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Identity Theft and Identity Fraud Victim Assistance Guide

What should I do if I become a victim?

If you are victim of identity theft or identity fraud, you should immediately take some basic steps to prevent further crimes from happening and to restore your credit and good name.

Navigating through the system as a victim can be time-consuming and confusing. This guide should help start you off in the right direction.

Collect your thoughts

Stay calm. Make a list of all the identification information that was lost or stolen. Check your filing cabinet for records of credit card numbers, bank account information and government identification. Create a chart to enter and track the steps taken and the information provided.

Track all communications

As you contact law enforcement, financial institution and other agencies, keep track of the action you've taken for future reference.

Obtain a copy of your credit report

Contact both major credit bureaus and let them know you have been a victim of identity fraud:

Equifax Canada

1-800-465-7166

TransUnion Canada

1-877-525-3823

Request a copy of your credit bureau report – in certain instances, this report may be free of charge. Request that a "Fraud Warning" be placed on your credit file instructing creditors to contact you personally before opening new accounts in your name - these warnings remain on file for 6 years. Remember to contact and file fraud warnings with both bureaus.