



FOR IMMEDIATE RELEASE

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Protect Yourself Against Scams Claiming to be from the Government of Canada

Many scams attempt to impersonate Government of Canada services or employees. Know the facts and protect yourself from fraud.

OTTAWA – There are many sophisticated frauds and scams that exist in Canada, with new ones being invented daily. Many frauds and scams attempt to impersonate government employees or services to gain access to your personal or financial information. Below are some facts and advice for remaining vigilant in identifying scams.

Service Canada

- You should be vigilant when any person claiming to be a Service Canada or 1 800 O-Canada employee contacts you in a way that you are usually not contacted by the federal government. This could include:
 - a request for personal information (such as a Social Insurance Number, credit card number, bank account number or passport number) by telephone, email or text; or,
 - notifications (text or email) or calls that attempt to complete a financial transaction (such as messages requesting to click on hyperlinks to deposit benefits or to pay taxes).
- These emails, text messages, letters and calls (including recorded messages) may be fraudulent.
- When in doubt, to verify the identity of the caller as a Service Canada employee, please hang up and contact 1-800 O-Canada (1-800-622-6232) directly.

CERB Scams

- The Government of Canada will not reach out by text or email to ask you to apply for the Canada Emergency Response Benefit (CERB). Nor will the Government notify you by text or email that you have received a CERB payment.
- Do not reply or click on the link, delete the text and warn others.
- There are only 2 ways to apply for the CERB:
 - Online at <https://www.canada.ca/en/services/benefits/ei/cerb-application.html>
 - By automated toll-free phone at 1-800-959-2019 or 1-800-959-2041 (bilingual)

Canada Revenue Agency

- Taxpayers should be vigilant when they receive, either by telephone, mail, text message or email, a fraudulent communication that claims to be from the Canada Revenue Agency (CRA) requesting personal information such as a social insurance number, credit card number, bank account number, or passport number.
- These scams may insist that this personal information is needed so that the taxpayer can receive a refund or a benefit payment.
- Cases of fraudulent communication could also involve threatening or coercive language to scare individuals into paying fictitious debt to the CRA.

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- Other communications urge taxpayers to visit a fake CRA website where the taxpayer is then asked to verify their identity by entering personal information. These are scams and taxpayers should never respond to these fraudulent communications or click on any of the links provided.
- The CRA will never use text messaging or any other sort of instant messaging app.
- For more information on the various ways and reasons that the CRA will contact you and what is likely a scam, visit: <https://www.canada.ca/en/revenue-agency/corporate/security/protect-yourself-against-fraud.html>

Reporting Scams and Fraud

- If you believe you have been contacted by someone you think is impersonating a Government of Canada service or employee, or have been the victim of fraud, please contact the Canadian Anti-Fraud Centre.
 - Call the Canadian Anti-Fraud Centre at 1-888-495-8501; or,
 - Report online your case at: <https://www.antifraudcentre-centreantifraude.ca/report-signalez-eng.htm>
- If you suspect you have been the victim of fraud or have been tricked into giving personal or financial information, call your local police service.
- If you believe your Social Insurance Number has been stolen, you should contact Service Canada at 1-866-274-6627.
- You should contact the CRA if you:
 - think your CRA user ID or the password you use in personal dealings with the CRA has been compromised;
 - want to disable online access to your information on the CRA login services; or,
 - want to re-activate online access to your information after it has been disabled.

To learn about the COVID-19 Economic Response Plan, visit: www.canada.ca/en/department-finance/economic-response-plan.html

Information about COVID-19 from the Government of Canada can be found here: www.canada.ca/coronavirus

Our offices remain open and staffed to assist constituents during this coronavirus pandemic, but are closed to public access. To obtain assistance, please contact us by phone, e-mail or on social media.