

Before you click, call, or pay

Keep this where you will see it. Beside the phone or on the fridge works well.

THE ONE RULE

**No money. No codes.
Nobody gets into my computer.**

Not until I have used one of the three contacts below. Every time. No exceptions.

If a message is real, it will still be real in an hour.

1. Someone I trust — call them first: _____ at _____

2. NorthStar IT — forward the message and we will check it for you:

support@northstarits.ca We reply **9am to 8pm ET**

3. Canadian Anti-Fraud Centre — 1-888-495-8501

This line is for **reporting** fraud, not for checking whether something is real. Once we confirm a message is fraud, we can make this report together.

If I cannot reach anyone, I will do nothing until tomorrow.

Waiting has never cost anyone money. Hurrying has.

STOP IF THE MESSAGE DOES ANY OF THESE

- ☐ **Rushes you.** "Within 24 hours." "Final notice."
- ☐ **Frightens you.** Arrest, suspension, court, a locked account.
- ☐ **Wants money a strange way.** Gift cards, e-transfer, bitcoin, or a "small fee."
- ☐ **Asks you to confirm details.** Password, PIN, card number, SIN, or a code sent to your phone.
- ☐ **Asks you to keep it quiet.** This one is almost always fraud.
- ☐ **Wants into your computer.** Or wants you to call a number they gave you.

WHO THEY PRETEND TO BE

Canada Revenue Agency · Service Canada · your bank · Canada Post or a courier · Interac · Amazon or Netflix · Microsoft or Apple support · a grandchild in trouble · even the Anti-Fraud Centre itself.

A real name at the top of a message proves nothing. Anyone can type any name they like.

HOW TO CHECK, SAFELY

Do not reply. Do not click. Do not call the number in the message — that number belongs to them.

Find the number yourself: on a paper bill, on the back of your bank card, on a statement, or on the company's own website that you typed in yourself. Then call and ask.

IF SOMETHING ALREADY HAPPENED

This is not your fault, and you are not alone. These schemes are built by professionals to fool careful people. What matters now is acting quickly.

- 1. Call your own bank right away** — use the number on your bank card or statement, never one from the message. Money can sometimes be stopped if you call quickly.
- 2. Report it to the Canadian Anti-Fraud Centre: 1-888-495-8501**
- 3. Call your local police** non-emergency line.
- 4. Tell someone you trust.** Then tell us, so we can secure your accounts and devices.

NorthStar IT Solutions Inc.

Patient, judgment-free technology help. There is no such thing as a silly question, and no charge for asking.

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