

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Monitor Your Accounts

Obtain a copy of your credit report: you may obtain a free copy of your credit report without signing up to a credit monitoring service by contacting the two Canadian credit reporting agencies:

Equifax Canada Co. National Consumer Relations P.O. Box 190 Montreal, QC H1S 2Z2 www.consumer.equifax.ca/personal/contact-us/ 1-800-465-7166	TransUnion TransUnion Consumer Relations Department P.O. Box 338, LCD1 Hamilton, ON L8L 7W2 https://www.transunion.ca/customer-support/contact-us 1-800-663-9980
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Be cautious with communications: remain vigilant, as always, when engaging with any unsolicited or unexpected communication, particularly those that request personal information or that refer you to a webpage that asks for your personal information, even if that communication appears to come from a source that you know and trust.

Review your account statements and notify law enforcement of suspicious activity: remain vigilant, as always, to the possibility of fraud and identity theft by reviewing your financial statements and accounts regularly for any unauthorized activity.

If you believe you are the victim of identity theft or fraud or have reason to believe your personal information has been misused, you should immediately:

1. **File a complaint with the police** and ask for the case reference number and the officer's name and telephone number. If you choose to obtain a copy of the police report, make sure it states your name and SIN.
2. **Contact the Canadian Anti-Fraud Centre at 1-888-495-8501** for advice and assistance about identity theft.
3. **Contact Canada's two national credit reporting agencies** to ask for a copy of your credit report. Review it for any suspicious activity. Also, check to see if your credit file should be flagged (fees may apply). To obtain additional information regarding fees and other requirements, please contact the credit reporting agencies, as described above.
4. **Inform your bank and creditors** by phone and in writing about any irregularities you identify.
5. **Report any irregularities in your mail delivery to Canada Post**, such as opened envelopes or missing financial statements or documents.
6. **Visit a Service Canada office** if you suspect that your social insurance number is being used fraudulently and bring all the necessary documents with you proving fraud or misuse. Also, bring an original identity document, such as a birth certificate or an immigration or citizenship document. An official will review your information and provide you with assistance.

Fraud alert: you may consider placing an alert on your credit report by contacting the two Canadian credit reporting agencies. The alert lasts six years and there may be a cost. Be prepared to supply your SIN and other basic information.

Alert the CRA: you can place an alert with the Canada Revenue Agency by calling 1-800-959-8281.