



FRAUD VICTIM CHECKLIST

- 1) Document all steps taken and make detailed notes.
- 2) Keep all records.
- 3) Complete a credit check with both credit agencies and obtain your credit reports from them. Request a fraud alert be placed on your file.
Equifax – 1-800-465-7166 / www.equifax.ca

TransUnion 1-800-663-9980 / www.transunion.ca
- 4) If applicable, report all lost or stolen cheques, and/or debit and credit cards to the issuing financial institution(s).
- 5) Notify your financial institution(s) to have your debit card, credit card and/or bank account numbers changed if you have given those numbers to the fraudsters. Change your password(s)/personal identification number (PIN) code(s). Request that an alert be placed on your account.
- 6) If applicable, report any unauthorized account openings (e.g., cell phone contract/purchases) to the appropriate company.
- 7) If applicable, report to the institution(s) that completed the transfer(s) of money/property associated to the fraud, such as:
 - Canada Post: 1-800-267-1177 / www.canadapost.ca
 - Western Union: 1-800-448-1492 / www.westernunion.com
 - Money Gram: 1-800-926-9400 / www.moneygram.ca
 - PayPal: 1-888-221-1161 / www.paypal.com
 - UPS: 1-800-742-5877 / www.ups.com
 - Fedex: 1-800-463-3339 / www.fedex.com
 - Purolator: 1-888-744-7123 / www.purolator.com
 - Your credit card companies
 - Your financial institutions
- 8) If the fraud occurred online, report the incident to the applicable website holder, such as:
 - Kijiji / www.kijiji.ca
 - Facebook / www.facebook.com
 - Twitter / www.twitter.com
 - Auto Trader / www.autotrader.com
- 9) If you suspect your mail has been sent to another address, or your address has been used for other fraudulent purposes, notify Canada Post Customer Service at 1-800-267-1177.



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10) Consider changing your phone number, email address and or social media account name if you have had contact with the suspect(s) with any of those communication methods. Monitor any incoming calls utilizing call display services. If your identity documents (passport, permanent resident card, driver's licence, social insurance number card, health card, birth certificate, etc.,) have been lost or stolen, contact the appropriate section of the provincial or federal government.

- Service Canada: www.canada.ca or visit a location near you
- Service Ontario: www.ontario.ca or visit a location near you

Report to the Canadian Anti-Fraud Centre (CAFC) at 1-888-495-8501 or visit the website at www.antifraudcentre.ca