



Orientation to Ontario

PROTECTING YOUR IDENTITY

Identity theft is when someone uses your identity for financial gain. They may steal money from your bank account or get a credit card or mobile phone service in your name. Keep your personal information and documents safe to protect yourself.

- You must protect your Social Insurance Number (SIN). Store documents with your SIN in a safe place.
- You should only give your SIN to your employer, government agencies and financial institutions.
- Keep other important documents like passports and immigration paperwork in a safe place.
- Check your bank and credit card statements regularly for strange activity.
- If you lose your wallet, cancel your credit cards and report the loss of your identification immediately.

Contact Service Ontario if you lose your Driver's Licence or Health Card.

- Contact Service Canada if you think your Social Insurance Number has been stolen.

Cyber Security

Cyber security is how you protect your online information and identity. Cyber security also includes protecting your computer and other devices.

- Use strong passwords on your computer, phone and tablet.
- Use anti-virus software on your computer.
- Do not share your passwords or Personal Information Number (PIN) with anyone.
- Always log off websites when using public computers.
- Do not click on attachments or links in emails from unknown senders.
- Check the privacy settings on your social media accounts and do not share personal information.

Avoiding Scams

It is illegal for companies that sell heating, cooling and water products or services to sell door-to-door. Examples of these companies include furnaces, water heaters, air conditioners and duct cleaning services. If you sign a contract for any of these products or services, it is considered null and void.

Some criminals may try to trick people on the phone by pretending to be from the Canada Revenue Agency (CRA) or the police. Neither officials at CRA nor the police will call you to demand money or make threats. If you receive a call that asks you to send money or personal information, ask the caller for more information or ask to speak to their supervisor. If the caller refuses, end the call. If you receive such phone calls, report them to the police.

1-855-626-0002

<https://settlement.org/o2o>



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RESOURCES

Ontario Ministry of Government and
Consumer Services

www.ontario.ca/page/consumer-protection-ontario

Better Business Bureau (BBB)

www.bbb.org/en/ca

Canadian Anti-Fraud Centre

1-888-495-8501

Forward unwanted or suspicious emails to

spam@fightspam.gc.ca

Learn more about identity theft on the
Government of Ontario website:

www.ontario.ca/page/how-avoid-or-recover-identity-theft

Report cyber security incidents or
identity theft to your local police
department.

