

PRIVACY TIPS

Definitions for capitalized terms used in this post are found in the Glossary (click [here](#)).

Affected Users have raised concerns about the dissemination of their private information on the Quadriga CX platform prior to the CCAA filing. This tip sheet is designed by Representative Counsel to provide Affected Users with helpful resources to protect their personal information.

We do not currently have any information on whether Quadriga improperly disseminated personal information of Affected Users prior to the CCAA filing. Should any evidence arise that Affected Users have been impacted, Representative Counsel will work with the Official Committee and Ernst & Young Inc., in its capacity as the trustee in bankruptcy (“EY”, or in such capacity, the “Trustee”), to address any issues.

Please note that the following is intended to be for informational purposes only. Your specific situation may have different considerations, and the following should not be taken as or relied upon as legal advice. Please contact Representative Counsel if you have specific questions about your particular case.

How is my personal information being currently safeguarded?

As the court-appointed officer, EY retains control of the platform data of Quadriga CX. Representative Counsel has received assurances that the information is secure; for obvious reasons, the details of that security are not being disclosed. Representative Counsel also has a list of Affected Users’ personal information, which is also securely stored.

Individual Affected Users do not currently have access to their accounts or trading data.

What are Identity Theft and Identity Fraud?

Identity Theft refers to the initial stage of acquiring and collecting someone else’s personal information for criminal purposes. Identity Fraud is the actual deceptive use of that acquired or collected information for criminal purposes.¹ These two definitions only amount to a crime if personal information is collected/used for criminal purposes.

What can I do if I have experienced Identity Theft or Identity Fraud?

Representative Counsel recommends the following steps if you are concerned that your personal information has been hacked. These are steps you should take yourself; it is outside the scope of Representative Counsel’s mandate to take these steps on individual Affected Users’ behalf.

1. Change the passwords to your email addresses immediately. We advise that you use separate passwords for separate accounts (at least 8 characters in length with a combination of uppercase and lowercase letters, numbers and special characters).

¹ Royal Canadian Mounted Police, “Identity Theft and Identity Fraud”, found at <http://www.rcmp-grc.gc.ca/scams-fraudes/id-theft-vol-eng.htm>.

2. If you suspect that a specific document has been misused, contact the appropriate document-issuing agency. A list of agencies has been collected [below](#) for your convenience.
3. Contact any affected creditors of accounts that you hold, such as utility companies, credit card companies, banks, or other lenders. You also should contact your credit bureau. Contact information for the two main Canadian credit bureaus is [below](#).
4. Track your bank account and credit card transaction history for any suspicious activity. Consider calling your bank and credit card companies to have your debit and credit cards cancelled and re-issued.
5. Report your incident to the Canadian Anti-Fraud Centre (the “**CAFC**”), Canada’s central agency which collects information and criminal intelligence on such matters as Identity Theft and Identity Fraud. Contact information can be found [below](#).

If I suspect a specific document of mine has been stolen or misused, how do I contact individual document issuing agencies?

Depending on the document, you should reach out to the following document issuing agencies:

Federal

Immigration Documents:

The Department of Citizenship and Immigration Canada (CIC)
Toll free: 1-888-242-2100
TTY services: 1-888-576-8502
<http://www.cic.gc.ca>

Passport:

Passport Canada
Toll free: 1-800-567-6868
TTY services: 1-866-255-7655
Outside Canada and the United States: 819-997-8338
<http://www.passport.gc.ca>

Social Insurance Card:

Service Canada
Toll-Free: 1 800 O-Canada (1-800-622-6232)
TTY: 1-800-926-9105
<http://www.servicecanada.gc.ca/eng/home.shtml>

General Provincial Offices

Newfoundland and Labrador

Tel.: 709-729-5037 or 709-720-2600
www.gov.nl.ca

Nova Scotia

Toll Free: 1-800-670-4357
www.gov.ns.ca



Prince Edward Island

Tel.: 902-368-4000

www.gov.pe.ca

New Brunswick

Toll Free: 1-888-762-8600

www.snb.ca

Quebec

Toll Free: 1 877 644-4545

www.gouv.qc.ca

Ontario

Toll Free: 1-800-267-8097

TTY Toll-free: 1-800-268-7095

www.gov.on.ca

Manitoba

Toll free: 1-866-626-4862

TTY: 204-945-4796

www.gov.mb.ca

Saskatchewan

www.gov.sk.ca

Alberta

Toll Free: 310-0000

Outside Alberta: 780-427-2711

www.servicealberta.ca

British Columbia

Toll Free: 1-800-663-7867

TTY Toll-free: 1-800-661-8773

www.gov.bc.ca

Yukon

Toll free: 1-800-661-0408

www.gov.yk.ca

Northwest Territories

Tel.: 867-767-9000

www.gov.nt.ca

Nunavut

Tel.: 867-975-6000

Toll free: 1-877-212-6438

<https://www.gov.nu.ca/>

How do I contact my credit bureau?



The two main Canadian credit bureaus can be contacted as follows:

Equifax Canada

1-800-465-7166 (After making language selection, say “fraud” or press 3)

<https://www.consumer.equifax.ca/personal/>

TransUnion Canada

1-877-525-3823

Email: dca@transunion.ca

<https://www.transunion.ca/>

Are there any other helpful resources that I can refer to?

To report an incident to CAFC, please click [here](#).

The Royal Canadian Mounted Police also publishes an “Identity Theft and Identity Fraud Victim Assistance Guide”, which provides victims with basic steps to follow to prevent further crimes and to restore their credit and identity. The guide can be found [here](#).

Local police forces also issue guides on Identity Theft and Identity Fraud. As an example, the Toronto Police Service’s “Fraud: Know It Before It Knows You” booklet on fraud scams can be found [here](#).

