



## IDENTITY THEFT IN BRIEF !

The Commission d'accès à l'information recommends that you protect your personal information at all times. However, when a theft or loss of personal information is discovered, the situation must be taken seriously and adequate measures should be taken as quickly as possible.

A checklist entitled "Loss or theft of personal information : How should you react?" is available for you to consult. It explains in greater detail how to react in such a situation. The following is a summary of the main points to keep in mind :

- Contact your local police department if you suspect criminal activity.
- Note any information regarding the loss or theft of your personal information.
- Keep copies of all relevant documents.
- Contact the companies or public agencies concerned to decrease the risk of financial or other losses :
  - Financial institutions;
  - Credit bureaus;
  - Service providers;
  - Phonebusters National Call Centre (Anti-fraud centre);
  - Revenu Québec;
  - Canada Revenue Agency.
- Advise the public agencies concerned if you believe your identity has been compromised following the loss or theft of certain cards or documents such as :
  - Medicare card;
  - Driver's License;
  - Birth certificate;
  - Social insurance card;
  - Passport;
  - Citizenship certificate;
  - Indian status certificate;
  - Old age security identity card.
- Take the appropriate measures to increase the protection of your personal information.



## CHECKLIST FOR CITIZENS

### LOSS OR THEFT OF PERSONAL INFORMATION : HOW SHOULD YOU REACT?

#### *LOSS OF PERSONAL INFORMATION AND IDENTITY THEFT*

As a general rule, **personal information** that a public agency or private company keeps is **confidential** and the Law requires that they take the proper security measures to ensure the protection of your information. However there may be a **breach** in the measures taken by public or private agencies to ensure the security and protection of personal information that they keep as part of their activities. It can either be a theft, a loss of information resulting from an accident or incident, or improper disclosure. A confidentiality breach of your personal information does not necessarily lead to its fraudulent use but in the case of theft, the probability is much greater.

**Identity theft** means deliberately taking the identity of another person, usually in order to commit a fraudulent act. Identity theft starts with the collection and inappropriate use of personal information. In addition to names, addresses and telephone numbers that they can easily find, identity thieves are especially looking for other information that they can connect to, such as social insurance numbers, driver's license numbers, credit card information and bank information.

The Commission d'accès à l'information recommends that you protect your information at all times. However, if you are advised of a breach of confidentiality of your personal information, the situation must be taken seriously and you must take the appropriate measures to protect yourself. This **checklist** is a tool to help you respond appropriately when you notice that your personal information is lost or stolen.

#### **Québec (Headquarters)**

Bureau 1.10  
575, rue Saint-Amable  
Québec (Québec) G1R 2G4  
**Telephone :** 418 528-7741  
**Fax :** 418 529-3102

#### **Montréal**

Bureau 900  
2045, rue Stanley  
Montréal (Québec) H3A 2V4  
**Telephone :** 514 873-4196  
**Fax :** 514 844-6170

**You can call both offices toll free at : 1 888 528-7741**

E-mail: [cai.communications@cai.gouv.qc.ca](mailto:cai.communications@cai.gouv.qc.ca)

Website: [www.cai.gouv.qc.ca](http://www.cai.gouv.qc.ca)

## DO YOU BELIEVE YOU ARE A VICTIM ?

### TAKE THE MEASURES REQUIRED IMMEDIATELY

Here is a list of measures you can take if you become aware of a loss of personal information, or become the victim of identity theft. These measures are not necessarily in order of priority. Any situation involving the protection of your personal information deserves your immediate attention. Other measures may be required that do not appear in this document.

#### A. IF YOU SUSPECT CRIMINAL ACTIVITY : **Call your police department**

- Ask for a copy of the incident report. You can use it as a supporting document with organizations and companies you might contact.

Be careful not to prejudice the investigation. Do not destroy or alter any relevant evidence you gather.

#### B. FOR YOUR PROTECTION : **Keep all relevant documents**

- Write down all information concerning the loss or theft of your personal information as well as the procedures that you begin:  
names of people contacted, dates, subjects discussed, etc.,
- Keep copies of all documents.
- If necessary, make requests for access to your personal information that has possibly been affected, to credit bureaus, financial institutions, companies offering public services, etc.

***You can make a request for access to your personal information by sending a written request to the company that is keeping the information. For additional information, you can consult model letters of this type at the following website: [www.cai.gouv.qc.ca](http://www.cai.gouv.qc.ca) , to help you write your request letter***

#### C. TO DECREASE THE RISKS OF FINANCIAL OR OTHER LOSSES :

Contact the organizations or companies concerned

- If you have been notified of the loss or theft of your personal information, contact the organizations and companies and follow the instructions you are given.

- If you have not been notified but you are suspicious, immediately notify the organizations and companies that are keeping your personal information.
- Generally, the organizations and companies that are important to contact, depending on your situation, are the following :

- **Financial Institutions**

- Immediately notify the issuing credit or debit card company and financial institutions regarding the theft or loss of the card, as well as any other irregularities on your monthly statement and learn the steps to follow in these circumstances.
- Always have the contact information of these card issuing institutions on hand.

- **Credit Bureaus :**

- Make sure your credit report is accurate and includes only those activities you authorized. Have your credit report corrected, if necessary.
- In case of loss, place fraud alerts in your credit reports and contact personal information agencies:

**Equifax (800) 465-7166**  
**Trans Union (877) 713-3393**  
**Experian Canada (888) 826-1718**

- **Service Providers :**

- If someone attempts to assume or fraudulently assumes your identity, notify the various service companies such as the phone, cable, electricity or gas company.
- Obtain new telephone calling cards and change your password or personal identification numbers.
- Contact Canada Post Corporation if you have the impression someone might be intercepting your mail :

**[www.postescanada.ca](http://www.postescanada.ca)**  
**1 800 267-1177**

- **PhoneBusters :**

- You can also contact PhoneBusters National Call Centre.
- This is a Canadian anti-fraud call centre (in connection with the RCMP) that plays a role in identity theft investigations.
- It also provides advice and assistance.
- Finally, it documents incidents for law enforcement agencies in order to circulate the information.

**PhoneBusters National Call Centre  
Ontario Provincial Police  
Lutte contre l'escroquerie  
Telephone (toll free): 1 888 495-8501  
Fax: (toll free): 1 888 654-9426  
E-mail: info@phonebusters.com**

- **Revenu Québec :**

- Report your situation immediately at Revenu Québec. This organization will take appropriate measures to protect your personal information.
- If you're being stealed, find out the procedures to follow in order to increase the security level of your file at Revenu Quebec.

**Revenu Québec  
Telephone (toll free) : 1 800 267-6299  
www.revenuquebec.ca**

- **Canada Revenue Agency**

- Immediately report the situation to the Canada Revenue Agency so that they can take the appropriate measures to protect the personal information they hold about you.
- In case of theft, ask about the procedures to follow in order to increase the level of security of your file with the Agency.

**Canada Revenue Agency  
Telephone (toll free - English) : 1 800 959-8281  
www.canada.ca/be-scam-smart**

**D. DO YOU BELIEVE YOUR IDENTITY IS COMPROMISED? REPORT IT :**

- **Medicare Card and /or Driver's License**

If either your medicare card or driver's license, or both have been stolen, you must notify *la Régie de l'assurance maladie du Québec* and/or *la Société de l'assurance automobile du Québec*. Call to obtain a replacement form. You can also go to one of their points of service :

**Régie de l'assurance maladie du Québec**  
**Quebec City Area: 418 646-4636**  
**Montreal Area: 514 864-3411**  
**Elsewhere in Quebec, toll free: 1 800 561-9749**

**Société de l'assurance automobile du Québec**  
**Quebec City Area: 418 643-7620**  
**Montreal Area: 514 873-7620**  
**Elsewhere: 1 800 361-7620 (Quebec, Canada, United States)**

Also report the loss or theft of documents issued by the Quebec and Federal governments, such as birth certificate, social insurance card, passport, citizenship certificate, Indian status certificate or old age security identity card.

- **Birth Certificate**

The birth certificate is the document issued by the government attesting to the birth of an individual in Quebec. It is a major way of establishing proof of your name, your age and your place of birth.

In certain cases, you need a birth certificate to request services from the Quebec or Federal government, notably for a driver's permit, passport and various social benefits.

Keep it in a safe place and report any loss or theft to :

**Directeur de l'État civil :**  
**Centre de services, Rez-de-chaussée**  
**2535, boulevard Laurier**  
**Québec (Québec) G1V 5C5**  
**Quebec City Area: 418 643-3900**  
**Montreal Area: 514 864-3900**  
**Other Areas of Quebec: 800 567-3900**

***Note that the birth certificate has no expiration date.***

- **Social Insurance Card**

If you have lost your social insurance card or if it was stolen, remember that someone could try to use your social insurance number (SIN). If you suspect that someone has used your SIN number fraudulently, contact :

**Service Canada  
Social Insurance Registration Office  
P.O. Box 7000  
Bathurst, New Brunswick E2A 4T1  
1 800 808-6352**

**Please note that a new SIN can only be issued in situations where fraudulent use of the SIN was proven.**

- **Passport**

As soon as you realize you have lost your passport or had it stolen, you must report the circumstances to the local police as well as to Passport Canada. Once the passport has been declared lost or stolen, the passport is no longer valid and cannot be used for travel. Make sure to contact the:

**Passport Office:  
Toll free: 1 800 567-6868  
TDD Services 1 866 255-7655  
Outside Canada and the United States: 819 997-8338**

- **Citizenship Certificate**

You must complete a statutory lost, stolen, destroyed or non-receipt citizenship certificate declaration. Consult the website

**[www.cic.gc.ca](http://www.cic.gc.ca)**

- **Indian status certificate**

This certificate is a piece of identification issued by the Minister of Aboriginal Affairs and Northern Development to confirm that the holder is registered as an Indian under the Indian Act. To report a lost or stolen certificate :

**InfoPubs@ainc-inac.gc.ca**  
**Toll free: 1 800 567-9604**  
**Fax: 1 866 817-3977**  
**TDD Services (toll free): 1 866 553-0554**

- **Old age security identity card**

The old age security identity card is issued when an individual receives old age security benefits. If you lose your card, contact :

Service Canada  
**Service Canada (Québec)**  
**Case postale 1816**  
**Québec (Québec)**  
**CANADA G1K 7L5**  
**1 800 277-9915 (French)**  
**1 800 277-9914 (English)**

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