

NORTHWEST TERRITORIES CONSUMER AFFAIRS BULLETIN



DEBITCARD FRAUD

Northerners use debit cards thousands of times a day at bank terminals, bank machines and while making purchases. Many transactions are processed without issue. However, in recent years, there's been a growing number of cases of debit card fraud. Taking the steps to protect your debit card and personal identification Number (PIN) will help you lower the risk of becoming a victim of fraud.

It is important to understand that you may be held liable for losses if you are negligent with your PIN and card.

If you are a victim of debit card fraud, it is important to contact your bank immediately so that they can take steps to help you. Contact the Royal Canadian Mounted Police (RCMP) and inform them of the fraud.

Remember to always keep your card in a safe place and never lend it to anyone. Protect your PIN and don't disclose your PIN to anyone. If your card is lost or stolen, notify your financial institution immediately.

You should always regularly review your transaction history and report anything unusual to your financial institution immediately.

Beware of all e-mail messages claiming to be from any financial institution. Canadian financial institutions do not send emails to their customers asking for account information.

Contact Us

Consumer Affairs is a part of the Public Safety Division of Municipal and Community Affairs (MACA)

Phone: (867) 767-9161 ext. 21021 or 21022

Fax: (867) 873-0309

Mailing address: Consumer Affairs, Public Safety Division

Municipal and Community Affairs, Government of the Northwest Territories

#600, 5201-50th Ave.,
Yellowknife, NT X1A 3S9

Email:

consumer_affairs@gov.nt.ca