

IDENTITY THEFT

WHAT TO DO WHEN INFORMATION GOES MISSING

To respond to a breach you need to investigate the problem internally and devise a plan for informing those affected.

Timing is critical.

Investigating the Breach

Assess the situation by asking:

- ✓ What information was stolen?
- ✓ When was it stolen?
- ✓ How did it happen?
- ✓ Which files were affected?
- ✓ Is other information at risk?
- ✓ Is advice from a lawyer/accountant needed?

Communicating the Breach

Be prepared to inform:

- ✓ Credit reporting agencies
 - Equifax (1-800-465-7166)
 - TransUnion (1-877-525-3823)
- ✓ Affected customers or businesses
- ✓ Law enforcement and PhoneBusters at 1-888-495-8501 or phonebusters.com
- ✓ Privacy Commissioner

IDENTITY THEFT:

Recognize it.

Report it.

Stop it.



The Canadian Anti-fraud Call Centre