

REFERENCE SHEET

"Security Measures"

PROTECT YOUR PERSONAL INFORMATION

National Bank clients

If you suspect you have been the victim of identity theft, call TelNat customer service immediately at 1-888-483-5628 (toll free) or (514) 394-5555, or meet with your financial advisor.

Outside the Bank

- ❑ Contact credit rating agencies Equifax and TransUnion to have a fraud alert added to your file so as to protect yourself against any potential fraud.
 - Equifax 1-877-227-8800
 - TransUnion 1-800-663-9980
- ❑ Call Human Resources and Skills Development Canada, the government department responsible for issuing social insurance numbers, at 1-800-206-7218 so that they can help you determine what course of action, if any, you should take.
- ❑ Contact all other financial institutions where you have accounts to apprise them of the situation.

Be sure to visit the website of the Privacy Commissioner of Canada (www.privcom.gc.ca). It's full of invaluable advice.

HASSLE-FREE DEBITS / CREDITS

Debits

- Destroy all cheques linked to your old bank account.
- Reset any postdated payments made via TelNat and/or Internet
- If you have requested a new MasterCard, on receipt of the new card:
 - Change your personal identification number (PIN), if applicable;
 - Notify any companies with pre-authorization to collect payment from you by debiting your card.

Credits

- Notify your employer of your new bank account number so that your salary can be deposited to your new account.
- Contact all companies from which you receive direct deposits (e.g., your insurance company) and give them your new bank account number so that deposits can be made to your new account.