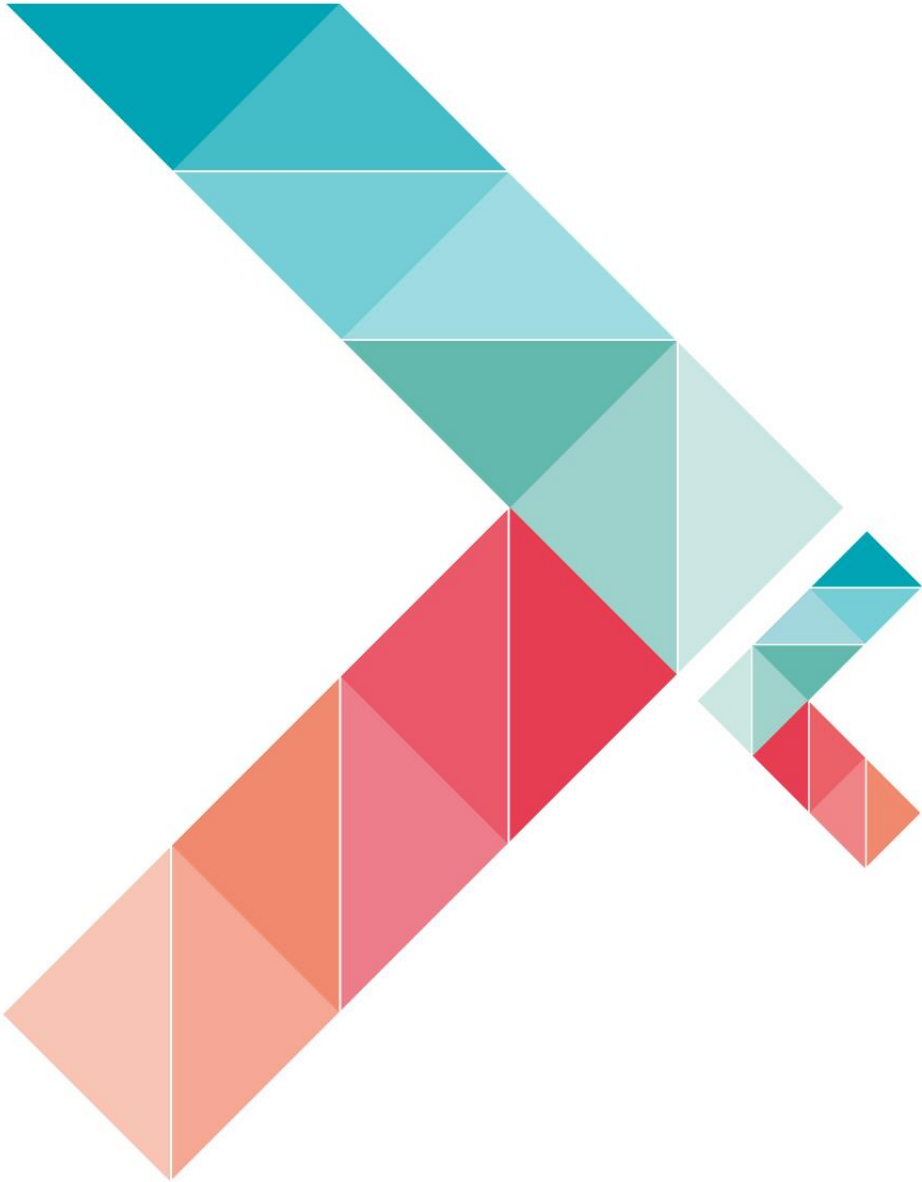


# Service Canada

Fraud awareness



# Accessing Service Canada services

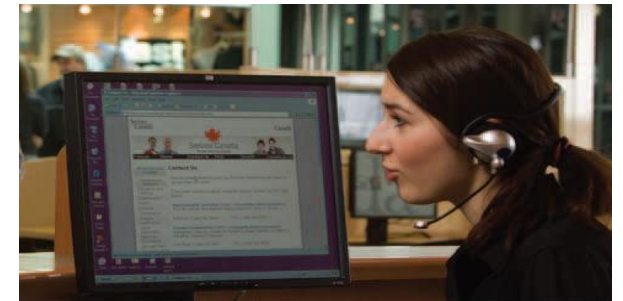
 **Click:** [Canada.ca](https://Canada.ca)

- **Service request:** complete a service request form at: [eservices.canada.ca/en/service/](https://eservices.canada.ca/en/service/). A representative will contact you by telephone within 2 business days.

If your request cannot be completed over the phone, you will be offered an appointment to visit a Service Canada Centre.

 **Call:** 1 800 O-Canada

 **Visit:** Find a service Canada Centre near you  
191 Shuswap St N (next to H&R Block)





## Protection from frauds and scams

Identity theft, types of fraud, counterfeit money  
and other threats or scams.



Follow:



## Services and information

### [Reporting fraud](#)

What to do if you receive a  
suspicious phone call or email,  
or if you lose your ID or wallet

### [Identity theft and identity fraud](#)

Recognizing theft techniques,  
protecting your information  
and how to file a report

### [Credit card fraud](#)

### [Fraud prevention](#)

How to recognize fraud and  
other common scams through  
victim stories and a fraud quiz

### [Counterfeit money](#)

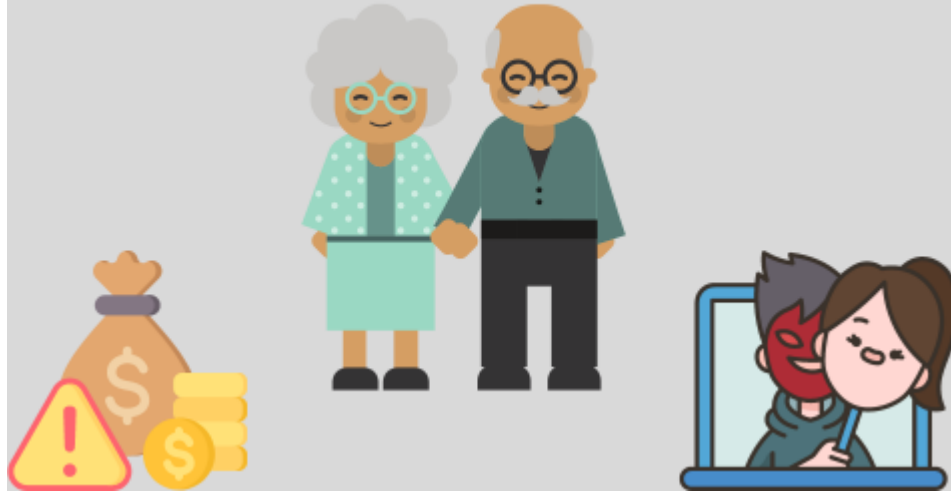
How to recognize and report  
counterfeit money

### [Debit card fraud](#)

## Contributors

- [Royal Canadian Mounted Police](#)
- [Financial Consumer Agency of Canada](#)
- [Immigration, Refugees and Citizenship Canada](#)
- [Public Safety Canada](#)
- [Competition Bureau Canada](#)

## Emergency-grandparent scam



The Canadian Anti-Fraud Centre reported that, in 2022, Canadians lost over \$9.2 million due to the grandparent scam. In 2023, that figure rose to \$11.3 million, and it is estimated that only 5 to 10 percent of victims will report that they have been scammed.

### What is it?

- Cybercriminals claim to be law enforcement officials, lawyers, doctors or impersonate the grandchild/family member and use urgency and threats to convince you to send them money.

### What to do?

- Protect yourself and use caution if you receive an emergency call.
- If it is a family member calling, hang up and call them back on a number that you have, not the one they are calling from.
- If it is someone claiming to be a police officer, doctor, or lawyer look up the number yourself and call them back.
- Be cautious of calls that request you to send money immediately.

If you think you've been a victim of fraud, report it to the [Canadian Anti-Fraud Centre](#).

## Social Insurance Number

# Protecting your SIN

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Your SIN is confidential. Do **not** use it as identification or provide it for job applications, rental applications, etc.

In the wrong hands, your SIN could lead to:

- an invasion of privacy
- identity theft
- loss of government benefits, tax refunds or bank credits

If someone uses your SIN to commit fraud, it could ruin your credit rating. Someone could also use your SIN to work illegally. In this case, the Canada Revenue Agency (CRA) may expect you to pay tax on income you did not receive.

# Social Insurance Number

## **Protecting your SIN**

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### **If someone is using your SIN fraudulently...**

- **File a police report**
- **Report the fraud to the Canadian Anti-Fraud Centre**
- **Contact Canada's 2 major credit bureaus about adding a fraud warning to your file. Review credit reports**
  - **Equifax**                      **1-800-465-7166**
  - **TransUnion**                **1-800-663-9980**
- **Visit a Service Canada Centre with the following**
  - ID**
  - Police Report**
  - Proof of fraudulent use**

Social Insurance Number  
**Protecting your SIN**

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## **A new SIN does NOT erase your old SIN...**

- Will be required to monitor your old AND your new accounts and reports
- Required to contact all past and present banks, creditors, pension providers, employers etc...
- A new SIN does not protect against fraud or identify theft

**DON'T...**  
Carry your SIN in your  
purse or wallet

## How can you protect your SIN?

**Do...**  
Be cautious of scams

**DO...**  
Store your SIN safely!

**DON'T...**  
Use your SIN as ID

**DON'T...**  
Provide your SIN to just  
anyone!

**Do...**  
Use other documents to  
identify yourself



# Canadian Dental Care Plan (CDCP)



Service Canada will **not**...

- Send a letter requesting additional information
- Send a letter requesting credit card or payment information
- Send a cheque, deposit, e-transfer or payment of any kind

# Protecting yourself against fraud - Research

When you do your research, the result is **you**;



- protect yourself from scams and fraud
- learn how to avoid scammer pressure tactics
- get tips on how to verify legitimate communication
- know what to do if you suspect a scam.



Search

## Reporting to the Canadian Anti-Fraud Centre

**i** The CAFC and the [National Cybercrime Coordination Centre \(NC3\)](#) are working on implementing a new cybercrime and fraud reporting system for Canadians and businesses. By reporting to the CAFC, you may be asked to report through the new version helping the RCMP build a new reporting system for Canadians.

### Report online

You can log into the [Online Reporting System](#) tool using either:

- GC Key (user ID/password)
- Government Sign-In by Verified.Me

### Report by phone

Toll free: 1-888-495-8501

We answer calls **Monday to Friday**, from **10 am to 4:45 pm** (Eastern time) and close on holidays.

# Protecting yourself against fraud

Always remember, the Government of Canada would **NEVER**;

- ask for **or** provide financial information by email;
- send or request an e-transfer;
- send you a text message;
- ask you to click a link;
- use aggressive language; or,
- threaten you.



# Protecting yourself against fraud

There are a variety of scams and frauds happening in Canada, with new ones invented daily.



- Don't give out personal information
- Don't be afraid to say NO
- Do your research
- Protect your computer
- Protect your online accounts with complex passwords and safety settings