

Replacement of Personal Information

If any of the following are stolen, it is important to report the loss as soon as possible.

Bank Card: Phone your bank immediately. Bank numbers are listed online and in the Yellow Pages. Do not keep your personal identification number (PIN) with your bank card.

Cheques: Notify your bank immediately.

Credit Cards: You will need your birth date, address and account password to cancel a credit card. Contact the financial institution that issued the card. If a store or gas/ oil company card needs to be cancelled, contact the store or dealer directly. Refer to a past bill for the account number and cancellation phone number.

Alberta Blue Cross: 1-800-661-6995.

Driver's License: Go to the nearest office that handles Motor Vehicle Registration. Notify them that your driver's license has been stolen so they can cancel previous number. Ask for a new driver's license. You will need to provide identification, such as a passport or provincial Identification Card.

Birth Certificate: You must fill out an application at an office that handles Vital Statistics Registration to receive a new one.

Permanent Resident Card: This card provides holders with secure proof of their permanent resident status when re-entering Canada on commercial carriers (i.e. plane, train, boat or bus).

To replace a lost or stolen Permanent Resident Card, contact Citizenship and Immigration Canada at 1-800-255-4541 or visit www.cic.gc.ca.

Certificate of Canadian Citizenship: The Certificate of Canadian Citizenship verifies that the holder is a Canadian citizen. The certificate is an official document issued by the Government of Canada. It can be used as definitive proof of citizenship status when applying for a job, passport, etc. It also acts as identification, showing the holder's name, date of birth, height and sex, photograph and a signature.

To replace a lost or stolen citizenship certificate, contact Citizenship and Immigration Canada at 1-888-242-2100 or visit www.cic.gc.ca.

Canadian Passport: A Canadian passport is the only proof of Canadian citizenship and identity accepted in all countries. You should report the loss or theft of your passport as soon as it is noticed to the local police and to Passport

Canada by calling 1-800-567-6868, visiting www.pptc.gc.ca or the nearest Canadian government office if you are outside Canada.

Before the document can be replaced, Canadian authorities will conduct an investigation into the circumstances surrounding the loss. A replacement passport (which may be valid for a limited period only) may be authorized provided strict requirements are met.

Library Cards: Notify your local library that your card has been stolen. Ask them to cancel previous card number and provide a new library card.

Membership Cards: Notify the club directly (fitness clubs, book clubs, video clubs, political parties, etc.) that your card has been stolen. Ask the club to cancel the previous card number and ask for a new card.

Social Insurance: Call 1-800-622-6232 and ask for Social Insurance information.

Canada Pension Plan and Old Age Security: 1-800-277-9914.

For more information on credit and personal reporting, visit www.servicealberta.ca or contact Service Alberta at 1-877-427-4088

Please note that some companies and government offices charges a replacement fee for new cards.

Information adapted from Alberta Solicitor General and Public Security, Victim Advocate Core Training Program