

10 Tips for preventing fraud and identity theft

- 1 Secure your devices** – Make sure your operating system, software, browsers, anti-virus and firewalls are installed and updated.
- 2 Lock it down** – If you use a computer, laptop or mobile device, both privacy and security depends on use of strong passwords and encryption.
- 3 Protect your mail** – Make sure your mailbox is secured; pick-up sensitive documents in-person; follow up on bills or statements that don't arrive.
- 4 Consider what you carry** - Remove cards or documents from your wallet that you don't use regularly, especially your Social Insurance Number (SIN) card or birth certificate.
- 5 Shop securely** – If online, ensure the site is secure (look for the 'lock' icon or green highlighted URL). In person, use chip and PIN devices only.
- 6 Don't dump data** - Shred personal documents that you no longer need and delete personal information before discarding or selling a digital device (although deleting doesn't always wipe data completely—do your research, additional steps may be required).
- 7 Take care with credit** – Be cautious when providing credit card information, review statements and cut up unused or expired cards.
- 8 Spot the scam** - Do not reply to email messages, click links or open attachments from companies or others asking for your personal information.
- 9 Be firm on the phone** - Don't give personal information to anyone who phones unless you can confirm they are from a legitimate company.
- 10 Be cautious** – Whenever you are asked for your personal information, ask how it will be used, why it is needed, who will be sharing it and how it will be protected. When in doubt, don't give it out. *

If you suspect you have been defrauded, call the police at **9-1-1** immediately. In addition, call the Better Business Bureau if the fraud was a consumer scam (**604-682-2711** in the Lower Mainland). If you have been defrauded in an investment scheme, call the British Columbia Securities Commission at **1-800-373-6393**. Telemarketing and charity frauds should be reported to the Canadian Anti-Fraud Centre at **1-888-495-8501**. For more information on how to keep you and your family safe visit **www.burnaby.ca/public-safety**.

*Source: Office of the Privacy Commissioner of Canada, **www.priv.gc.ca**