

## Resources

### Handout 9-12

#### [Canada Office of Consumer Affairs](#)

[www.consumer.ic.gc.ca](http://www.consumer.ic.gc.ca)

Practical tools and information to help protect consumers.

#### [Canadian Anti-Fraud Centre](#)

[www.antifraudcentre-centreantifraude.ca](http://www.antifraudcentre-centreantifraude.ca)

The Canadian Anti-Fraud Centre (CAFC) is the central agency in Canada that collects information and criminal intelligence on such matters as mass marketing fraud (e.g., telemarketing), advance fee fraud (e.g., West African letters), Internet fraud and identification theft complaints.

#### [Compare Cellular](#)

[www.comparecellular.com](http://www.comparecellular.com)

A Canadian site that helps consumers compare current cell phones, plans and services. Has provincial information.

#### [Consumer Reports](#)

[www.consumerreports.org](http://www.consumerreports.org)

Provides independent product reviews and information.

#### [Consumers' Association of Canada \(CAC\)](#)

<http://www.consumer.ca/>

The Consumers' Association of Canada (CAC) is an independent, national, not-for-profit, volunteer-based organization. Its mandate is to inform and educate consumers on marketplace issues, to advocate for consumers with government and industry, and to work with government and industry to solve marketplace problems.

#### [Consumers Council of Canada](#)

<https://www.consumerscouncil.com/>

The Consumers Council of Canada, a non-profit, voluntary organization, is working towards an improved marketplace for consumers in Canada. It seeks an efficient, equitable, effective and safe marketplace in which consumers are able to exercise their rights and responsibilities.

#### [Public Interest Advocacy Centre](#)

<http://www.piac.ca/>

PIAC is a non-profit organization and charity that provides legal and research services on behalf of consumer interests, and, in particular, vulnerable consumer interests, concerning the provision of important public services.

## Resources

### Handout 9-12 (continued)

#### [Scams and Fraud](http://www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm) - Royal Canadian Mounted Police (RCMP)

<http://www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm>

The Royal Canadian Mounted Police (RCMP) provides a list and description of common frauds and scams in Canada.

#### [Shopping and sales practices](http://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/h_ca03054.html) - Office of Consumer Affairs (OCA)

[http://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/h\\_ca03054.html](http://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/h_ca03054.html)

Information on shopping and sales practices.

#### [The Little Black Book of Scams](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03074.html) - Competition Bureau Canada

<https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03074.html>

The Competition Bureau, as an independent law enforcement agency, ensures that Canadian businesses and consumers prosper in a competitive and innovative marketplace. The Little Black Book of Scams outlines common types of scams and provides the contact information for fraud-fighting agencies.

## Resources

Handout 9-12 (continued)

### Consumer protection authorities

**Alberta: Service Alberta** - 1-310-0000 (in Alberta)

<https://www.alberta.ca/service-alberta.aspx>

**British Columbia: Consumer Protection BC** - 1-888-564-9963

[www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

**Manitoba: Consumer Protection** - 1-800-782-0067

<https://www.gov.mb.ca/consumerinfo/index.html>

**Newfoundland and Labrador: Consumer Protection** - 1-709-729-4834 (in Newfoundland)

<https://www.gov.nl.ca/snl/consumer/>

**New Brunswick: Consumer Affairs** - 1-866-933-2222

[https://www2.gnb.ca/content/gnb/en/contacts/dept\\_renderer.11923.1462.html](https://www2.gnb.ca/content/gnb/en/contacts/dept_renderer.11923.1462.html)

**North West Territories: Consumer Affairs** - 1-867-767-9161 ext 21022

<https://www.maca.gov.nt.ca/en/services/consumer-affairs>

**Nova Scotia: Service Nova Scotia and Municipal Relations** - 1-800-670-4357

[www.gov.ns.ca/snsmr/access/individuals/consumer-awareness.asp](http://www.gov.ns.ca/snsmr/access/individuals/consumer-awareness.asp)

**Nunavut: Consumer Affairs** - 1-866-223-8139

<https://www.gov.nu.ca/community-and-government-services/information/consumer-affairs>

**Ontario: Consumer Protection Ontario** - 1-800-889-9768

<https://www.ontario.ca/page/consumer-protection-ontario>

**Prince Edward Island: Consumer Services** - 1-800-236-5196

<https://www.princeedwardisland.ca/en/topic/consumer-services>

**Quebec: Office de la protection du consommateur** - 1-888-672-2556

[www.opc.gouv.qc.ca/](http://www.opc.gouv.qc.ca/)

**Saskatchewan: Financial and Consumer Affairs Authority** - 1-877-880-5550

<https://fcaa.gov.sk.ca/>

**Yukon: Professional Licensing & Regulatory Affairs** - 1-800-661-0408 ext 5111

[www.community.gov.yk.ca/consumer](http://www.community.gov.yk.ca/consumer)