

# Best practices for personal cybersecurity



**Be wary of unexpected contact from Oxford County.** If you receive emails, letters, telephone calls or text messages purporting to be from the County asking for financial or any other personal information that you were not expecting, please consider the communication to be fraudulent and contact Oxford County directly to confirm its authenticity: 1-800-755-0394 or [customerservice@oxfordcounty.ca](mailto:customerservice@oxfordcounty.ca)



**Monitor your bank accounts and credit history** to guard against any unauthorized transactions or activity. If you have any doubts or notice any suspicious or potentially fraudulent activity on your credit or debit card, contact your financial institution immediately. You can also register a warning on your account for free at each of Canada's two credit bureaus: [www.equifax.ca/personal/education/identity/articles/-/learn/how-can-i-place-a-fraud-alert-on-my-equifax-credit-report](http://www.equifax.ca/personal/education/identity/articles/-/learn/how-can-i-place-a-fraud-alert-on-my-equifax-credit-report) and [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts)



**Report.** If at any time you believe you have been the victim of fraud or identity theft, contact your local law enforcement agency and file a police report.



**Remain vigilant** of any phishing or spoofing attempts. Spoofing is an impersonation tactic used in phishing campaigns to deceive individuals into thinking that a communication, either a letter, text or email came from a trusted source and then leveraging that to obtain further information or defraud the recipient.



**Be cautious with links.** Avoid clicking on links or downloading attachments from suspicious emails. Do not rely on the name in the "sender" field but check the sender e-mail address by following the instructions for your e-mail provider or program.

Oxford County is offering these tips and best practices based on information from leading cybersecurity experts and [Government of Canada](#) identity protection information. They are not meant to replace guidance or instructions from your own banking, financial services or technology providers.