

CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME**NEWSLETTER**

Slam the Tax Season Scam

Have you received a suspicious call, email or text message from someone claiming to be a Canada Revenue Agency (CRA) employee? As tax season approaches, scammers often contact Canadians to trick them into paying fake debts or gather personal and financial information.

To identify legitimate communications from the CRA, note the following:

The CRA will NEVER:

- Use aggressive language or threaten to send the police to arrest you.
- Leave threatening voicemails.
- Demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards.
- Send you a link to an online form for personal or financial details.
- Email you a link to your refund.
- Meet with you in a public place to take payment.
- Use text messages or instant messaging to communicate with you.

Scam

loading...

Contact the CRA if you: (1-800-959-8281 for individuals and 1-800-959-5525 for businesses)

- Received a phone call, email or mail from the CRA but have doubts and would like to verify if it is.
- Think your CRA login has been compromised.
- Want to disable online access to your information.
- Want to re-active online access to your information.

Protect Yourself from Identity Theft

- Keep your address current with all government departments and agencies.
- Never provide personal information through the internet or by email.
- Keep your access codes, user ID, passwords, and PINs secret.
- Hang up immediately if there is anything suspicious or unprofessional about the call.
- Be careful before you click on links in any email you receive.
- Register for “My Account” on the CRA website and sign up for email account alerts. These will notify you of any changes made to your accounts.
- Shred unwanted documents or store them in a secure place.
- Protect your social insurance number. Don’t use it as a piece of ID.
- Don’t over share. Be careful what you share on social networks.
- Review your credit report once a year and report problems immediately.



When Someone Knocks on Your Door

There is no requirement for you to answer your door!

But you should:

- Never open the door without checking to see who it is.
- Look out from the peephole and speak through the door. If you don't recognize the person at the door— DON'T OPEN IT!
- Ask the person who they are looking for and the purpose of the visit.
- Look out through a window and look for a company vehicle, for example, City of Richmond, marked police vehicle, BC Hydro, pest control company etc. You can then call the company to verify whether or not staff is dispatched to your residence or neighbourhood.
- If you have a surveillance camera at the door, check and see if the person is wearing a company uniform.
- Ask for identification with company logo (company/staff ID, police officer badge).
- Do not just ignore the knock and pretend that you are not home. Make it known to the knocker that someone is inside. Turn the volume up on the TV or radio.
- Call the Police if the visitor seems suspicious. (e.g. leaves quickly when you answer, takes pictures of your home, looks inside your house through windows, refuses to leave etc.)
- Try to get a description of the knocker—description of clothing, hair colour, distinguishing marks, height, and license plate of vehicle if possible.

Catalytic Converter Theft

Theft of catalytic converters have been happening for years but as the price of certain metals increase, so have thefts. Any vehicle with a catalytic converter can be a target, no matter if it's a newer or an older vehicle. Thieves can jack up a car and remove the converter in a matter of minutes. A few steps could be well worth avoiding the cost and frustration of having to replace a catalytic converter.



- Park in your garage
- Park in a well-lit area
- If possible, park next to a fence or wall to limit space for thieves to jack your car up from the side
- Weld your catalytic converter to your car's frame, making it harder to steal
- Install a car alarm that detects vibration
- Consider engraving your vehicle identification number (VIN) on the catalytic converter

Outdoor Personal Safety Tips

- Plan your day—before heading out, look up the routes if you are not familiar with the area. This prevents you from having to ask a stranger for directions.
- Look confident—attackers look for distracted, vulnerable or meek individuals. Stand and walk with a purpose!
- Make eye contact—criminals want to avoid being identified by the police. If you look a stranger in the eye with confidence, it shows you've seen them and can possibly ID them to the police.
- Be alert—pay attention to your surroundings and the people around you. Avoid using or wearing anything that will impede your vision or hearing.
- Keep your bag closely to your body—it prevents and lowers the chance for thieves to snatch the bag easily.
- Be informed—pay attention to local news and stay on top with current crime trends. Be aware of locations and situations which would make you appear vulnerable to crime.
- Avoid dark and isolated areas—criminals don't like to attract attentions. Stay in well-lit and well populated areas.
- Carry a personal safety alarm or a whistle—generates a loud sound to alert people around you that you are in danger. In some cases, it may be enough to disorient attackers, allowing you to get away safely.

Richmond BC Alert - New Changes Coming in May

Richmond BC Alert is an emergency notification system that sends notifications in the event of an emergency. It informs the community of imminent emergencies or disasters that may impact Richmond. When the City of Richmond alerts the public of an emergency, notifications will be sent to all registered contacts in the impacted area. Alerts may include information about evacuation orders, where to go for support during an emergency (ie. Location of reception centres) and information about potential threats to public safety or the community. You can choose to receive notifications by email, phone, SMS and fax. There is no cost to subscribe but message and data rates may apply. Residents can update their account at any time. Richmond residents and businesses may register up to six phone numbers, two email addresses, one SMS text and one fax number for each local address. Please note that the Richmond Alert system can only send notifications in English. If English is not your first language, we recommend providing an email address or a phone number to receive alerts by text message. By doing that, you can use the translation software on your cell phone or computer to translate the message.



Current Richmond BC Alert subscribers - you must resubscribe to continue receiving emergency notifications through Richmond-Alert when the system changes. Sign up now to receive an email notification when the new system is live at www.richmond.ca/alert.

BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Shoplifting Prevention



Retailers can reduce loss of goods and profits when proper anti-theft systems and practices are set in place. Here are some ways to prevent shoplifting:

- Be aware of at-risk items—keep small and easy-to-pocket products closer to the registers. Lock expensive items in cabinet displays.
- Publicize the consequences of stealing—post your shoplifting policy somewhere prominent.
- Install cameras and mirrors—reduce blind spots and help identify shoplifters.
- Greet all customers as they enter the store—be attentive to customers and check in with them occasionally to ask if they need any assistance.
- Train employees to watch for theft—lookout for people carrying large bags or wear unusually bulky clothing for the purpose of concealing merchandise.
- Schedule appropriately—have more staff working on busy days and peak hours, like weekends and especially during the holiday season
- Optimize store layout—put checkouts by the exits, use lower shelves, keep store neat and orderly.
- Install electronic article surveillance (EAS)—attach security tags to your products. Pick a EAS device that cause the minimum number of false alarms.



Please help by reporting any suspicious behaviour: RCMP Non-Emergency line **604-278-1212**. If you witness a crime in progress, dial **9-1-1**.

Email Break & Enter Alerts

To receive email alerts of neighbourhood commercial break and enters, register your business name and street address at: RCMP_Business_Link@richmond.ca

