



The security of your benefits rests in your hands

Simple steps to protect your personal information

This leaflet offers tips for protecting your personal information as well as your Old Age Security (OAS), Canada Pension Plan (CPP), Guaranteed Income Supplement (GIS) benefits, as well as the Allowance and the Allowance for the Survivor. It will also help you recognize the risks and how to respond confidently.

What to look out for

Contact Service Canada immediately if you notice any of the following:

- You discover that someone else is receiving or using your benefits.
- Changes have been made to your personal information without your consent (address, marital status, or banking information).
- Someone is forcing you to pay them part or all of your benefits.
- Personal documents look suspicious or altered (proof of residence, power of attorney, etc.).

Recognizing legitimate calls or visits

Sometimes, our employees may call or visit you. If someone claims to represent the Government of Canada and you are unsure about their identity, take a moment to verify their credentials. You can call **1-800-O-Canada (1-800-622-6232 / ATTY: 1-800-926-9105)** to check if their name is on the official employee list.

Keep your personal information up-to-date for added security

To prevent errors or fraud, inform Service Canada promptly of any changes to the following:

- Mailing and residential address
- Banking information
- Marital status (married, common law, widow, separated or single)
- Absence from Canada for more than six months

If you modify your personal information, you must inform all applicable government organizations. It will not be automatically updated across all government organizations.

Service Canada can assist you:

By telephone:

- Old Age Security and Canada Pension Plan: **1-800-277-9914** (TTY: 1-800-255-4786)
- Outreach Support Centre – this service is available to clients who do not have internet access or who face language or literacy difficulties: **1-877-631-2657** (TTY: 1-833-719-2657)

In person: offices.service.canada.ca/en

Contact the Canadian Anti-Fraud Centre

If you believe you are a victim of fraud, [get help from the Canadian Anti-Fraud Centre](#) through their website, or by telephone at **1-888-495-8501**.

