

# IDENTITY THEFT

## PROTECT YOUR IDENTITY

*Identity (ID) theft is a growing and serious crime. It occurs when someone uses your personal information without your knowledge or consent to commit a crime.*

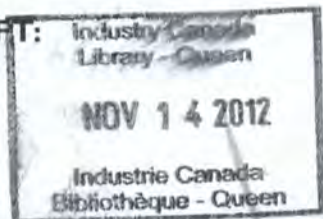
### Guard Your Personal Information

- ✓ If personal information is requested, ask why
- ✓ Shield your PIN, and never give it to anyone
- ✓ Don't use personal information when choosing a PIN
- ✓ Carry only the ID documents you need
- ✓ Check that the card you get back is your own
- ✓ Safeguard ID documents (SIN, birth certificate, passport)
- ✓ Shred personal papers before throwing out

### Keep Your Computer and Its Contents Safe

- ✓ Select a complex password of letters, numbers and symbols
- ✓ Install/update firewall, anti-virus, security software
- ✓ Don't send personal information over e-mail
- ✓ Don't try, don't buy and don't reply to spam e-mail
- ✓ For secure online transactions, look for https://, a closed lock or an unbroken key icon
- ✓ When disposing of hard drives, use overwrite software or destroy the drive

**IDENTITY THEFT:**  
**Recognize it.**  
**Report it.**  
**Stop it.**



Produced by the Federal-Provincial-Territorial  
Consumer Measures Committee

Canada

# IDENTITY THEFT

## ARE YOU A VICTIM?

### Signs of ID Theft

- ✓ Credit card/bank statements don't arrive
- ✓ Transactions not authorized by you appear on your financial statements.
- ✓ Bills arrive for accounts you didn't apply for
- ✓ A collection agency calls regarding a debt

### What to Do

- ✓ Inform your financial institutions and local police of the theft immediately
- ✓ Inform Canada's national credit reporting agencies:  
Equifax: 1-800-465-7166 and  
TransUnion: 1-877-525-3823  
(Quebec residents: 1-877-713-3393)
- ✓ To help stop fraud, report the incident to PhoneBusters at 1-888-495-8501 or [phonebusters.com](http://phonebusters.com)
- ✓ Report any lost or stolen government-issued ID documents immediately

Use the **Identity Theft Statement**

to help you report the theft.

For more advice on ID Theft

visit [cmcweb.ca/idtheft](http://cmcweb.ca/idtheft)

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**PHONE BUSTERS**

The Canadian Anti-fraud Call Centre