



CONSUMER INFORMATION BULLETIN

Debit Card 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 a growing number of cases of debit card fraud. Taking the steps to protect your debit card and personal identification number (PIN) will help 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 the 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 also 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.

If you require further information or require additional assistance, please contact our office at:

Consumer Services, Public Safety Division
Municipal and Community Affairs
#600 5201-50th Avenue, Yellowknife NT X1A 3S9
(867) 767-9161 Extension 21021

This publication is intended to provide general information and is not a substitute for legal advice.