

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: 1-800-387-0020 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 North and East Ontario: 613-1890 Niagara: 905-357-0001 South Central: 1-800-268-3750 1-800-222-4357				

Name of the organization	Contact information	Date of call	Name of contact and file number	Notes	Written confirmation requested
Immigration and Citizenship Canada	Immigration and Citizenship Canada website Phone number: 1-888-242-2100 For permanent resident cards: 1-800-255-4541				
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				

Name of the organization	Contact information	Date of call	Name of contact and file number	Notes	Written confirmation requested
Competition Bureau	Competition Bureau website Phone number: 819-997-4282 or 1-800-348-5358				
Canadian Council of Better Business Bureaus	BBB website Phone number: 613-789-5151 or 416-644-4936 Mid-Western and Central: 519-579-3080 or 1-800-459-8875 Eastern and Northern Ontario and Outaouais: 613-237-4856 or 1-877-859-8566 Western: 519-258-7222				

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.
RCMP's Scams and Fraud section	RCMP website Phone number: 1-800-387-0020 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.

Name of the organization	Contact information	Description
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 Mid-Western and Central: 519-579-3080 or 1-800-459-8875 Eastern and Northern Ontario and Outaouais: 613-237-4856 or 1-877-859-8566 Western: 519-258-7222
Retail Council of Canada	RCC website Phone number: 1-888-373-8245 Ottawa: 613-656-7901 Toronto: 416-922-6678 Grocery Division - Primary: 1-888-373-8245
Credit Counselling Canada	Credit Counselling Canada website Phone number: 1-888-527-8999 Ontario Credit Counselling website

Name of the organization	Contact information
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
ServiceOntario	ServiceOntario website Phone number: 416-326-1234 or 1-800-267-8097	Driver's licence and registration
ServiceOntario	ServiceOntario website Phone number: 416-326-1234 or 1-800-267-8097	Health and health insurance card
ServiceOntario	ServiceOntario website Phone number: 416-326-1234 or 1-800-267-8097	Birth, marriage and death certificate
Liquor Control Board of Ontario (LCBO) - AGCO Head Office	LCBO website Phone number: 416-365-5900 or 1-800-668-5226	LCBO BYID card

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

[Birth Certificate Application](#)

[Request for Birth Certificate](#)

HEALTH CARD AND INSURANCE

[Ontario Health Insurance Plan \(OHIP\)](#)

[Health Card Re-Registration](#)

[Health Card Renewal](#)

[Health Card Renewal - Child](#)

[Change of Address](#)

[Change of Information](#)

[Application for Approval of Full Payment](#)

[Application for Approval of Full Payment - Emergency 911](#)

[Registration for Ontario Health Insurance Coverage](#)

[Ontario Coverage Document List](#)

[Public Information - Forms](#)

OLD AGE SECURITY PENSION

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

[Old Age Security Pension](#)

[Canada Pension Plan](#)

PENSION PLAN

[Pensions](#)

DEATH CERTIFICATE

[Request for Death Certificate](#)

MARRIAGE CERTIFICATE

[Request for Marriage Certificate](#)

INCOME TAXES AND FINANCES

[Canada Revenue Agency](#)

[Ontario Tax](#)

[Ministry of Finance](#)

EMPLOYMENT (EMPLOYMENT INSURANCE, SOCIAL ASSISTANCE, LABOUR STANDARDS)

[Employment Insurance](#)

[Canada Industrial Relations Board](#)

[Labour Program](#)

[Social Assistance](#)

[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](#)