

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	Equifax website Phone number: 1-800-465-7166				
TransUnion	TransUnion website Phone number: 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)	RCMP website Phone number: 1-800-771-5401 For more phone numbers, 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 Visa website	1-800-847-2911				
MasterCard MasterCard website	1-800-622-7747				
American Express American Express website	1-800-869-3016				

Name of the institution	Phone number	Date of call	Contact name and file number	Notes	Written confirmation requested
Canadian Bankers Association - List of banks operating in Canada Association website					
Ombudsman for Banking Services and Investments Ombudsman website	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
Employment and Social Development Canada <small>(social insurance number)</small>	ESDC website Phone number: 1-800-622-6232				
Passport Canada	Passport Canada website Phone number: 1-800-567-6868 Calls outside Canada and the U.S.: 819-997-8338				
International driver's licences <small>(issued by CAA)</small>	CAA website Quebec 514-861-7575 or 1-800-686-9243				
Immigration and Citizenship Canada	Immigration and Citizenship Canada website Phone number: 1-888-242-2100 For permanent resident cards: 1-800-255-4541				

Name of the organization	Contact information	Date of call	Name of contact and file number	Notes	Written confirmation requested
Employment and Social Development Canada (Old Age Security)	ESDC website Phone number: 1-800-277-9915				
Provincial health card					
Hospital cards					
Other licensing agencies					
Vital statistics, birth, marriage and death certificates					
Membership cards (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
Canadian Anti-Fraud Centre	Canadian Anti-Fraud Centre website Phone number: 1-888-495-8501				
Competition Bureau	Competition Bureau website Phone number: 819-997-4282 or 1-800-348-5358				

Name of the organization	Contact information	Date of call	Name of contact and file number	Notes	Written confirmation requested
Canadian Council of Better Business Bureaus	BBB website Phone number: 613-789-5151 or 416-644-4936 Office de la protection du consommateur: 1-888-672-2256				

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
Equifax	Equifax website 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.
TransUnion	TransUnion website 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
Canadian Anti-Fraud Centre	Canadian Anti-Fraud Centre website Phone number: 1-888-495-8501 or 1-705-495-8501	To report telemarketing, Internet (email) or any type of financial fraud.
Canadian Health Care Anti-Fraud Association	CHCAFA website Phone number: 416-593-2633 or 1-866-962-4222	To report health care fraud.

Name of the organization	Contact information	Description
RCMP's Scams and Fraud section	RCMP website Phone number: 1-800-771-5401 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
Employment and Social Development Canada	ESDC website 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.
Passport Canada	Passport Canada Phone number: 1-800-567-6868 Calls outside Canada and the U.S.: 819-997-8338	To report that your passport is perhaps being used fraudulently and to request a new one, where applicable.
Immigration and Citizenship Canada	Immigration and Citizenship Canada website Phone number: 1-888-242-2100 For a permanent resident card: 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.
Employment and Social Development Canada (Old Age Security)	ESDC website Phone number: 1-800-277-9914	To report that your identity is perhaps being used to receive OAS cheques fraudulently.
Canada Revenue Agency	Canada Revenue Agency website Phone number: 1-800-267-6999 or 1-888-892-5667	To check whether a charity is registered.
RCMP (Canadian Firearms Program)	RCMP website Phone number: 613-993-7267 or 1-800-731-4000	To get a new firearm permit.

Other agencies

Name of the organization	Contact information
Office of the Privacy Commissioner of Canada	Commissioner's website Phone number: 613-947-1698 or 1-800-282-1376
Canadian Bankers Association To consult the Canadian Code of Practice for Consumer Debit Card Services.	Association website Phone numbers: Head office: 416-362-6092 Montreal: 514-840-8747 Ottawa: 613-234-4431
Consumer's Association of Canada	Association website Phone number: 613-238-2533
Canadian Council of Better Business Bureaus	BBB website Phone number: 613-789-5151 or 416-644-4936 Office de la protection du consommateur: 1-888-672-2256
Retail Council of Canada	RCC website Phone number: 1-888-373-8245 Phone number: 514-982-0267 or 1-888-373-8245 Grocery Division - Primary: 1-888-373-8245
Credit Counselling Canada	Credit Counselling Canada website Phone number: 1-888-527-8999 SOS Dettes: 514-375-0138 or 1-866-615-1226
Public Interest Advocacy Centre	PIAC website Phone number: 613-562-4002
Interac Association	Interac website Phone number: 416-632-8550 or 1-855-789-2979
Consumer Measures Committee	Committee website Fax number: 613-952-6927

Provincial resources

Name of the organization	Contact information	Description
Société de l'assurance automobile du Québec (SAAQ)	SAAQ website Phone numbers: Quebec: 418-643-7620 Montreal: 514-873-7620 or 1-800-361-7620	Driver's licence or vehicle registration
Régie de l'assurance maladie du Québec (RAMQ)	RAMQ website Phone numbers: Quebec: 418-646-4636 Montreal: 514-864-3411 or 1-800-561-9749	Health insurance card
Directeur de l'état civil	Directeur de l'état civil website Phone numbers: Quebec: 418-644-4545 Montreal: 514-644-4545 or 1-877-644-4545	Birth, marriage and death certificate
Régie des rentes du Québec (RRQ)	RRQ website Phone numbers: 1-800-463-5185 Quebec: 418-643-5185 Montreal: 514-873-2433	Pension, disability and family support benefits
Ministère des Ressources naturelles	Ministère des Ressources naturelles website Phone numbers: 1-866-248-6936 418-627-8600	Hunting and fishing licences
Office de la protection du consommateur	OPC website Phone numbers: Quebec: 418-643-1484 Montreal: 514-253-6556 or 1-888-672-2556	
Option consommateurs	Option consommateurs website Phone number: 514-598-7288 or 1-888-412-1313	
Commission d'accès à l'information	Commission d'accès à l'information website Phone numbers: 418-528-7741 514-873-4196 1-888-528-7741	

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 Certificate or Copy of an Act](#)
[Guarantor's Declaration](#) (form in French only)
[Application for an Attestation](#)
[Application for Insertion of an Act of Civil Status Made Outside Quebec into the Quebec Register of Civil Status](#)

CHILD REQUESTS

[Child Tax Benefit](#)
[Application for Child Assistance Payments](#)
[Change in Conjugal Status](#)
[Application for Review of a Decision](#)
[Change in Percentage of Custody Time](#)
[Change in the Number of Dependent Children Change in the Number of Dependent](#)
[Régie de l'assurance maladie](#)

HEALTH CARD AND INSURANCE

[Régie de l'assurance maladie du Québec](#)
[Renewal Health Insurance Card](#)
[Lost, Damaged or Stolen Health Insurance Card](#)
[Correction of Information on the Card](#)
[Health Insurance Coverage](#)

OLD AGE SECURITY PENSION

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

PENSION PLAN

[Quebec Pension Plan](#)
[Change of Address](#)
[Direct Deposit Forms](#)
[Application for a Retirement Pension](#)
[Application for Review of a Decision](#) (Retirement, death or partition)
[Application for Disability Benefits](#)
[Application for Review of a Decision](#) (Disability)
[New Application for Disability Benefits](#)

DEATH CERTIFICATE

[Application for a Certificate or Copy of an Act](#)

DEATH REGISTRATION

[Application for an Attestation](#)

CIVIL STATUS – OTHER

[Guarantor's Declaration](#) (form in French only)
[Application for Insertion of an Act of Civil Status Made Outside Quebec into the Quebec Register of Civil Status](#)
[Application for Survivors Benefits](#)
[Application for Reviews of a Decision](#)

MARRIAGE CERTIFICATE

[Application for a Certificate or Copy of an Act](#)
[Guarantor's Declaration](#) (form in French only)
[Application for an Attestation](#)
[Application for Insertion of an Act of Civil Status Made Outside Quebec into the Quebec Register of Civil Status](#)

CHANGE IN MARITAL STATUS

[Application for Simulated Partition of Employment Earnings](#)
[Application for Partition of Employment Earnings Between Former Spouses](#)
[Application for Child Assistance Payments](#)
[Change in Conjugal Status](#)
[Application for Review of a Decision](#) (Child Assistance)
[Change in Percentage of Custody Time](#)
[Change in the Number of Dependent Children](#)

INCOME TAXES AND FINANCES[Canada Revenue Agency](#)[Quebec Tax](#)[Revenu Québec](#)[Finances et Économie Québec](#)**EMPLOYMENT (EMPLOYMENT INSURANCE, SOCIAL ASSISTANCE, LABOUR STANDARDS)**[Employment Insurance](#)[Canada Industrial Relations Board](#)[Labour Program](#)[Emploi et Solidarité sociale Québec](#)[Commission des normes du travail](#)[Commission des relations du travail](#)**STUDY**[Canada Education Savings Grant](#)**MOVING**[Service Canada](#)[Canada Post](#)[Services Quebec](#)[Régie de l'assurance maladie du Québec - Change of Address](#)**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](#)