

Identity Protection Services Canada Revenue Agency

If an individual's account is locked because of fraud, they must prove their identity by providing two pieces of ID (one must be a picture ID), a bank statement (proof of account ownership) and a piece of mail with their address (such as a bill) for proof of address.

Reasons for an account to be locked:

- Individual has reported fraud on their account.
- CRA suspects there has been fraud on an individual's account.
- Individual has called CRA three times and have not passed the security questions.

Identity Protection Services CRA phone: 1-833-995-2336

Identity Protection Services CRA fax (send documents to): 1-833-697-2402

Once the documents have been faxed, received and assigned to an agent at CRA's Identity Protection Services, they will call the individual for more information. If an individual does not have a number listed with CRA, have them call 1-833-995-2336 (after 2 weeks) and explain they submitted the documentation and want a status update. If the file is already assigned, they would transfer the individual to the agent it has been assigned to or the individual can provide a number to for them to have the agent call them right back.

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