

Please find some helpful tips and best practices below to help you keep your personal information safe and secure.

1. Sign up for the credit monitoring and fraud protection services we are offering
<ul style="list-style-type: none"> • As a reminder, we are offering a two-year credit monitoring subscription for employees at no charge through TransUnion. • This credit monitoring service will notify you by email of critical changes to your TransUnion Credit Report. • This allows you to identify any potentially fraudulent activity on your TransUnion Credit Report. • How to sign up for credit monitoring offered to all employees: <ul style="list-style-type: none"> ○ Call 1-833-971-3283 to get your activation code ○ Once you have your code, visit https://www.mytrueidentity.ca to enroll • If you have questions, you can find more information in the FAQs below.
2. Review your records regularly
<ul style="list-style-type: none"> • Check your bank and credit card statements as soon as they arrive. • Review your banking activity online weekly. • Report any discrepancies immediately.
3. Check your credit rating
<ul style="list-style-type: none"> • Monitor your credit regularly – at least once every six months. • Check your credit through a recognized credit monitoring firm to make sure there is no suspicious activity.
4. Protect your passwords
<ul style="list-style-type: none"> • Use different passwords for your credit card, bank and any personal accounts such as your mobile phone, internet, hydro etc. • Don't write them down or disclose them to anyone. • Make passwords more complicated by combining letters, numbers and special characters. • Change passwords regularly. • Consider using a password manager with random password generator capabilities to manage your passwords and ensure diversity (e.g. LastPass, Keeper, Dashlane, 1Password, etc).
5. Ensure computer and mobile device security
<ul style="list-style-type: none"> • Ensure you are running security software on your personal computer (e.g. Bitdefender, Norton 360, McAfee, Kaspersky, Trend Micro) in addition to the standard Windows Defender installed on Windows 10 computers.

- Equip your personal computer with a "firewall" which prevents outsiders from accessing the data on your computer.
- Deal only with reputable, established companies when using the Internet for credit card purchases or banking transactions.
- Look for digital signatures, data encryption and other technology that enhances user security.
- Make it a practice to only purchase from trusted online retailers who have a secure "https" site instead of an "http."
- Be aware that your mobile device is vulnerable to viruses and hack attempts. Only download applications from reliable and trusted sources.
- Learn to recognize 'phishing.' If it looks too good to be true, then it probably is! Be cautious of emails and websites that promise incredible deals and monetary windfalls.
- Ensure you are running up-to-date software and patch your personal computer on a regular basis (automate it wherever possible).

Credit Monitoring FAQ

Q: Is credit monitoring being offered to active employees who are currently on leave?

Yes. Credit monitoring is being offered to all active employees, including those who are currently on leaves (medical leaves, maternity leaves, parental leaves). Managers have been asked to reach out to active employees on leave to provide those employees with the information necessary to sign up for the credit monitoring service.

Q: Can we sign up for more than two years' worth of credit monitoring?

At this time, we are offering a two-year subscription to credit monitoring for all active employees. Should you wish to subscribe for additional credit monitoring, it is recommended that you wait until the two-year period is over before signing up for additional credit monitoring. Any additional credit monitoring will be at the employee's expense.

Q: I just signed up for credit monitoring earlier this year? Can I get reimbursed for that?

If you have signed up for credit monitoring separate from the credit monitoring being offered by the TransLink Enterprise, you can end the subscription you paid for and enroll in the credit monitoring being offered by the TransLink Enterprise. We are not able to reimburse active employees for credit monitoring services they have signed up for independently.