

## Identity Theft Protection Guidelines

1. Keep copies of all important documents as listed below in a safe place.
  - Credit cards, passports, drivers licenses
  - Bank and other financial statements
  - Insurance policies
  - Medical documents
  - Tax records
  - Government benefit statements
  - Wills, legal documents
2. Do not carry the following identification documents with you unless you need them: birth certificate, passport, SIN card or blank cheques.
3. Password-protect your mobile devices.
4. When ordering cheques do not include your personal contact information. Never use a cheque to pay someone you don't know and trust as it contains a lot of personal contact information.
5. Unplug your computer when it is not in use.
6. Place orders only through secure websites. Site are usually secure when the web address begins with https:// and the web browser displays a locked padlock icon.
7. Use a designated credit card with a requested credit limit when ordering online.

### To protect yourself from becoming a victim of identity theft

See the following information from Service Alberta at:  
<http://www.servicealberta.gov.ab.ca/560.cfm>

## What to do if you have lost your ID



## I.D. Replacement Information

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### Alberta Driver's License

It is recommended that you report the loss of your driver's license to the police. If your license has been lost, stolen or destroyed, you may apply for a replacement by visiting a Registry Agent in person. You will be required to prove your identity through a strict identity confirmation process (you will need to provide photo ID and support documentation).

You will receive an interim license, valid for 30 days. Your new card will arrive in the mail within two weeks of your application. There will be a replacement cost.

### Alberta Identification / I.D. Card

is available to Alberta residents who do not or cannot hold a valid Alberta operator's license. It is issued for a 5-year term. Apply at an Alberta Service Registry office in person. There is a strict identity confirmation process identifying who you are and proof of Alberta residency. Photocopies are not accepted. There is a cost.

#### Registry Agents for DL# and I.D. cards:

BEAUMONT REGISTRIES LTD. 5001 50 St Beaumont AB 780-929-5858	LEDUC REGISTRIES LTD. 5, 5205 50 Ave Leduc AB 780-986-1200
DEVON REGISTRIES & INSURANCE LTD. A-11 Athabasca Ave Devon AB 780-987-3344	MILLWOODS REGISTRY SERVICES LTD. 100, 6203 28 Ave Edmonton AB 780-461-9071

### Alberta Health Card

A replacement Alberta Health Care card can be requested by telephone, in writing or in person.

1. If you telephone an Alberta Health and Wellness representative at 310-0000 or visit a registry agent in person, a replacement card will be mailed to you within 1 - 2 weeks.
2. If you send your request via mail or fax to Alberta Health and Wellness, a replacement card will generally be received within 4-6 weeks.

<http://www.health.alberta.ca/contact.html>

In all cases, you will need to provide your full name, date of birth, mailing address, telephone number and personal health number.

For security reasons, you may be asked for proof of identity when you request a replacement card by telephone or in person. DO NOT email personal information or health care card numbers. Any personal information you submit by email is not secure, and may be observed by a third-party while in transit.

### If your identification or other personal property has been stolen, contact your local Police.

City of Leduc & Leduc County R.C.M.P. Administration  
780-980-7200  
Town of Beaumont  
409.832.1234

Town of Devon  
(780)987-3414  
Village of Thorsby  
(780) 789-3951

### IF YOU HAVE LOST YOUR WALLET...

Make sure that you cancel and replace all of your important cards. Service Canada has prepared a list to help you through this process:

<http://www.servicecanada.gc.ca/eng/lifeevents/wallet.shtml>

# I.D. Replacement Information

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## Birth Certificate

If you have lost your Alberta Birth Certificate, visit a registry agent to obtain a new one. There is a replacement cost. You will be required to complete a Declaration of Lost or Stolen Birth Certificate in order to cancel and replace the missing certificate.

Contact the province's vital statistics department where you were born:

[www.vitalcertificates.ca](http://www.vitalcertificates.ca)

For Service Alberta, call toll free within Alberta: 310-0000 then dial 780-427-7013 or go to

<http://www.servicealberta.ca/785.cfm>

## Canadian Passport

If your passport is lost, you must report the loss or theft to the police (Leduc R.C.M.P. 780-980-7200) and to Passport Canada (1-800-567-6868).

Before the document can be replaced, Canadian authorities will conduct an investigation. This may lead to delays in processing the replacement passport. A replacement passport (which may be valid for a limited period only) may be authorized, provided strict requirements are met. These include the submission of:

1. A completed application form signed by your guarantor.
2. Two identical passport photos.
3. Documentary proof of Canadian citizenship.
4. A "Declaration concerning a lost, stolen, inaccessible, damaged or found Canadian document" if the passport is still valid.

### GENERAL INFORMATION:

<http://www.cic.gc.ca/english/passport/security/lost-stolen.asp>

## Credit or Debit Cards

If your credit and/or debit cards have been lost or stolen, you should report the loss immediately to the appropriate agency. Call the number provided on your account statement or call one of the following numbers

VISA: 1-800-847-2911

MASTERCARD: 1-800-622-7747

AMERICAN EXPRESS: 1-800-668-2639

PLEASE NOTE THAT THIS IS NOT A COMPREHENSIVE LIST

**To request a replacement debit card,** go to your bank branch in person or call:

ATB FINANCIAL	1-800-332-8383
BANK OF MONTREAL	1-877-225-5266
CIBC	1-800-465-2422
ROYAL BANK	1-800-769-2511
SCOTIABANK	1-800-472-6842
SERVUS CREDIT UNION	1-877-378-8728
TD CANADA TRUST	1-866-222-3456

## Cheques

Immediately contact your bank branch.

## Signature Verification Form

Alberta Human Services can provide you with a Signature Verification form to allow you to open a bank account without other forms of identification. This service is available only to current clients of Alberta Works. Inquire at individual agencies, including the following:

LEDUC ALBERTA WORKS CENTRE  
4901-50 Ave, Leduc AB Ph 780-980-0557

EDMONTON SOUTH ALBERTA WORKS CENTRE  
Argyll Centre, 6325 Gateway Blvd, Edmonton AB  
Ph 780-644-2888

## Permanent Resident Card (PR Card)

If you have lost this form of identification, phone the CIC Call Centre (Canadian Immigration and Citizenship) 1-888-242-2100 toll free to schedule an appointment, or apply online:

<http://www.cic.gc.ca/english/information/applications/guides/5445ETOC.asp>

## Social Insurance Number (SIN) Card

You will need to provide a primary document to apply for a Social Insurance Number (SIN), replace your card or amend your SIN record (ie. name change). There is a replacement cost for a lost or stolen SIN card.

To replace your SIN card, call 1-800-622-6232 or visit any Service Canada Centre:

CANADA PLACE  
9700 Jasper Ave (main flr), Edmonton  
  
WEST LINK CENTRE  
Suite 100, 16826 107 Ave, Edmonton  
  
HERMITAGE SQUARE  
12735 50 St NW, Edmonton  
  
148 MILBOURNE MARKET MALL  
38 Ave & Millwoods Rd

### To apply online:

[www.servicecanada.gc.ca/en/sin/apply/how.shtml](http://www.servicecanada.gc.ca/en/sin/apply/how.shtml)

# IDENTITY THEFT

Identity theft is defined as the fraudulent use of personal information to access your bank account, credit card or other accounts without your authorization to obtain loans, services, government benefits in your name or to evade authorities by assuming your identity.

If you have been a victim of identity theft, you will need to focus your energy on undoing the damage and preventing further damage. The following information is designed to help you do that.

### Identity theft is a criminal offence.

The primary purpose of filing a police report is to establish that you have been defrauded by an identity thief, not to initiate a police investigation of the alleged crime.

### What to do if you have been a Victim of Identity Theft

If your identification of other personal property has been stolen, contact your local Police Service. Leduc RCMP Administration 780-980-7200 (M-F, 8AM-4PM)

### To find out if you have been a Victim of Financial Identity Theft

1. Call to order a copy of your credit report from each of the telephone numbers below to see if any financial activities may have taken place in your name:  
**Equifax: 1-800-465-7166**  
**TransUnion: 1-800-664-9980**
2. Identify any transactions you did not authorize. Once you know you have been a victim of financial fraud, ask each credit bureau to put a Fraud Alert on your file.
3. Keep track of all your communications and actions.
4. Contact utilities and service providers (telephone, internet, television, power and gas) and ask if any new accounts have been opened in your name recently. Close any accounts that were fraudulently opened. Have the company note on the account that it was permanently closed at your request because of financial identity theft.