

1 Stay calm and gather all information about the fraud.

Write down a timeline of what occurred and include exact dates. Gather any emails, text messages, phone numbers, payment receipts, etc., related to the fraud.

2 Contact your financial institution.

Notify your financial institution of the fraud, attempted fraud, or of any suspicious correspondence you receive regarding your account.

3 Place a fraud alert on your credit file.

Report the fraud to both credit bureaus; Equifax and TransUnion.

Equifax: 1-800-465-7166 TransUnion: 1-800-663-9980

4 Change your passwords.

Change passwords for each of your online accounts and ensure that they are strong passwords by using a combination of uppercase letters, lowercase letters, numbers and special characters. When available, enable two-step authentication to add another layer of security to online accounts.

5 Contact local police.

As soon as possible, report the fraud to local police.

Greater Sudbury Police Service:

- For frauds under \$5000, use the online reporting system at www.gsps.ca
- For frauds over \$5000, call the non-emergency line at 705-675-9171

6 Report it to the Canadian Anti-Fraud Centre.

The Canadian Anti-Fraud Centre is a national police service that gathers intelligence on fraud across Canada and assists local police with enforcement and prevention efforts. Report the fraud or attempted fraud by calling 1-888-495-8501.

7 Monitor accounts.

It's important to continue to monitor your accounts closely for any signs of suspicious activity. Set up activity alerts on your financial accounts, including alerts for login attempts.

8 Share your experience with others.

Sharing your experience may help prevent someone else from becoming a victim.

Additional Steps to Take if You're a Victim of Identity Theft

Report and replace stolen provincial or territorial identity documents.

These documents include:

- your birth certificate
- your driver's license
- your health card
- other documents issued by a province or territory

Please contact the province or territory that issued the document if the document has been lost or stolen, or you believe someone is fraudulently using this information.

For identity documents issued in Ontario, visit a Service Canada centre.

Report and replace stolen Social Insurance Number.

Report the theft of your Social Insurance Number (SIN) by contacting Service Canada at 1-866-274-6627.

Report and replace stolen passport.

If your passport is lost or stolen, report the incident to Passport Canada by calling 1-800-567-6868.