

## 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
<b>Equifax</b>	<a href="#">Equifax website</a> Phone number: 1-800-465-7166				
<b>TransUnion</b>	<a href="#">TransUnion website</a> Phone number: 1-800-663-9980				

### Police authorities

Police force	Contact information	Date of call	Name of contact	Notes	Written confirmation requested
<b>Local police</b>					
<b>Provincial police</b>					
<b>National police (RCMP)</b>	<a href="#">RCMP website</a> Phone number: 604-264-3111  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
<b>Visa</b> <a href="#">Visa website</a>	1-800-847-2911				
<b>MasterCard</b> <a href="#">MasterCard website</a>	1-800-622-7747				
<b>American Express</b> <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> <a href="#">Association website</a>					
<b>Ombudsman for Banking Services and Investments</b> <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> <small>(social insurance number)</small>	<a href="#">ESDC website</a> Phone number: 1-800-622-6232				
<b>Passport Canada</b>	<a href="#">Passport Canada website</a> Phone number: 1-800-567-6868 Calls outside Canada and the U.S.: 819-997-8338				
<b>International driver's licences</b> <small>(issued by CAA)</small>	<a href="#">CAA website</a> <a href="#">British Columbia Automobile Association (BCAA)</a> Phone number: 1-877-325-8888				
<b>Immigration and Citizenship Canada</b>	<a href="#">Immigration and Citizenship Canada website</a> 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
<b>Employment and Social Development Canada</b> (Old Age Security)	<a href="#">ESDC website</a> Phone number: 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> (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> Phone number: 1-888-495-8501				
<b>Competition Bureau</b>	<a href="#">Competition Bureau website</a> 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
<b>Canadian Council of Better Business Bureaus</b>	<a href="#">BBB website</a> Phone number: 613-789-5151  British Columbia: <a href="#">Mainland BC and Yukon</a> Phone number: 604-682-2711  <a href="#">Vancouver Island</a> Phone number: 250-386-6348 or 1-877-826-4222				

## 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> 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> 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> Phone number: 1-888-495-8501 or 1-705-495-8501	To report telemarketing, Internet (email) or any type of financial fraud.

Name of the organization	Contact information	Description
<b>Canadian Health Care Anti-Fraud Association</b>	<a href="#">CHCAFA website</a> Phone number: 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> Phone number: 604-264-3111 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> 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.
<b>Passport Canada</b>	<a href="#">Passport Canada</a> 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.
<b>Immigration and Citizenship Canada</b>	<a href="#">Immigration and Citizenship Canada website</a> 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.
<b>Employment and Social Development Canada</b> (Old Age Security)	<a href="#">ESDC website</a> 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> Phone number: 1-800-267-6999 or 1-888-892-5667	To check whether a charity is registered.
<b>RCMP</b> (Canadian Firearms Program)	<a href="#">RCMP website</a> Phone number: 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> Phone number: 613-947-1698 or 1-800-282-1376
<b>Canadian Bankers Association</b> To consult the Canadian Code of Practice for Consumer Debit Card Services.	<a href="#">Association website</a> Phone numbers: Head office: 416-362-6092 Montreal: 514-840-8747 Ottawa: 613-234-4431
<b>Consumer's Association of Canada</b>	<a href="#">Association website</a> Phone number: 613-238-2533
<b>Canadian Council of Better Business Bureaus</b>	<a href="#">BBB website</a> Phone number: 613-789-5151 or 416-644-4936  British Columbia: <a href="#">Mainland BC and Yukon</a> Phone number: 604-682-2711  <a href="#">Vancouver Island</a> Phone number: 250-386-6348 or 1-877-826-4222
<b>Retail Council of Canada</b>	<a href="#">RCC website</a> Phone number: 1-888-373-8245  West: 204-253-1654 or 1-888-254-1654  Grocery Division - Primary: 1-888-373-8245
<b>Credit Counselling Canada</b>	<a href="#">Credit Counselling Canada website</a> Phone number: 1-888-527-8999  <a href="#">British Columbia division</a>
<b>Public Interest Advocacy Centre</b>	<a href="#">PIAC website</a> Phone number: 613-562-4002
<b>Interac Association</b>	<a href="#">Interac website</a> Phone number: 416-632-8550 or 1-855-789-2979
<b>Consumer Measures Committee</b>	<a href="#">Committee website</a> Fax number: 613-952-6927

## Provincial resources

Name of the organization	Contact information	Description
<b>Driver Licensing Office</b>	<a href="#">ICBC website</a> Phone number: 604-661-2800 or 1-800-663-3051	Driver's licence, registration and ID card
<b>Medical Services Plan</b>	<a href="#">British Columbia website</a> Phone number: 604-683-7151 or 1-800-663-7100	Health and health insurance card
<b>Vital Statistics Agency</b>	<a href="#">British Columbia website</a> Phone numbers: 604-660-2937 604-660-2421 205-952-2681 1-800-663-1867 1-800-661-8773 Victoria: 250-387-6121 Vancouver: 604-660-2421	Birth, marriage and death certificate
<b>Consumer Protection BC</b>	<a href="#">British Columbia website</a> Telephone number: 604-320-1667 or 1-888-564-9963	

## 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**

[Alteration/Addition of a Given Name](#)  
[Blank Statutory Declaration](#)  
[Birth Certificate Application](#)  
[Registration of Live Birth](#)  
[Declaration of Lost or Stolen Birth Certificate](#)  
[Application for Birth/Deceased Certificate](#)  
[Correction of Error or Omission in Birth Registration](#)  
[Filing of an Application for Delayed Birth Registration](#)

**CHILD REQUESTS**

[Child Tax Benefit](#)

**HEALTH CARD AND INSURANCE**

[Medical Services Plan \(MSP\): Application for Group Enrolment](#)  
[Medical Services Plan \(MSP\): Group Change Request](#)  
[Group order form](#)  
[Medical Services Plan \(MSP\): Account Change](#)  
[Baby enrolment](#)  
[Medical Services Plan \(MSP\): Application for enrolment](#)  
[Application for enrolment](#)  
[Medical Services Plan \(MSP\): Address Change Notice](#)  
[Medical Services Plan \(MSP\): Application for Regular Premium Assistance](#)  
[Medical Services Plan \(MSP\): Temporary Premium Assistance](#)  
[Authorization to release medical records](#)  
[Medical Services Plan \(MSP\): First nations enrolment application](#)  
[Medical Services Plan \(MSP\): First nations change request](#)  
[Out-of-country claim form](#)  
[Reimbursement request](#)  
[Medical Services Plan \(MSP\): Information on Establishing a New Group Plan](#)  
[Medical Services Plan \(MSP\): Group Coverage Cancellation](#)  
[Medical Services Plan \(MSP\): Notice to Terminating Employees](#)  
[Schedule A: Medical Travel Insurance Assignment of Payment](#)  
[Schedule B: Authorisation to provide medical information](#)

**OLD AGE SECURITY PENSION**

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

**DEATH CERTIFICATE**

[Death Certificate Application](#)  
[Application for Deceased Certificate](#)

**DEATH REGISTRATION**

[Correction of Error or Omission in Death Registration](#)

**CIVIL STATUS - OTHER**

[Blank statutory declaration](#)  
[Alteration/Addition of a given name](#)

**MARRIAGE CERTIFICATE**

[Marriage Certificate Application](#)

**INCOME TAXES AND FINANCES**

[Canada Revenue Agency](#)  
[British Columbia Tax](#)  
[Ministry of Finance](#)

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

[Employment Insurance](#)  
[Canada Industrial Relations Board](#)  
[Labour Program](#)  
[Employment and Assistance](#)  
[Ministry of Technology, Innovation and Citizens' Services](#)  
[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](#)