

**REGAINING YOUR
IDENTITY
IS HARD WORK.**



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Identity Theft

Identity Theft is a Crime.

If you have been the victim of identity theft, the following list may help:

1. Report to the police
2. You can access an Identity Theft Statement form that will help you organize your facts: www.service.alberta.gov.ab.ca
3. Financial institutions and credit card companies may accept the Identity Theft Statement and they may also need additional information.
4. You may want to ask for a credit report and a fraud alert. Two agencies are Equifax Canada Inc at 1-800-465-7166 and TransUnion of Canada Inc. at 1-866-525-0262.

5. Cancel your credit cards and ask for new ones.
6. Document all the calls and letters as well as who you talked to and the information they gave you.
7. Call PhoneBusters National Call Centre at 1-888-495-8501 to advise them of what happened. They may be able to provide additional suggestions.
8. Call Service Alberta Consumer Contact Centre for more information at 1-877-427-4088.

Prevention Tips

- *Carry only the cards you need in your wallet for that day. Lock the rest up at home. Make this a habit.*
- *Make sure you very confident about who you are giving your personal information to.*
- *Cross- shred or confetti any documents before throwing away.*
- *Make use of credit reports.*
- *Change your passwords often and make sure they have good security features. For example, incorporate capital letters, add numbers, and never use family names, dates or other combinations that could be associated to you.*