Instructions

If you wish to add, remove, or update an alert or consumer statement in your credit report:

1. Complete all the required fields marked with an asterisk (*).
2. Specify the service you require by selecting a box in the next section.
3. Submit a copy of the following with your completed request:
   Identification:
   - **2 valid government-issued ID** (front and back) confirming your legal name, date of birth, and/or current address. (e.g., driver's licence, passport, birth certificate, etc.) If the current address is not indicated on either pieces of your ID, you must also provide;
   - **1 proof of address** (dated less than 90 days old) confirming your legal name and current address. (e.g., utility bills or financial statements.)
4. If you wish to add an identity theft, fraud alert or update the phone number on the alert, please include the phone number you wish to use on the alert under the section “Phone Number on Alert”.
5. If you are updating the phone number in the alert, you must also include a copy of the following:
   - **1 phone bill (dated less than 90 days old)** confirming your current address and phone number that you wish to have on the alert.
6. If you are adding a consumer statement, please provide the statement under the section “Consumer Statement”. (Some restrictions apply.)

What would you like to do? (Select one)

☐ **Add an Identity Alert**
(If your information was lost, stolen, or compromised, this alert will ask lenders to contact you before extending credit.)

☐ **Add a Fraud Alert**
(If you are a confirmed victim of fraud, or was notified by law enforcement or an institution of fraudulent activity performed in your name; this alert will inform lenders that you have been a victim of fraud and creditors will take steps to verify that it’s you before extending credit.)

☐ **Remove an Identity Alert**

☐ **Remove a Fraud Alert**

☐ **Add a Consumer Statement**
(A consumer statement is a brief statement that you can add to your credit report explaining your circumstances, free of charge. For more information please visit: https://www.equifax.ca/personal/education/debt-management/articles/-/learn/consumer-statement-credit-report/)

☐ **Remove a Consumer Statement**

☐ **Update phone number on Alert**

Note:
The identity alert, fraud alert, or consumer statement will stay on your Equifax credit report for six years from the date placed, unless you request in writing that it be removed. In order to ensure we have the most up to date information, it is important that you notify us when there is a change. Any changes regarding the identity alert, fraud alert, or consumer statement must be submitted in writing with the necessary documents as outlined in the instructions section of this form.

Current Personal Information

Personal File Number / Equifax Unique Number		
First Name * (Max.15 characters)	**Middle Name** (Max.15 characters)	
Last Name * (Max.25 characters)		**Suffix**
Street Number	**Street Name** *	**Unit/Apartment/Suite**
City *	**Province** *	**Postal Code** *
Date of Birth (YYYY - MM - DD) *	**Social Insurance Number (Optional)** Your social insurance number can be an additional piece of information that helps us locate your credit report, verify your identity, and help prevent and detect fraud	
Phone Number	**Email Address**	

Previous Address

Street Number	**Street Name**	**Unit/Apartment/Suite**
City	**Province**	**Postal Code**
Date From (YYYY - MM - DD)	**Date To (YYYY - MM - DD)**	

Phone Number on Alert

Complete this section if you are adding an identity theft alert, fraud alert, or updating the phone number on the alert.

Phone Number (Canadian phone number only.)

Consumer Statement

Complete this section if you are adding a consumer statement.

(You can add up to 800 characters. Please note that special characters cannot be used.)

Note: If the consumer statement is longer than the maximum length or does not meet our requirements, a request will be sent to you for a revised consumer statement.

Signature

Privacy Consent: By signing below, you consent to the collection, use and disclosure of your personal information as described in Equifax's privacy policy, including using the above information and attached documents to confirm your identity and to update your credit report. Such updated information will be stored, safeguarded, used and/or disclosed in the normal course as part of your credit file. For more information about Equifax's privacy practices, which may be updated from time to time, please see our Privacy Policy at http://www.consumer.equifax.ca/privacy.

Signature *	**Date of Submission (YYYY-MM-DD)** *

Before submitting your request, please ensure you have **attached all the necessary documentation.**
Equifax will verify the necessary information and send you a confirmation.

If you are including a financial statement or credit card in your documentation, please ensure you block out any Card Verification Value (CVV) codes. We also recommend you block out any transactional details.

The **fastest option** is to submit the required information online using our secure site. More information, options, and steps to follow can be found here: https://www.consumer.equifax.ca/personal/dispute-credit-report/.
Alternatively, you can mail your completed form and documentation to:
National Consumer Relations Box 190 Montreal, Quebec, Canada H1S 2Z2.

For more information regarding our products and services, go to: www.equifax.ca

There is another credit bureau in Canada
TransUnion of Canada | 3115 Harvester Road, Suite 201 | Burlington, Ontario, L7N 3N8 | Tel: 1-800-663-9980 | Tel: 1-877-713-3393 (for Quebec)