost or stolen, or you believe someone is using it.

Call the Canadian Anti-Fraud Centre at 1-888-495-8501. The information you give will help law enforcement agencies in possible investigations.

OTHER STEPS

If your debit or credit card is lost or stolen, call the card issuer as soon as you notice the card is missing.

If your credit card was used after it was reported lost or stolen, your maximum liability is \$50.

If your lost or stolen card is used at an ATM and requires a PIN, you may be liable for all losses. Keep your PIN private.

OTHER SERVICES

Contact these services toll-free if you are a victim of ID theft.

Office of the Information and Privacy Commissioner of Alberta Toll-free: 1-888-878-4044
Office of the Privacy Commissioner of Canada Toll-free: 1-800-282-1376
Industry Canada Office of Consumer Affairs Toll-free: 1-800-328-6189
Service Canada Toll-free: 1-800-206-7218
Immigration and Citizenship Canada..... Toll-free: 1-800-255-4541
Passport Canada Toll-free: 1-800-567-6868
Canadian Anti-Fraud Centre Toll-free: 1-888-495-8501