



CANADIAN ANTI-FRAUD CENTRE BULLETIN

Protecting Your Information

2021-03-15

FRAUD: RECOGNIZE, REJECT, REPORT

Working from home, online banking, and socializing online have all increased over the pandemic period creating new opportunities for fraudsters to capture your personal and financial information. Fraudsters can then use this information to access your accounts, apply for government benefits, credit cards, bank accounts, cell phone accounts or even take over your social media and email accounts. It is important that Canadians take steps to secure their personal and financial information and know what to do when identity fraud occurs.

Recognize...

- Missing bills and other mail.
- Suspicious activity on your bank or credit card statements.
- Letters stating that you are approved or declined credit that you did not apply for.
- Unauthorized applications or accounts on your credit report.
- Creditor or collection agency calls about an application or account you do not have.
- Bills from service providers that you do not use.
- Phishing emails asking you to click on links or open attachments.
- What information has been compromised when you are notified of a database breach.

Reject...

- Unsolicited emails, phone calls or mail asking for personal or financial information.
- Requests for your social insurance number (SIN). It's virtually a key to your identity and credit reports.
- Links in any email that looks suspicious. Never open an attachment from spam or sender not known to you.
- Automatic login features that save your username and password. Take the time to re-enter your password each time.
- Sharing everything through email and social networking sites.
- Default privacy settings on your social accounts.
- [Weak passwords](#). Create strong and unique passwords for every online account including social networks, emails, financial and other accounts.
- Simple login measures. Where possible, set-up multi-factor authentication on your accounts.
- Check your credit report at least once a year. To get a free copy of your report, contact: [Equifax Canada](#) and [TransUnion Canada](#).



Royal Canadian Mounted Police
Gendarmerie royale du Canada



Competition Bureau
Canada
Bureau de la concurrence
Canada



Ontario Provincial Police

Canada

Report...

- A lost or stolen wallet.
- Compromised government identification to the affected government agency.
- Re-routed mail requests to Canada Post.
- Suspicious bank account activity to your financial institution.
- Unauthorized activity on your credit report to the credit bureaus: Equifax and TransUnion.
- Loss of account access to the appropriate company.
- Learn [more tips and tricks for protecting yourself.](#)

If you think you or someone you know has been a victim of fraud, please contact the Canadian Anti-Fraud Centre at 1-888-495-8501 or report online at www.antifraudcentre-centreantifraude.ca