

NORTHWEST TERRITORIES CONSUMER AFFAIRS BULLETIN



Protect yourself from telephone scammers

Canadians should be aware callers can falsely claim to provide products or services. In an attempt to trick you into buying product or services, these scammers often claim to represent legitimate companies or government organizations. Scammers will often attempt to get you to give them your financial and other personal information.

You can register your phone numbers with the National Do Not Call List.

To register, call 1-866-580-DNCL (3625) or visit www.lnnte-dncl.gc.ca.

To protect yourself from scams:

- **NEVER give an unsolicited caller access to your computer.** If you receive an unexpected phone call about your computer system's security status or performance, and the caller requests remote access to your computer, hang up – even if the caller claims to represent a well-known company or product.
- **Don't give out personal information.** Do not give out credit card or online account details over the phone, unless you made the call and the number you are calling came from a trusted source.
- **Protect your computer.** Make sure your computer is protected with regularly updated anti-virus and anti-spyware software, and a good firewall. But research first, and only purchase software from a source you know and trust.
- **Read online privacy policies.** If you are considering providing personal details to a company, read their privacy policy and terms and conditions first. If you do not agree with how they will use your details, do not provide them.

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

If you think you have fallen victim to a scam, that you have given remote access to your computer to a suspected scammer, or that your computer has been hacked:

- **Alert your financial institution.** If you have provided your account details to a scammer, contact your bank or financial institution immediately and let them know.
- **Get further assistance.** Contact the Canadian Identity Theft Support Centre at <http://idtheftsupportcentre.org/> or by dialing 1-866-436-5461.
- **Get qualified computer help.** If you have computer problems, seek help or advice from a qualified and reputable computer technician.
- **File a complaint.** You can report unwanted telemarketing calls at www.innate-dncl.gc.ca or by calling 1-866-580-DNCL (3625).
- **Contact law enforcement.** If you think the call might be part of a fraud scheme, contact law enforcement authorities or the [Canadian Anti-Fraud Centre](#) (formerly PhoneBusters) or call 1-888-495-8501.

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