

REPORTING A SCAM

Who to contact depends on where you live and what type of scam is involved.

Whether you've been scammed or targeted by a fraudster, you should always report it. Canadian authorities may not always be able to take action against scams, but there are ways you can help. By reporting the scam, authorities may be able to warn other people and alert the media to minimize the chances of the scam spreading further. You should also warn your friends and family of any scams you come across.

Here is some advice on where to report, depending on the type of scam:

Canadian Anti-Fraud Centre
www.antifraudcentre.ca
1 888 495 8501

Competition Bureau
www.competitionbureau.gc.ca
1 800 348 5358

Local scams

Contact your local consumer affairs office

Your local consumer affairs office is the best resource for investigating scams that appear to come from within your own province or territory. A list of provincial and territorial consumer affairs offices can be found in the Canadian Consumer Handbook.
www.consumerhandbook.ca

Financial and investment scams

Contact Canadian Securities Administrators

Financial scams involve sales offers or promotions about financial products and services, such as superannuation, managed funds, financial advice, insurance, or credit or deposit accounts.

Investment scams involve share buying, foreign currency trading, offshore investments, Ponzi schemes, or prime bank investment schemes.

You can report financial and investment scams to the Canadian Securities Administrators or your local securities regulator.
www.securities-administrators.ca

Banking and credit card scams

Contact your bank or financial institution

In addition to reporting these scams to the Canadian Anti Fraud Centre, you should alert your bank or financial institution about any suspicious correspondence that you receive regarding your account. They can advise you on what to do next.

When contacting your bank or financial institution, make sure to use the telephone number found in the phone book, on your account statement or on the back of your card.

Spam emails and text messages

Contact the Spam Reporting Centre

Many scams arrive by email and text message. Visit www.fightspam.gc.ca for information on Canada's anti spam legislation and how to report spam.

Fraudulent, phishing or smishing messages requesting personal details can also be reported to the bank, financial institution or other concerned organization. Again, be sure to use a phone number or email address that is listed in an official reputable source, and not the one that appears in the email.