



FILING A COMPLAINT FOR FRAUD

CHECKLIST FOR CITIZENS

Record No. _____
Call card No. _____

Dear Sir or Madam:

You recently filed a complaint to the police as a victim of fraud. Please note that you must also report the situation to the [relevant organizations](#), if you have not already done so.

A police officer will contact you soon to take your statement. In order to facilitate the process, please try, in advance, to collect the relevant documents (see Step 1: Prepare the documents) and gather the information that applies to your situation (see Step 2: Prepare your statement).

Victims of fraud may feel stress or anxiety in connection with the situation they experienced. If you feel the need, you can contact Info-Social 811 or the Centre d'aide aux victimes d'actes criminels (CAVAC) at 1 866 532-2822. Note that the CAVAC can direct you to the specialized resources that meet your needs and accompany you in your steps with various organizations.

If you have any questions, do not hesitate to contact your local [Sûreté du Québec station](#).

PREPARING MY CASE

PREPARE THE DOCUMENTS (ADMINISTRATIVE, PHOTOS OR VIDEOS)

STEP 1

PROCEDURE

1. Identify the documents that may apply to your situation (see the list of documents below).
2. Gather the original documents, if possible.
3. If possible, save any digital evidence (videos, emails, screen captures) on a data storage device or media (USB flash drive, CD).
4. Organize the documents by type and in chronological order.
5. Give the documents to the police officer, who will keep the originals for evidence.

DOCUMENTS THAT MAY BE RELEVANT IN A CONTEXT OF FRAUD

- Bank statements (or any other bank documents, such as a mortgage statement).
- Payment card statements (full card number and transaction details).
- Statements of transactions involving cryptocurrency.
- Statements of transactions with prepaid cards.
- Digital copies of both sides of prepaid cards, if possible.
- Statements of transactions with online payment vouchers (for example, Flexepin).
- Digital copies of payment vouchers, if possible (originals required).
- Cheques (ask your financial institution for the supporting documents).
- Invoices.
- Lists of suspicious contacts contained on devices (cell phones, tablets, computers).
- Photos, videos, screen captures (for example, text messages).
- Electronic exchanges with the fraudster (emails, screen captures of the conversations on social media or applications). Save the conversations; the police officer will verify all of the exchanges on your device.
- Voicemail messages (if available).
- Contracts.
- Power of attorney, protection mandate or protective supervision.
- Any other document demonstrating that fraud has occurred.



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PREPARE YOUR STATEMENT

STEP 2

PROCEDURE

1. Gather the information that applies to your situation (see the list of information below).
2. If possible, begin writing down the [facts](#) surrounding the fraud by answering the questions in the List of information (you may write the answers on the document of your choice).
3. All documents collected during Step 1 must be explained in your statement.

LIST OF INFORMATION

WHO? PERSONS KNOWN TO BE INVOLVED:

- Your identity (surname, given name, contact information), your occupation or role (for example, manager, client).
- The identity of the fraudster (surname, given name, nickname, pseudonym, contact information, physical description or description of clothes, if those elements are known) and the nature of your relationship with that person.
- The identity of any other person involved, such as suspects or witnesses (surname, given name, contact information, occupation, if those elements are known).

WHEN? THE MOMENT WHEN THE FRAUD TOOK PLACE:

- The date and time you discovered the fraud.
- The date and time you notified the organizations concerned.

WHERE? THE LOCATION(S) WHERE THE EVENTS TOOK PLACE:

- The full address or the nearest intersection.
- The presence of cameras on the premises.

WHAT? THE CHRONOLOGY OF THE EVENTS:

- The sequence of actions that led to the fraud.
- The comments, words, expressions, verbal exchanges, pretexts invoked or actions taken by the fraudster.
- The total amount of the injury (financial loss) and the property stolen.
- The compromised personal information.
- The telephone conversations with the fraudster (date and time of calls). Specify whether you used the *57 feature to trace the last call made to your phone (fee payable).
- The social media accounts (for example, Facebook, Instagram), downloaded applications or software, or dating sites (for example, Tinder) related to the fraud. Indicate the user names, passwords, and the names of the persons who have access to the passwords.

HOW? THE MANNER IN WHICH THE FRAUD TOOK PLACE:

- A detailed description of the steps involved in the fraud scheme.
- The steps you have taken to date.
- The impact of the fraud on you, your family or those around you.