

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor your accounts

Obtain a copy of your credit report: you may obtain a free copy of your credit report without signing up to a credit monitoring service by contacting the two Canadian credit reporting agencies.

Equifax Canada Co. National Consumer Relations P.O. Box 190 Montreal, QC H1S 2Z2 www.consumer.equifax.ca/personal/contact-us/ 1-800-465-7166	TransUnion TransUnion Consumer Relations Department P.O. Box 338, LCD1 Hamilton, ON L8L 7W2 https://www.transunion.ca/customer-support/contact-us 1-800-663-9980
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Be cautious with communications: remain vigilant, as always, when engaging with any unsolicited or unexpected communication, particularly those that request personal information or that refer you to a webpage that asks for your personal information, even if that communication appears to come from a source that you know and trust. Considering that this incident has been publicized, pay extra close attention to attempts to take advantage of the Pembina Trails community's concerns through scam or phishing calls.

Review your account statements and notify law enforcement of suspicious activity: remain vigilant, as always, to the possibility of fraud and identity theft by reviewing your financial statements and accounts regularly for any unauthorized activity.

If you believe you are the victim of identity theft or fraud or have reason to believe your information has been misused, it is generally recommended that you consider the following steps:

1. **File a complaint with the police** and ask for the case reference number and the officer's name and telephone number. If you choose to obtain a copy of the police report, make sure it states your name and the information involved.
2. **Contact the Canadian Anti-Fraud Centre** at 1-888-495-8501 or on their website to report fraud or for advice and assistance about identity theft.
3. **Contact Canada's two national credit reporting agencies** to ask for a copy of your credit report. Review it for any unusual activity and contact them to discuss what can be done.
4. **Inform your bank and creditors** by phone and in writing about any irregularities you identify.

5. **Report any irregularities in your mail delivery to Canada Post**, such as opened envelopes or missing financial statements or documents.
6. **Contact Service Canada** if you believe your social insurance number is being used fraudulently. They will inform you of the required documents and offer you assistance.

Alert the CRA: you may place an alert with the Canada Revenue Agency by calling 1-800-959-8281.