

FRAUD WATCH

HEAR THESE WORDS? **HANG UP!!!!!!!!!!!!!!**

Can you spot the moment when you need to end the call?

Scenario 1 – “This is Hydro Quebec and we are calling as you missed your last 2 payments. Unfortunately, your electricity will be shut off today unless you make a payment immediately. You can do it now over the phone”

HANG UP – when threatened over the phone. Utility shutoffs are not handled this way. If you are concerned contact Hydro’s accounts receivable department.

Scenario 2 – “This is Canada Revenue Department, and I am calling to inform you that you have an outstanding balance owing. If this is not cleared up immediately a warrant for property seizure will be issued. To speak to an agent press 1 on your keypad

HANG UP – Hang up on any call that you believe is coming from a computerized robocall. The CRA never demands payment over the telephone. If you had an issue you would first receive a notification by mail.

To contact the CRA

1-800-959-8281

Scenario 3 – “ Nana, It is me Adam. I was away with my friends for the weekend and we got arrested for drunk driving. Please don’t tell my Mom and Dad . I need your help”

HANG UP – Reach out to your grandchild or another family member to check if the story is true. This is a common form of “Grandparent Scam” that uses the personal information about your grandchild gleaned from Social Media or probing questions asked to you in order to deceive you. **DO NOT PANIC!** Don’t send or withdraw money or reveal any financial information to this caller.

- Montreal residents charged with defrauding 'grandparent scam' victims of \$46,000
- <https://ottawa.ctvnews.ca/montreal-residents-charged-with-defrauding-grandparent-scam-victims-of-46-000-1.5926324>
- <https://montrealgazette.com/news/grandparent-scam-thrives-in-montreal>

Scenario 4 – “You won a trip! In order to process your win and send you the prize we will need some personal information. Let’s get started....”

HANG UP – Hang up when asked for information to access your bank or private accounts remotely or when asked to allow the caller remote access to your phone or computer. Scammers are looking to steal personal information for identity theft.

The impact of fraud so far this year (based only on those reported!)

As of May 31, 2022

- Reports of fraud:

37,284

(106,945 in 2021)

- Victims of fraud:

23,653

(67,901 in 2021)

- Lost to fraud:

\$207 M

(\$381 M in 2021)

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Funds recovered with CAFC assistance

As of May 1, 2022

• \$991,186

(\$3.35 Million 2021)