

## Section 1: Quick reference guide

This section is a directory that will allow you to take notes and help you keep track of your activities.

### Credit bureaus

| Name       | Contact information   | Date of call | Name of contact and file number | Notes | Written confirmation requested |
|------------|---|--------------|---------------------------------|-------|--------------------------------|
| Equifax    | <a href="#">Equifax website</a><br>Phone number:<br>1-800-465-7166    |              |                                 |       |                                |
| TransUnion | <a href="#">TransUnion website</a><br>Phone number:<br>1-800-663-9980 |              |                                 |       |                                |

### Police authorities

| Police force           | Contact information   | Date of call | Name of contact | Notes | Written confirmation requested |
|------------------------|---|--------------|-----------------|-------|--------------------------------|
| Local police           |   |              |                 |       |                                |
| Provincial police      |   |              |                 |       |                                |
| National police (RCMP) | <a href="#">RCMP website</a><br>Phone number:<br>204-983-5420<br>For more phone numbers,<br>visit the RCMP website. |              |                 |       |                                |

### Banks, credit card issuers and other credit companies

| Name of the institution                                      | Phone number   | Date of call | Contact name and file number | Notes | Written confirmation requested |
|--|----------------|--------------|------------------------------|-------|--------------------------------|
| Visa<br><a href="#">Visa website</a>                         | 1-800-847-2911 |              |                              |       |                                |
| MasterCard<br><a href="#">MasterCard website</a>             | 1-800-622-7747 |              |                              |       |                                |
| American Express<br><a href="#">American Express website</a> | 1-800-869-3016 |              |                              |       |                                |

| Name of the institution  | Phone number   | Date of call | Contact name and file number | Notes | Written confirmation requested |
|--|----------------|--------------|------------------------------|-------|--------------------------------|
| <b>Canadian Bankers Association - List of banks operating in Canada</b><br><a href="#">Association website</a> |                |              |                              |       |                                |
| <b>Ombudsman for Banking Services and Investments</b><br><a href="#">Ombudsman website</a>                     | 1-888-451-4519 |              |                              |       |                                |

### Other organizations that issue cards and licences

| Name of the organization  | Contact information  | Date of call | Name of contact and file number | Notes | Written confirmation requested |
|---|--|--------------|---------------------------------|-------|--------------------------------|
| <b>Employment and Social Development Canada</b><br><small>(social insurance number)</small> | <a href="#">ESDC website</a><br>Phone number:<br>1-800-622-6232  |              |                                 |       |                                |
| <b>Passport Canada</b>  | <a href="#">Passport Canada website</a><br>Phone number:<br>1-800-567-6868<br>Calls outside Canada and the U.S.: 819-997-8338                    |              |                                 |       |                                |
| <b>International driver's licences</b><br><small>(issued by CAA)</small>                    | <a href="#">CAA website</a><br><a href="#">CAA Manitoba</a><br>Phone number:<br>204-262-6166 or<br>1-800-222-4357                                |              |                                 |       |                                |
| <b>Immigration and Citizenship Canada</b>   | <a href="#">Immigration and Citizenship Canada website</a><br>Phone number:<br>1-888-242-2100<br>For permanent resident cards:<br>1-800-255-4541 |              |                                 |       |                                |

| Name of the organization   | Contact information   | Date of call | Name of contact and file number | Notes | Written confirmation requested |
|--|---|--------------|---------------------------------|-------|--------------------------------|
| <b>Employment and Social Development Canada</b><br>(Old Age Security)            | <a href="#">ESDC website</a><br>Phone number:<br>1-800-277-9915 |              |                                 |       |                                |
| <b>Provincial health card</b>  |   |              |                                 |       |                                |
| <b>Hospital cards</b>  |   |              |                                 |       |                                |
| <b>Other licensing agencies</b>  |   |              |                                 |       |                                |
| <b>Vital statistics, birth, marriage and death certificates</b>                  |   |              |                                 |       |                                |
| <b>Membership cards</b><br>(sports clubs, gyms, professional associations, etc.) |   |              |                                 |       |                                |

## Organizations that provide information and assistance

| Name of the organization                           | Contact information   | Date of call | Name of contact and file number | Notes | Written confirmation requested |
|--|---|--------------|---------------------------------|-------|--------------------------------|
| <b>Canadian Anti-Fraud Centre</b>                  | <a href="#">Canadian Anti-Fraud Centre website</a><br>Phone number:<br>1-888-495-8501   |              |                                 |       |                                |
| <b>Competition Bureau</b>                          | <a href="#">Competition Bureau website</a><br>Phone number:<br>819-997-4282 or<br>1-800-348-5358  |              |                                 |       |                                |
| <b>Canadian Council of Better Business Bureaus</b> | <a href="#">BBB website</a><br>Phone number:<br>613-789-5151 or<br>416-644-4936<br><a href="#">Manitoba:</a><br>204-989-9010 or<br>1-800-385-3074 |              |                                 |       |                                |

## Section 2: Directory of organizations that can help you

List of organizations you should contact if you discover or suspect you are the victim of identity theft. It will help you keep track of your activities and take action to minimize damages and restore your identity.

### National resources

#### Credit bureaus

| Name of the organization | Name of the organization   | Description  |
|--------------------------|--|--|
| <b>Equifax</b>           | <a href="#">Equifax website</a><br>Phone number: 1-800-465-7166    | To get a copy of your credit report, request corrections when necessary and put a fraud alert on your file. Please note that this alert will be valid for a 6 year period. |
| <b>TransUnion</b>        | <a href="#">TransUnion website</a><br>Phone number: 1-800-663-9980 | To get a copy of your credit report, request corrections when necessary and put a fraud alert on your file. Please note that this alert will be valid for a 6 year period. |

#### Identity theft prevention organizations

| Name of the organization                           | Contact information   | Description   |
|--|---|---|
| <b>Canadian Anti-Fraud Centre</b>                  | <a href="#">Canadian Anti-Fraud Centre website</a><br>Phone number:<br>1-888-495-8501 or 1-705-495-8501           | To report telemarketing, Internet (email) or any type of financial fraud. |
| <b>Canadian Health Care Anti-Fraud Association</b> | <a href="#">CHCAFA website</a><br>Phone number:<br>416-593-2633 or 1-866-962-4222                                 | To report health care fraud.  |
| <b>RCMP's Scams and Fraud section</b>              | <a href="#">RCMP website</a><br>Phone number: 204-983-5420<br>For more telephone numbers, visit the RCMP website. | To report cases of fraud that did not occur online.                       |

#### Government agencies

| Name of the organization                        | Contact information  | Description  |
|---|--|--|
| <b>Employment and Social Development Canada</b> | <a href="#">ESDC website</a><br>Phone number: 1-800-622-6232 | To report that your social insurance number is being used fraudulently and to request that it be destroyed and new one issued. Please note that if a new SIN is requested, you will be responsible for 2 SINs for the rest of your life. |

| Name of the organization  | Contact information  | Description   |
|---|--|---|
| <b>Passport Canada</b>  | <a href="#">Passport Canada</a><br>Phone number: 1-800-567-6868<br>Calls outside Canada and the U.S.:<br>819-997-8338                          | To report that your passport is perhaps being used fraudulently and to request a new one, where applicable.   |
| <b>Immigration and Citizenship Canada</b>                             | <a href="#">Immigration and Citizenship Canada website</a><br>Phone number: 1-888-242-2100<br>For a permanent resident card:<br>1-800-255-4541 | To report that your proof of citizenship or landed immigrant card are perhaps being used fraudulently and to request that it be destroyed and a new one issued, where applicable. |
| <b>Employment and Social Development Canada</b><br>(Old Age Security) | <a href="#">ESDC website</a><br>Phone number: 1-800-277-9914   | To report that your identity is perhaps being used to receive OAS cheques fraudulently.   |
| <b>Canada Revenue Agency</b>  | <a href="#">Canada Revenue Agency website</a><br>Phone number: 1-800-267-6999 or<br>1-888-892-5667   | To check whether a charity is registered.   |
| <b>RCMP</b><br>(Canadian Firearms Program)                            | <a href="#">RCMP website</a><br>Phone number:<br>613-993-7267 or 1-800-731-4000  | To get a new firearm permit.  |

## Other agencies

| Name of the organization  | Contact information  |
|---|--|
| <b>Office of the Privacy Commissioner of Canada</b>   | <a href="#">Commissioner's website</a><br>Phone number: 613-947-1698 or 1-800-282-1376   |
| <b>Canadian Bankers Association</b><br>To consult the Canadian Code of Practice for Consumer Debit Card Services. | <a href="#">Association website</a><br>Phone numbers:<br>Head office: 416-362-6092<br>Montreal: 514-840-8747<br>Ottawa: 613-234-4431 |
| <b>Consumer's Association of Canada</b>   | <a href="#">Association website</a><br>Phone number: 613-238-2533  |

| Name of the organization                           | Contact information   |
|--|---|
| <b>Canadian Council of Better Business Bureaus</b> | <a href="#">BBB website</a><br>Phone number: 613-789-5151 or 416-644-4936<br><br><a href="#">Manitoba:</a><br>Phone number: 204-989-9010 or 1-800-385-3074  |
| <b>Retail Council of Canada</b>                    | <a href="#">RCC website</a><br>Phone number: 1-888-373-8245<br>West: 204-253-1654 or 1-888-254-1654<br>Grocery Division - Primary: 1-888-373-8245   |
| <b>Credit Counselling Canada</b>                   | <a href="#">Credit Counselling Canada website</a><br>Phone number: 1-888-527-8999<br><br><a href="#">Manitoba Credit Counselling website</a><br><a href="#">Community Financial Counselling Services in Manitoba:</a><br>204-989-1900 or 1-888-573-2383 |
| <b>Public Interest Advocacy Centre</b>             | <a href="#">PIAC website</a><br>Phone number: 613-562-4002  |
| <b>Interac Association</b>                         | <a href="#">Interac website</a><br>Phone number: 416-632-8550 or 1-855-789-2979   |
| <b>Consumer Measures Committee</b>                 | <a href="#">Committee website</a><br>Fax number: 613-952-6927   |

## Provincial resources

| Name of the organization         | Contact information   | Description                       |
|----------------------------------|---|-----------------------------------|
| <b>Manitoba Public Insurance</b> | <a href="#">Manitoba Public Insurance website</a><br>Phone number: 204-985-7000<br>Phone number outside Winnipeg:<br>1-800-665-2410 | Driver's licence and registration |

| Name of the organization                         | Contact information  | Description                           |
|--|--|---------------------------------------|
| <b>Insured Benefits Branch - Manitoba Health</b> | <a href="#">Manitoba website</a><br>Phone numbers:<br>204-786-7101<br>1-800-392-1207<br>204-945-3744<br>1-866-626-4862<br>To apply:<br>204-786-7101<br>1-800-392-1207<br>Health care abuse/fraud line:<br>204-786-7118<br>1-866-778-7730 | Health and health insurance card      |
| <b>Vital Statistics Agency</b>                   | <a href="#">Canadian Vital Certificates website</a><br>Phone numbers: 204-945-3701 or<br>1-866-949-9296  | Birth, marriage and death certificate |
| <b>Manitoba Government Inquiry</b>               | <a href="#">Manitoba website</a><br>Phone number: 204-945-3744 or<br>1-866-626-4862  | Public information service            |

## Forms and links

### CREDIT EVALUATION AGENCIES

[Equifax - Credit Report Request Form](#)

[Equifax - Credit Report Update Form](#)

[TransUnion - Credit Report Request Form](#)

[TransUnion - Investigation Request Form](#)

[TransUnion - Fraud Alert Request Form](#)

### GENERAL SERVICES

[Service Canada](#)

### SOCIAL INSURANCE NUMBER

[Application for a Social Insurance Number \(Canada\)](#)

[Information Guide](#)

### BIRTH CERTIFICATE

[Application for a Birth Document](#)

### CHILD REQUESTS

[Child Tax Benefit](#)

### HEALTH CARD AND INSURANCE

[Registration Form](#)

[Notice of Change Form](#)

### OLD AGE SECURITY PENSION

[Application for The Old Age Security Pension](#)

[Old Age Security Pension](#)

[Canada Pension Plan](#)

### DEATH CERTIFICATE

[Application for a Death Document](#)

### MARRIAGE CERTIFICATE

[Application for a Marriage Document](#)

### INCOME TAXES AND FINANCES

[Canada Revenue Agency](#)

[Manitoba Tax](#)

[Manitoba Finance](#)

### EMPLOYMENT (EMPLOYMENT INSURANCE, SOCIAL ASSISTANCE, LABOUR STANDARDS)

[Employment Insurance](#)

[Canada Industrial Relations Board](#)

[Labour Program](#)

[Employment and Income Assistance Programs](#)

[Employment Standards](#)

### STUDY

[Canada Education Savings Grant](#)

### MOVING

[Service Canada](#)

[Canada Post](#)

### PASSPORT

[Passport Canada](#)

[Simplified Renewal Passport Application - Adult](#)

[General Passport Application - Adult](#)

[General Passport Application - Child](#)

[Simplified Renewal Passport Application - Adult - Canadians applying outside of Canada](#)

[General Passport Application - Adult - Canadians applying outside of Canada](#)

[General Passport Application - Child - Canadians applying outside of Canada](#)

[Travel Document Application - Adult - Non-Canadians living in Canada](#)

[Travel Document Application - Child - Non-Canadians living in Canada](#)

[Proof of Canadian Citizenship - Passport Canada](#)

[Declaration - Lost, stolen or damaged passport](#)