

Identity Theft Statement Instructions

Instructions for completing the Identity Theft Statement

If you have been a victim of identity theft, the Identity Theft Statement helps you notify financial institutions, credit card issuers and other companies that the identity theft occurred, tell them that you did not create the debt or charges, and give them information they need to begin an investigation. Make as many copies of the Statement as you will need to notify all affected companies.

The identity theft statement consists of two parts:

Part One: Identity Theft Statement: This part asks for general information about you and the identity theft.

Part Two: Statement of Unauthorized Account Activity: This part asks you for specific information about accounts or activities. ***Complete this section specifically for each company you're notifying, and send each company only the information that relates to accounts or activities with that company.***

Once you have completed and signed the Statement, attach copies (not originals) of any supporting documents you have (for example, transaction records, receipts, a police report). Keep a copy of everything that you are submitting, for your records.

Provide the completed Statement and attached documents to each financial institution, credit card issuer or other company that provided the identity thief with unauthorized credit or money. Send the documents by registered mail or courier, or deliver them in person, so that you can prove that they were received. The companies will review the information and will contact you to let you know the outcome of their investigation, or to obtain further information.

The statement and supporting materials will contain important information about you, so they should be kept in a safe place, and only shared with financial institutions, credit card issuers, other companies and law enforcement agencies that require the information.

Completing the identity theft statement does not guarantee that the identity thief will be prosecuted or that the debt or charges will be cleared. The identity theft statement helps you to notify the financial institutions, credit card issuers or other companies of what has happened, and provide information to help them investigate your claim. Through that investigation, each company will determine whether to absolve you of the charges or debt. Note that if you are seeking reimbursement for any loss, you may need to provide separate forms or documents, and reimbursement will be subject to applicable policies and account agreements.

This statement is ONLY intended for companies that give you credit and other services. Please do not send the identity theft statement to a government department or ministry.

Please do not send your Identity Theft Statement to a federal, provincial or territorial government department, ministry or agency.

Identity Theft Statement Instructions

Endorsers

The following list includes financial institutions, credit card issuers and other companies that accept the Identity Theft Statement. This list may not be exhaustive. If you are reporting identity theft to a company that is not listed below, ask the company if they accept the Statement.

Amex Bank of Canada
1-866-215-5388

BMO Financial Group
1-800-363-9922
TTY - 1-866-889-0889

CIBC
Contact your branch

Canadian Tire Financial Services
1-800-965-5585

Citibank Canada
1-800-387-1616

Citifinancial Canada
1-888-622-8766

Desjardins Credit Union
Contact your branch

HBC Hudson's Bay Company
1-800-263-2599

ING Direct
1-888-464-1111

**President's Choice Financial
(day to day banking)**
1-888-723-8881

President's Choice Financial Mastercard
1-866-246-PCMC (7262)

RBC Financial Group
Contact your branch

Scotiabank
1-800-813-6602

Sears Canada Inc.
1-800-565-3460

TD Bank Financial Group
Contact your branch

The following list names additional organizations that have a role in fighting identity theft or protecting consumers. These organizations endorse the Identity Theft Statement as a useful tool for a person who has been a victim of identity theft.

Canadian Association of Chiefs of Police

Canadian Bankers' Association

Canadian Council of Better Business Bureaus

Consumers Association of Canada

Consumers Council of Canada

Credit Counselling Canada

Equifax Canada

Mastercard Canada

Ontario Association of Credit Counselling Services

PhoneBusters National Call Centre

Public Interest Advocacy Centre

Retail Council of Canada

TransUnion Canada

Volunteer Centre of Toronto – ABCs of Fraud Program

Visa Canada

Please do not send your Identity Theft Statement to a federal, provincial or territorial government department, ministry or agency.

Identity Theft Statement

To:

(Name of financial institution, credit card issuer, or other company)

Section 1 Information about you and the Incident

I, _____, state as follows:
(name)

My Personal Information

1. My full legal name is

First Name

Middle Name

Last Name

2. My commonly-used name (*if different from above*) is

First Name

Middle Name

Last Name

3. My date of birth is
(YYYY/MM/DD)

4. My address is

Street Number

Suffix

Street Name

Street Type

Direction

Unit/Suite/Apt

P.O. Box

Station

Rural Route

Lot/Part/Block/Section

Concession/Plan

City/Town/Municipality

Province

Postal Code

5. My phone numbers are

Home

Business

Alternate Number

6. I prefer to be contacted at

Home

Business

Alternate Number

Information About the Incident

7. I became aware of the incident through (*please describe*)

Please do not send your Identity Theft Statement to a federal, provincial or territorial government department, ministry or agency.

Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

**Information
About the
Incident
(cont'd)**

**Please check
all that apply**

8. I did not authorize anyone to use my name or personal information to seek money, credit, loans, goods or services described in this document.
9. I did not receive any benefit, money, goods or services as a result of the events described in this document.
10. My identification document(s), (for example, credit card, debit card, birth certificate, driver's licence, etc.), were _____
Date (YYYY/MM/DD)
- lost on or about _____
Date (YYYY/MM/DD)
- stolen on or about _____
- never received

Additional information (e.g. which cards, circumstances)

11. Additional Comments (for example, a description of the incident, what information was used or how a possible identity thief gained access to your information)

This information notifies companies that an incident has occurred and it allows them to investigate your claim. Depending on the details of your case, each company may need to contact you with further questions.

Attach additional pages as necessary

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Investigation and Enforcement Information

12. I have reported the events described in this document to the police or other law enforcement agency.

The police did did not complete a report (*check one*).

In the event that you have contacted the police or other law enforcement agency, please complete the following

Agency _____

Officer's First Name

Officer's Last Name

Phone Number

Badge Number

Date of Report
(YYYY/MM/DD)

Report number, if any

Documentation

Please indicate the supporting documentation you are able to provide. Attach legible copies (not originals) to this document.

13. A copy of the report completed by the police or law enforcement agency (*if available*).

14. Other supporting documentation (*please describe*)

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Section 2 Statement of Unauthorized Account Activity

Complete this section separately for each company you are notifying.

Company Information

Name

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan	
City/Town/Municipality			Province	Postal Code	

Please check all that apply

As a result of the events described in the Identity Theft Statement (*check all that apply*)

- The account(s) described in the following table (e.g. deposit account, investment account, credit card account, etc.) was/were opened at your company in my name without my knowledge, authorization or consent, using my personal information or identifying documents.

- My account(s) described in the following table (e.g. deposit account, investment account, credit card account, etc.) was/were accessed, used or debited without my knowledge, authorization or consent, using my personal information or identifying documents.

The unauthorized activity took place through (if known)

- An in-person transaction
- An automated banking machine
- A point of sale purchase
- An Internet transaction
- A telephone transaction
- A cheque
- Other _____
- Don't know

- The credit product(s) described below (e.g. loan, mortgage, line of credit) was/were obtained from your company in my name without my knowledge, authorization or consent, using my personal information or identifying documents.

Attach additional pages as necessary

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Description of Unauthorized Account Activity	Type of Account	Account Number	Description of unauthorized activity	Date (YYYY/MM/DD)	Amount

Mortgage Information	If the incident involved a mortgage, please indicate							
	Date of Registration (YYYY/MM/DD)		Legal Description of the property		Registration Number			
	<hr/>							
	Lender Name and Address							
	Name							
	Street Number		Suffix	Street Name		Street Type	Direction	Unit/Suite/Apt
	P.O. Box		Station	Rural Route		Lot/Part/Block/Section	Concession/Plan	
	City/Town/Municipality				Province		Postal Code	
	<hr/>							
	Municipal Address of the Property							
Street Number		Suffix	Street Name		Street Type	Direction	Unit/Suite/Apt	
P.O. Box		Station	Rural Route		Lot/Part/Block/Section	Concession/Plan		
City/Town/Municipality				Province		Postal Code		

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Other Accounts

During the time of the incident(s) described above, I had the following account(s) opened with your company (please list any account not mentioned above).

Billing Name

First Name	Middle Name	Last Name
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Billing Address

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan	
City/Town/Municipality			Province	Postal Code	

Account/Card Number

Protecting Your Privacy

I agree that companies to whom I provide the Identity Theft Statement may use the personal information in it only for the purposes of investigating the incident described in the Statement, prosecuting the person(s) responsible and preventing further fraud or theft. The companies may disclose the information to law enforcement institutions or agencies (for example, police departments) for these purposes.

The companies to whom I provide the Identity Theft Statement agree that this information may not be used or disclosed for any other purposes except as authorized by law. If this document or information contained in it is requested in a law enforcement proceeding (e.g. before a court or tribunal), the company may have to provide it or disclose it.

Signature

All statements made by me in this form are true and complete in every respect to the best of my knowledge and belief.

Please print and sign

(Signature)

(Printed name)

(Date: YYYY/MM/DD)

Knowingly submitting false information in this Statement could subject you to criminal prosecution.

Attach additional pages as necessary

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Description of Unauthorized Account Activity	Type of Account	Account Number	Description of unauthorized activity	Date (YYYY/MM/DD)	Amount

Mortgage Information

If the incident involved a mortgage, please indicate

Date of Registration (YYYY/MM/DD) Legal Description of the property Registration Number

Lender Name and Address

Name

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan	
City/Town/Municipality			Province		Postal Code

Municipal Address of the Property

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan	
City/Town/Municipality			Province		Postal Code

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Description of Unauthorized Account Activity	Type of Account	Account Number	Description of unauthorized activity	Date (YYYY/MM/DD)	Amount

Mortgage Information

If the incident involved a mortgage, please indicate

Date of Registration (YYYY/MM/DD) Legal Description of the property Registration Number

Lender Name and Address

Name

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan	
City/Town/Municipality			Province	Postal Code	

Municipal Address of the Property

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan	
City/Town/Municipality			Province	Postal Code	

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Identity Theft Statement

Your Acknowledgement Signature _____

Your Printed Name _____

Other Account

Billing Name

First Name	Middle Name	Last Name
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Billing Address

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
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P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan
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City/Town/Municipality	Province	Postal Code
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Account/Card Number

Other Account

Billing Name

First Name	Middle Name	Last Name
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Billing Address

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
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P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan
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City/Town/Municipality	Province	Postal Code
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Account/Card Number

Other Account

Billing Name

First Name	Middle Name	Last Name
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Billing Address

Street Number	Suffix	Street Name	Street Type	Direction	Unit/Suite/Apt
---------------	--------	-------------	-------------	-----------	----------------

P.O. Box	Station	Rural Route	Lot/Part/Block/Section	Concession/Plan
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City/Town/Municipality	Province	Postal Code
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Account/Card Number

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