

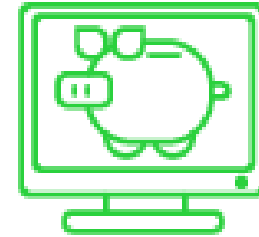
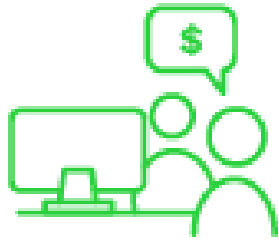
**Credit Counselling
Society presents**

Cautious Consumerism



We Help. We Educate. We Give Hope.

We Help. We Educate. We Give Hope.



- **Credit Counselling**
- **Debt Solutions**
- **Education**

- **Non-profit**
- **Accredited**
- **Award-winning**

- **25+ years**
- **~ 1 million supported**
- **\$750+ million re-paid**

AGENDA

01 – Identity theft

02 - Fraud

03 – How to Report

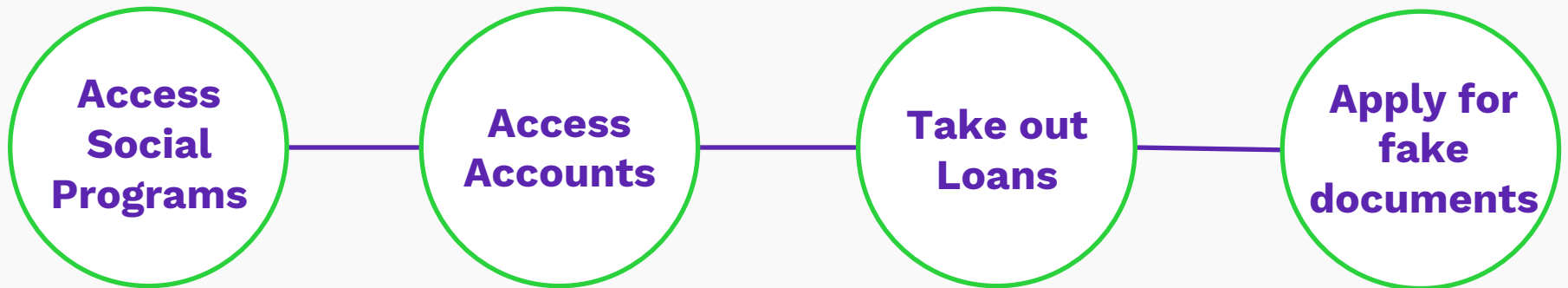
OBJECTIVES

- 01** – Protect yourself against Identity Theft
- 02** – Summarize the top scams
- 03** – Describe how to report Fraud
- 04** – Take the steps to minimize damage

Identity Theft vs. Identity Fraud

| What can happen?

Compromised Finances



| Key Information

**Personal
Information**

**Full Name
+
Signature**

Birthdate

**Social
Insurance
Number**

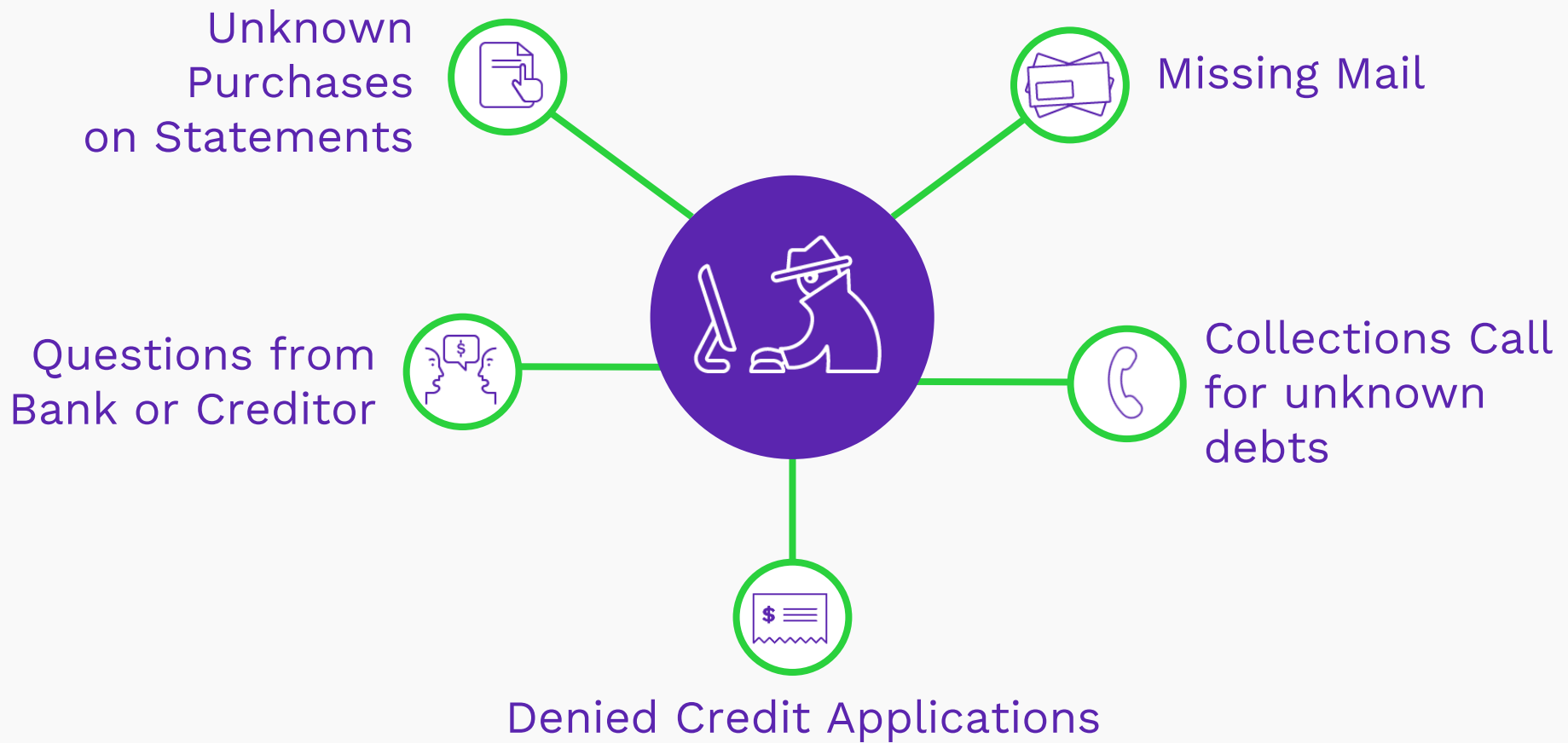
**Health
Insurance
Number**

**Credit Card
Numbers**

**Bank
Account
Details**

**Online
Usernames
+
Passwords**

Signs of Theft



| How to protect yourself: Part 1

1

Lock up rarely used ID:

- Birth Certificate
- SIN
- Passport

2

Get a Lockable Mailbox

3

Review Statements

4

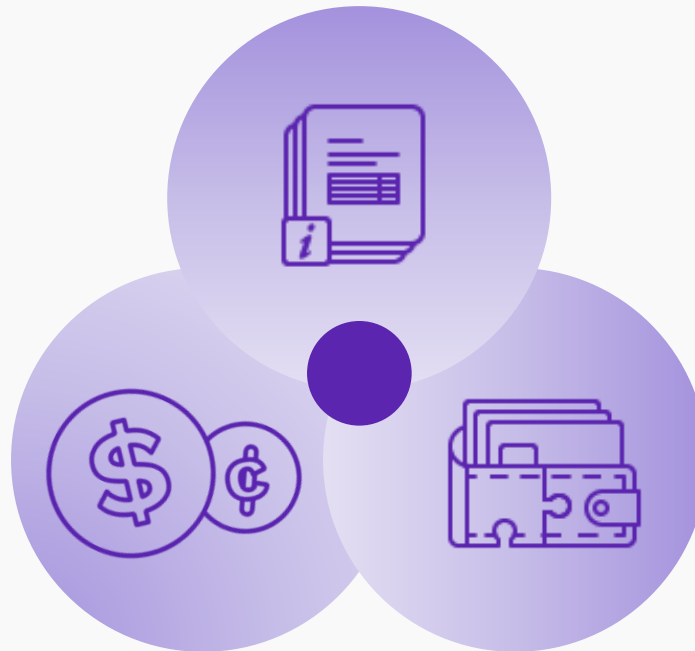
Go Paperless:

- Shred old documents

| How to protect yourself: Part 2

Use secure and reputable payment services for online purchases

Look for a URL starting with “https” and a closed padlock symbol



Check your Credit Reports Annually

TransUnion:
1-800-663-9980
Equifax:
1-800-465-7166

Use an RFID Blocker

| How to protect yourself: Part 3

WiFi

Don't use public WiFi for anything requiring a password



Password

Use strong + unique passwords (eg: passphrases)



Don't reuse passwords

Change them every few months or so



Be cautious of online/social media quizzes + games

They store your information



Don't assume it's a stranger

Keep Friendly Fraud in mind



If concerned, ask for advice

Contact CCS, Call Service Canada, Call the CRA



| Credit/Debit Card Safety

- Review your statements every month for accuracy
- Be very cautious about giving out your credit card number
- Protect your credit card and PIN
- Swipe and tap your card yourself



Theft/Fraud Report Checklist



Order + Review Credit Reports

- Review Credit Hits



Add a Fraud Alert to your Credit File



Report the Fraud

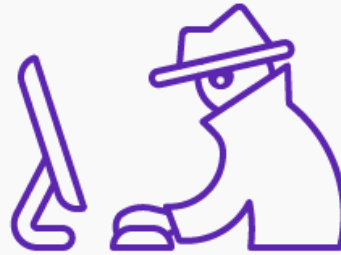
- Call the Police
- Contact CAFC: 1.888.495.8501
- Call Service Canada for SIN issues specifically
- Notify all creditors

| Fraud Prevention



- ☆ Top Scams
- ☆ Prevention
- ☆ Reporting

Fraud Stats



Mass Marketing Fraud (MMF):



Monetary
Cost
\$10B

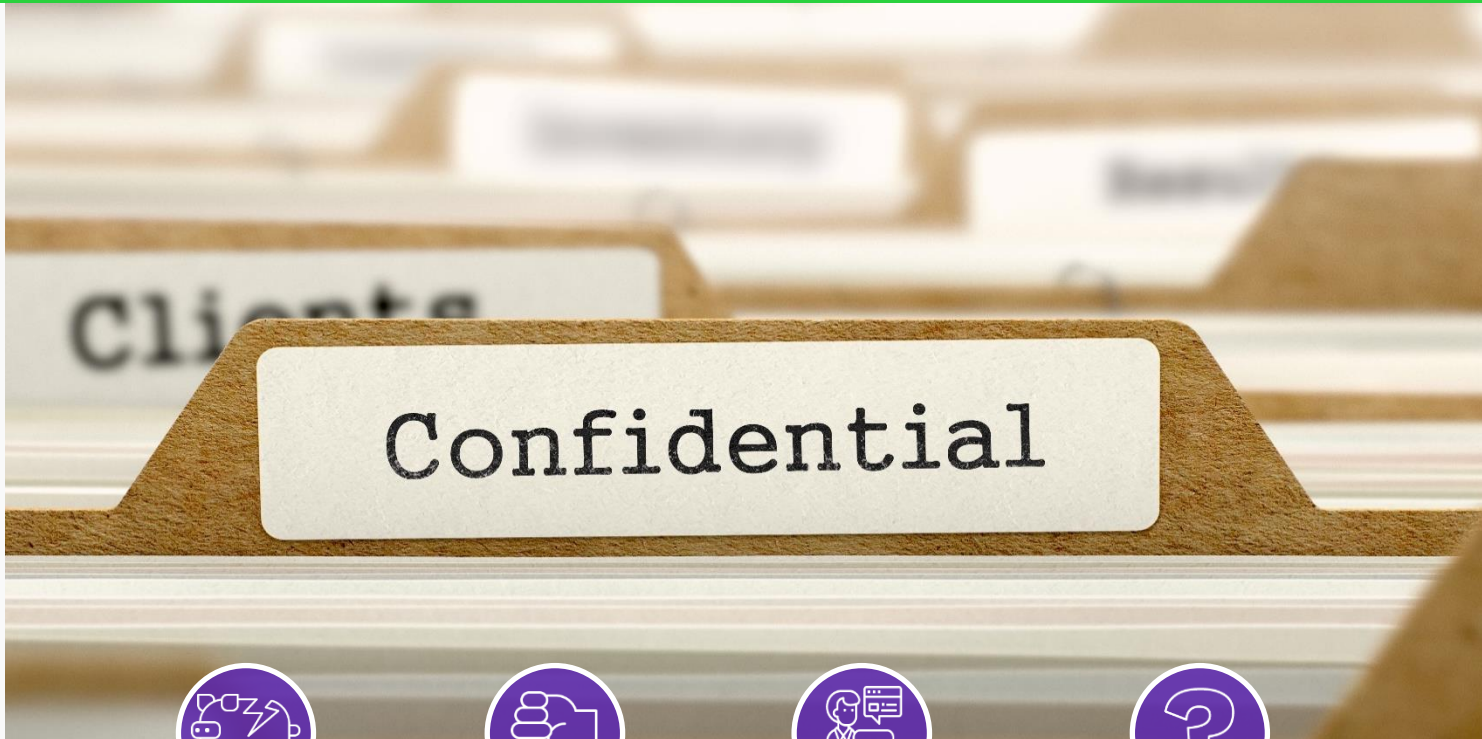


Crime Groups
Phone
Mail
internet



Reporting to
CAFC
\$1,000,186
Recovered

Reporting



Shame



It's a Hassle



Image



What's the
point?

Top Scams in Canada

Phishing + Spoofing Scams



Line Trapping Scams



Prize + Recovery Pitch Scams



Employment Scams



Romance (Catfish) Scams



CEO Scams



Door to Door Scams



Investment Scams



Rental Scams

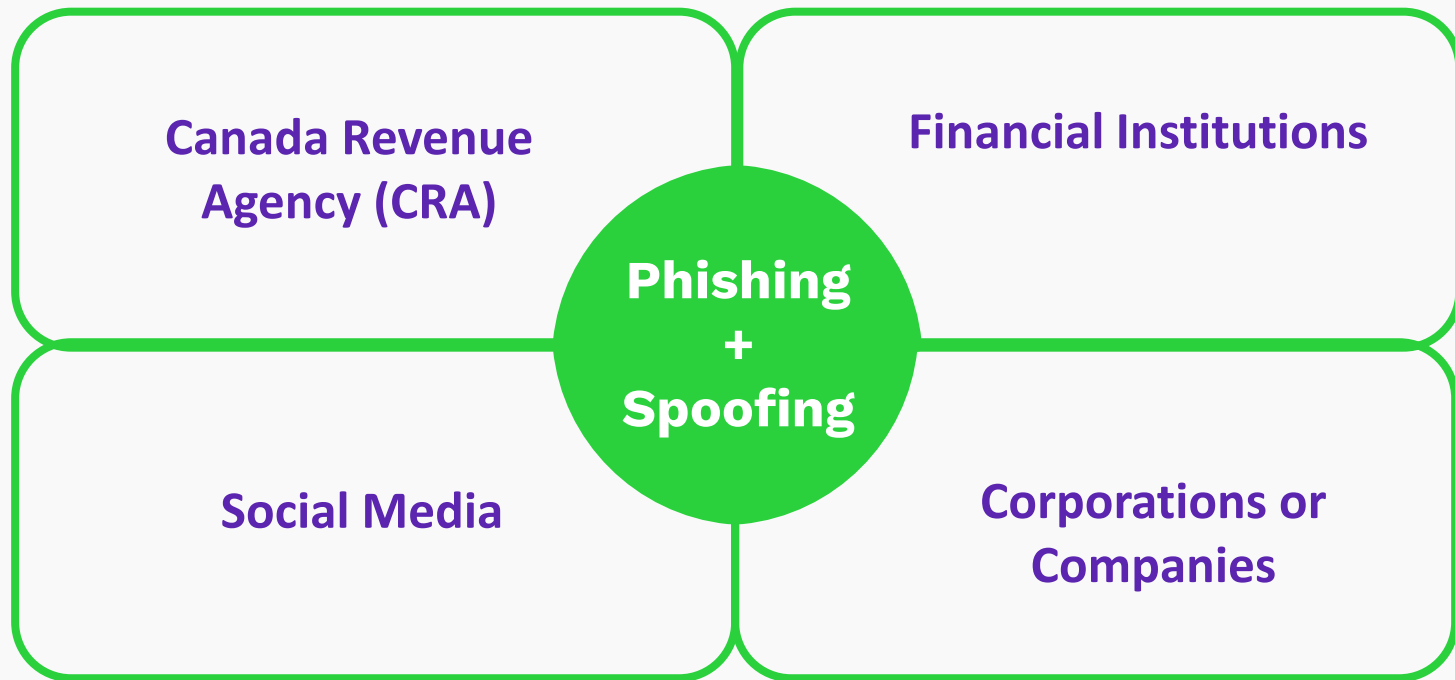


Subscription Traps



Grandparent Scams

| Phishing + Spoofing Scams



Canada Revenue Agency



- 1.) Ask about your:
 - a.) Passport
 - b.) Health Care Card
 - c.) Driver's license

- 2.) Use aggressive language or threats



Full Name



Date of Birth



Address



Account



SIN

| Canada Revenue Agency (CRA)



Verify

Tell the caller you want to verify their identity



Ask

Ask for the caller's name, phone number & office location



Check

Contact the CRA directly to check if the call was legitimate

***beware of line trapping**

Financial Institutions



They Do Not

Send emails threatening to close or suspend accounts



They Do Not

Ask you to verify personal information in an email, form or pop-up window



You should

Look at logos and spelling closely for mistakes



You should

Call your financial institution when in doubt

| Line Trapping



Scammers will remain connected to your phone line even after you hang up



Use a different phone to call the legitimate number back



Wait to make the callback

**Research suggests that line-trapping technology only lasts for several minutes

Prize Pitch Scam



- ★ Consumers are told they have been awarded a prize
- ★ They are told in order to redeem the prize, they must first purchase a product and pay in advance
- ★ **Remember:** you should never have to purchase a product if you have won a legitimate contest

Recovery Pitch Scam

Victims of fraud are led to believe that there is an opportunity to recover funds lost in previous scam



Scammers may portray themselves as law enforcement, investigating agencies, bank employees or lawyers

Employment Scams

Cheque cashing scheme too good to be true



Victim deposits cheque into bank account to complete a purchase

Required to remit excess funds back to employer



Cheque bounces after funds are sent back to scammer

| CEO Scams



Fraudsters pretend to be the CEO or senior executive from your company



Fraudsters send an email asking you to send money or private information



Fraudsters usually send emails when executives are away or hard to reach

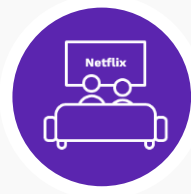
Subscription Traps



Products or services are offered as a “free” or “low-cost” trial



Your Credit Card info is obtained to cover the shipping costs



You get locked into a monthly subscription



Companies use websites, emails, social media platforms and phones to convince you of a “limited time offer”



Read the fine print!

Romance (Catfish) Scams

False romantic intentions



Gain trust and personal information



Gain access to money, bank account, credit cards, etc.



| Door to Door Scams

1

Misleading
Salespeople or
Fake Fundraisers

2

Want your personal
information or get
you to sign up for a
service you don't
need

3

Ask for
identification

4

Ask for written
info about the
charity or business

5

Ask for the
charitable tax
number to confirm
with the CRA

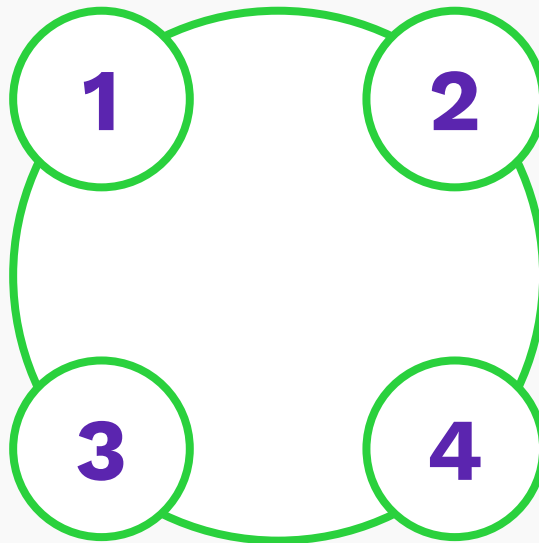
6

Do not share
personal information

Rental Scams

Fraudsters create false ads for property (vacation) rentals. located in ideal or popular locations, available at reduced rates

Pay only through service provider's payment provider



The property doesn't exist OR it was never booked

Anti-Fraud Centre:

1-888-495-8501
or

www.antifraudcentre.ca

Investment Scams – Pyramid & Ponzi Schemes

Too good to be true investment

Investors are paid returns by acquiring new investors into the scheme



High Return
+
Low Risk
business
opportunity

Falls apart when
the flow of new
investors dries up

Grandparent Scam

Safety Plan:

Create a family 'safe' word

Phone Call

Caller claims to be a grandchild who needs money urgently



Request

money be sent and that other relatives not be notified

Claim

they were in an accident, traveling, or need bail money

Elder Abuse

Forged
and/or
altered wills

Misuse/abuse
of joint bank
accounts

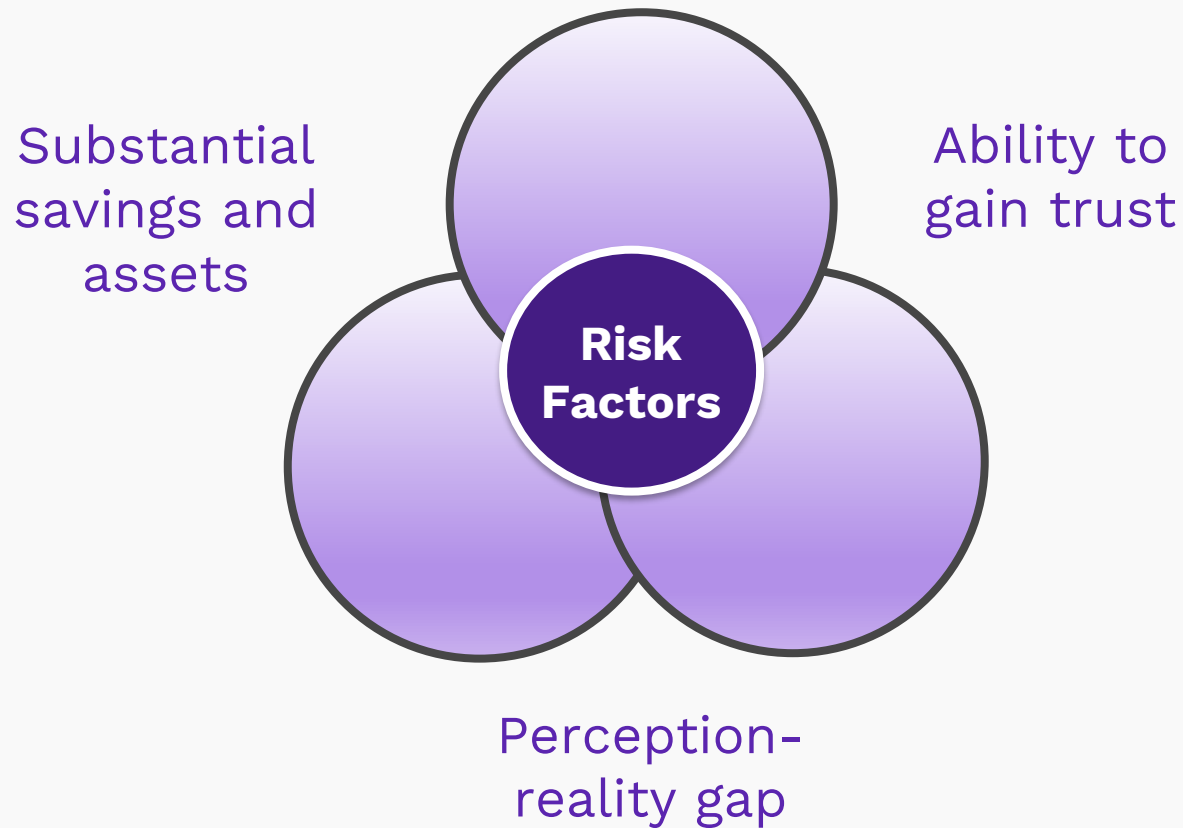


bold scams or
subtle pressure
tactics


Misuse/abuse
of power
of attorney


Identity
theft

Elder Abuse





| What to do


Ask for help
or advice


Call the
police

**If it sounds
too good to be
true...**


Do your
research


Follow your
instincts

| We Want Your Opinion

QR Code

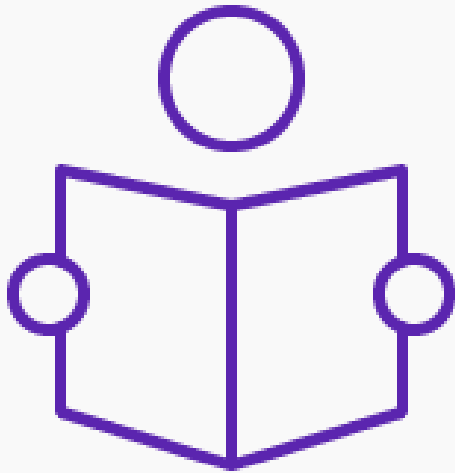


Survey Monkey



<https://www.surveymonkey.com/r/69B6FMJ>

| Final Tips



Lock up
important
documents

Check your
Credit Report

If it does not feel
right, don't do it !

- Shred Bills + Statements
- Be Cautious
- Free tools + resources via mymoneycoach.ca

CONCLUSION

- 01** – Protect yourself against Identity Theft
- 02** – Summarize the top scams
- 03** – Describe how to report Fraud
- 04** – Take the steps to minimize damage

How We Help



1-888-527-8999

Book a free financial consultation with a credit counsellor



Education@nomoredebts.org

Contact a Financial Educator



nomoredebts.org

DM us via online chat



@nomoredebts.org

Sign up for our newsletter



@creditcounsellingsociety



@CrdtCounselSoc



@nomoredebts