

## Reporting Fraud / Resources

To report fraud, contact the Campus Safety Special Constable Service by phone, in person or make a report directly with your local police service.

University community members can also report most incidents now through the U of T Safety App for added convenience!

To report phishing or scam emails, access tools to enhance the security of your online accounts, and find more information on fraud prevention, visit our community safety partners below:

### U of T ITS - Information Security Support

Email: [report.phishing@utoronto.ca](mailto:report.phishing@utoronto.ca).

Website: [securitymatters.utoronto.ca](http://securitymatters.utoronto.ca)

### Canadian Anti-Fraud Centre

Hours: Mon-Fri, 9 AM-4:45 PM

Phone: 1-888-495-8501

Website: [antifraudcentre-centreantifraude.ca](http://antifraudcentre-centreantifraude.ca)

For assistance with managing your credit information, including requesting fraud alerts, contact credit reporting agencies directly.

### TransUnion

Hours: Mon-Fri, 8 AM-8 PM

Phone: 1-800-663-9980

Website: [transunion.ca](http://transunion.ca)

### Equifax

Hours: Mon-Fri, 9 AM-9 PM, Sat/Sun, 9 AM-6 PM

Phone: 1-800-525-6285

Website: [equifax.com](http://equifax.com)

Quickly access web links to these support resources.

Scan this QR code with your phone:



## Stay Connected with Us!

We're committed to being accessible to all members of our University community.

If you have questions about our programs and services, we want to hear from you!

### Contact us by phone at:

TravelSafer: 416-978-SAFE (7233)

24/7 Dispatch: 416-978-2323

**24/7 Urgent: 416-978-2222\***

**\*IN AN EMERGENCY, ALWAYS DIAL 9-1-1 FOLLOWED BY A CALL TO CAMPUS SAFETY.**

### Visit us in person at:

Sussex Court




21 Sussex Avenue

Toronto, ON M5S 1G6

### Visit us online at:

[CampusSafety.utoronto.ca](http://CampusSafety.utoronto.ca)

### Connect with us on social media:

   | @UofTSafety



## Hit P.A.U.S.E. on Fraud

## Not sure if that call or email you received is legitimate?

Hit P.A.U.S.E. before responding to any  
communication you're unsure about.



UNIVERSITY OF TORONTO CAMPUS SAFETY  
SPECIAL CONSTABLE SERVICE

A DIVISION OF FACILITIES & SERVICES

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## Fraud prevention starts with awareness.

Learn more about two common fraud schemes being used to target students across the GTA and how you can protect yourself.

### Fraud Scheme 1: “Return to Sender”

The Victim receives an automated call from a delivery company about a package. It connects to a person claiming to work for a delivery company.

The Victim is “transferred” to the police and is then told a package addressed to them, containing illegal goods, has been intercepted.

The Victim is told they face arrest and deportation for their involvement. The Victim is told that they have an opportunity to pay a fine to avoid jail/deportation.

### Fraud Scheme 2: “Laundry Card”

The Victim receives a call from a person claiming to work for police.

The Victim is told that their bank card has been used in a money laundering scheme and their accounts are going to be locked.

The Victim is told they must help with the investigation to clear their name and are told to withdraw the money from their accounts and deposit it to a “secure system” via Bitcoin while the investigation continues. The Victim is told this money will be returned at the end of the investigation.

## Not sure if that call or email you received is legitimate?

Hit P.A.U.S.E. before responding to any communication you’re unsure about. It may just help keep you and your money safe!

### **P** **PROTECT** your personal information!

Don’t give out information that the caller doesn’t already have.

This can include: Your Name, Address, Birthdate, Social Insurance Number, Passport Number, Credit Card or Banking Info.

### **A** **ASK** questions about the caller or sender.

Scammers often pose as law enforcement or a delivery company. Verify the caller or sender’s identity for yourself by calling their agency or company on the publicly listed number.

Don’t let them transfer you to this number themselves - hang up and call back on your own.

### **U** Is the call **UNSOLICITED**, **UNEXPECTED**, or **UNUSUAL**?

If you weren’t expecting a delivery or phone call, be extra cautious and fact-check any information the caller provides.

Be aware that scammers can use call-spoofing technology to make it appear that the call is originating from a legitimate source.

### **S** Be **SUSPICIOUS** of calls where you’re being pressured to act with urgency.

Scammers have threatened jail time, fines or deportation in an effort to push victims to send money quickly.

The police, Canada Revenue Agency or the Canada Border Services Agency do NOT employ these tactics nor do they seek payment of legitimate fines this way.

### **E** **EXERCISE** caution with links and attachments.

Don’t click links or download files from emails or messaging apps if you don’t know the source. It could be malware.

Be cautious of allowing remote access to your computer. If you are having problems with your system, consider bringing it in-person to the IT Help Desk for support.

## Think you were a victim of fraud? You’re not alone.

In many of the fraud cases reported to Special Constables, victims have reported losing a substantial amount of money to scammers (in some cases exceeding \$10,000).

In addition to the loss of money, victims are often left dealing with concerns of identity theft and credit fraud from the misuse of their personal information.

If you think you were a victim of fraud, turn the page to read more about resources that are available to you to help minimize the impact.