

RECOVERING FROM IDENTITY THEFT IN BC

If you have received a privacy breach notification or otherwise suspect you are the victim of identity theft, you should act fast to minimize the damage.

FIVE STEPS YOU CAN TAKE RIGHT AWAY



1. LOCK DOWN ACCOUNTS

Change passwords and enable multi-factor authentication



2. ALERT FINANCIAL INSTITUTIONS

Report unauthorized transactions and flag or replace accounts



3. PROTECT YOUR CREDIT

Contact Equifax and TransUnion to place a security alert or credit freeze



4. REPORT IT

File a report with local police or RCMP and the Canadian Anti-Fraud Centre



5. REPLACE COMPROMISED ID

Contact issuing agency, depending on what was stolen (see below)

WHO TO CONTACT

DRIVER'S LICENCE



Insurance Corporation of BC (ICBC)

PERSONAL HEALTH NUMBER



Health Insurance BC

SOCIAL INSURANCE NUMBER



Service Canada and Canada Revenue Agency

FILE A COMPLAINT

If an organization failed to protect your information, you have the right to complain.

CONTACT ORGANIZATION

1

Write to the organization first. Tell them what happened, how it affected you, and proposed resolution. Give them 30 business days to respond.

COMPLAIN TO OIPC

2

If matter remains unresolved, you can file a complaint with the OIPC. Visit the [OIPC website](https://www.oipc.gc.ca) for details



REMEMBER

The OIPC can investigate, but cannot award financial compensation or damages.

For more information, see the [OIPC's guidance on identity theft](https://www.oipc.gc.ca) here.

www.oipc.bc.ca

oipc

OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA