

## These are the steps to follow if you lose your wallet or cancel your cards:

If you have lost or had your wallet stolen then protecting yourself from identity theft and fraud are of paramount importance. Please follow the steps to protect yourself:

### Step 1

- Contact the police or go to your [neighborhood police station](#) to file a police report.

### Step 2

- Immediately alert your financial institution and cancel your debit/credit card.

**For all lost or stolen debit and credit cards**

**Notify your bank to cancel the card and ask for a replacement.**

**Be sure to change your PIN number.**

CIBC -----	(800) 465-2422	<a href="http://www.cibc.ca">www.cibc.ca</a>
Citibank -----	(800) 387-1616	<a href="http://www.citibank.ca">www.citibank.ca</a>
National Bank of Canada -----	(800) 483-5628	<a href="http://www.nbc.ca">www.nbc.ca</a>
RBC Royal Bank -----	(800) 769-2511	<a href="http://www.rbc.com">www.rbc.com</a>
Scotiabank -----	(800) 472-6842	<a href="http://www.scotiabank.com">www.scotiabank.com</a>

### Step 3

For extra protection from fraud, inform the credit bureaus of your stolen or lost debit or credit card.

Equi-Fax -----	(800) 465-7166	<a href="http://www.equifax.ca">www.equifax.ca</a>
Trans Union -----	(905) 525-4420	<a href="http://www.transunion.ca">www.transunion.ca</a>

## Step 4

### Canadian Resources

Here are the resources that Canadians can use to replace their identification. SSMU is working on American resources.

Birth Certificate  
[Portal](#) for all provinces

Canadian Transportation Departments  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Canadian Citizenship Card  
[www.cic.gc.ca](http://www.cic.gc.ca)

Canadian Passport  
[www.pptc.gc.ca](http://www.pptc.gc.ca)

Social Insurance Card  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### Health Cards

Alberta Health Care Insurance Plan (AHCIP)  
[Alberta AHCIP Card Replacement](#)

Nova Scotia Care Plan (MSI)  
[Health Card Replacement](#)

BC Medical Services Plan (MSP)  
[CareCard Replacement](#)

Ontario Health Insurance Plan (OHIP)  
[OHIP Card Replacement](#)

Manitoba Health  
[Info Health – Making sure you are covered](#)

PEI Health  
[Health Card Replacement](#)

New Brunswick Medicare  
[Medicare Card Replacement](#)

Quebec Regie de l'assurance maladie  
[Health Insurance Card Replacement](#)

Newfoundland Medical care Plan (MCP)  
[Card Replacement](#)

Saskatchewan Health Insurance coverage  
[To report a lost card us Saskatchewan's ExpressAddress online service](#)