

APPENDIX DD

IDENTITY CRIME VICTIM SELF-HELP GUIDE (SHORT VERSION)

- If your debit card, credit card, or other financial instrument has been compromised, contact the financial institution and report the theft/ fraud immediately.
- Contact both of Canada's national credit reporting agencies:**
 - Trans Union Canada at www.tuc.ca (1-866-525-0262 Québec 1-877-713-3393)
 - Equifax Canada at www.equifax.ca (1-866-779-6440)
 - Request a copy of your credit report
 - Ask that a fraud alert be placed on your file
- Identify all lost, stolen or compromised payment cards, cheques, account information and/or identity documents. Review your bank account, credit card, and other suspect account records and identify all unauthorized transactions. Determine if you are missing any account statements normally received by mail.
- Once you have a copy of your credit report, review it carefully.** Note any accounts that appear to have been fraudulently opened in your name, and any inquiries by creditors to whom you did not apply for a service.
- Report the crime to your local police force.**
 - Give the police all the information you have about the crime.
 - **Get the report number** so that you can refer creditors to it.
- Complete the Identity Crime Victim Statement/Affidavit form**, make copies, and provide a copy to each creditor whose records need to be corrected.
- If you are missing mail and suspect that it has been redirected to another address, contact Canada Post at www.canadapost.ca (1-800-267-1177)
- Report and replace lost or stolen government-issued identity cards (e.g., SIN, birth certificate, health card, drivers licence) by contacting Service Canada at 1 800 622-6232 or TTY: 1 800 926-9105. An agent will direct to the appropriate federal or provincial organization to replace each of your cards.
 - If your passport has been lost or stolen, contact Passport Canada at 1-800-567-6868 TTY: 1-866-255-7655
 - If your immigration documents have been lost or stolen, contact Citizenship and Immigration Canada at 1-888-242-2100 TTY: 1-888-576-8502
- Report the theft or fraud to the **Canadian Anti-Fraud Center** by going to their website or by calling **1-888-495-8501**.