

# the TEUCU connector

December 2009



toronto  
electrical  
utilities  
credit union

## Assistance for Identity Theft Victims

The rate of identity theft crimes has steadily risen in Canada and the U.S. Between 2007-2008, Phonebusters, a Canadian telemarketing fraud call center, received 12,142 complaints from victims, resulting in losses totalling over 6.4 million dollars in 2007 and 9.4 million dollars in 2008. In response to this threat, The Personal Insurance Company, which provides preferred rates on home and auto insurance to IEEE Canada members, began including **Identity Theft Assistance** with all their property insurance policies at no extra cost.

### What is ID Theft?

Identity theft occurs when an individual uses your name, social insurance number, credit card number or any other information about your identity without your consent for monetary or personal gain.

Identity thieves have many tricks up their sleeves:

- Robbing your purse or wallet for your credit cards, SIN card, driver's license or passport
- Sifting through your trash to find bank statements
- Using electronic readers to obtain the information contained on the magnetic strip of your credit card and then recoding it on a counterfeit one

Phishing: Creating fraudulent emails and websites that look like they belong to known financial institutions and in which you are asked to update your personal data.

### ID Theft Assistance

No one is immune to Identity Theft. If it happens to you, you may or may not lose money, but you will probably have to invest a lot of time and energy to recover it. As a property insurance policyholder with The Personal, you have access to legal advice to help you through the process and to psychologists who can help you cope with the stress of being a victim of this crime. The service also includes access to high quality online and printed materials, including verification lists and a logbook to help you regain your identity.

If you already have a home insurance policy with The Personal and you believe that you are a victim of identity theft, call the **Identity Theft Assistance** hotline at **1-877-870-4973**.

If you're an IEEE Canada member and not insured with The Personal, you can get a quote at **1-888-476-8737** or online at [www.thepersonal.com/IEEE](http://www.thepersonal.com/IEEE).

To educate yourself more about identity theft please visit TEUCU's website and click on "Member Alerts" and view some of the many tips and scams to educate our member about their security.

#### Sources:

PhoneBusters ([http://www.phonebusters.com/english/documents/AnnualStatisticalReport2008\\_001.pdf](http://www.phonebusters.com/english/documents/AnnualStatisticalReport2008_001.pdf) [http://www.phonebusters.com/english/recognizeit\\_identitythe.html](http://www.phonebusters.com/english/recognizeit_identitythe.html))  
Public Safety Canada (<http://www.publicsafety.gc.ca/prg/le/bs/consumers-en.asp>)

The information contained in this advertorial are provided for your information only. The Personal Insurance Company is not responsible in any way for any resulting



thePersonal  
Home and Auto Group Insurance



**Diane Kocet**  
A.C.U.I.C., B.A., AMP  
Chief Executive Officer

**Dahlia DaCosta AMP**  
Operations Supervisor  
Compliance Officer  
Complaint Officer

**Beth Wallace**  
Banking Support  
Representative  
Deputy Compliance  
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**Nicole Lake F.C.U.I.C.**  
Member Relations  
Marketing Operations  
Coordinator  
Privacy Officer

**Mark McDonald**  
F.C.U.I.C., AMP  
Loan Officer  
Technical Support  
Representative

**Liana Crimi**  
Loan Clerk  
Deputy Privacy Officer

**Pia Martinez**  
Member Service  
Representative

**Jewel Nangreaves**  
Member Service  
Representative

**Aneliza Peniero**  
Co-Op Student

**Andrea Machaj**  
Co-Op Student

**“Do not spoil what you  
have by desiring what you  
have not; but  
remember that what you  
now have was once  
among the things only  
hoped for.”  
--Epicurus**

## Quicktax 20% Discount

Members can receive a  
20% discount on  
services for the  
upcoming tax season!  
Just click the link on our  
website between  
January 28, 2010 -  
1 May 2010



*I would just like to take a  
moment to say so long,  
but not goodbye!  
My husband and I are expecting  
our first son or daughter (and  
newest TEUCU member) in  
February 2010. I will be starting  
my maternity leave at the end of  
January, but I will be returning  
in the beginning of 2011.  
Thank you for all of the well  
wishes and words of  
encouragement as we start on  
this new and exciting path.*

*Nicole Lake*

## AGM NOTICE!

This year, since  
the Days Inn is  
under renovation,  
TEUCU will hold  
it's AGM at the  
Best Western at  
111 Carlton Street  
on April 9th, 2010!

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### Toll Free:

1-866-222-0630

www.teucu.com

www.urbanvault.ca