

HOW TO SIGN UP FOR THE EQUIFAX CREDIT MONITORING PLAN

If you're one of the members affected by the privacy breach, you're eligible for a 5-year credit monitoring and identity theft insurance plan from Equifax.

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1. If you're a new Equifax customer

1.1 Simplified sign-up process

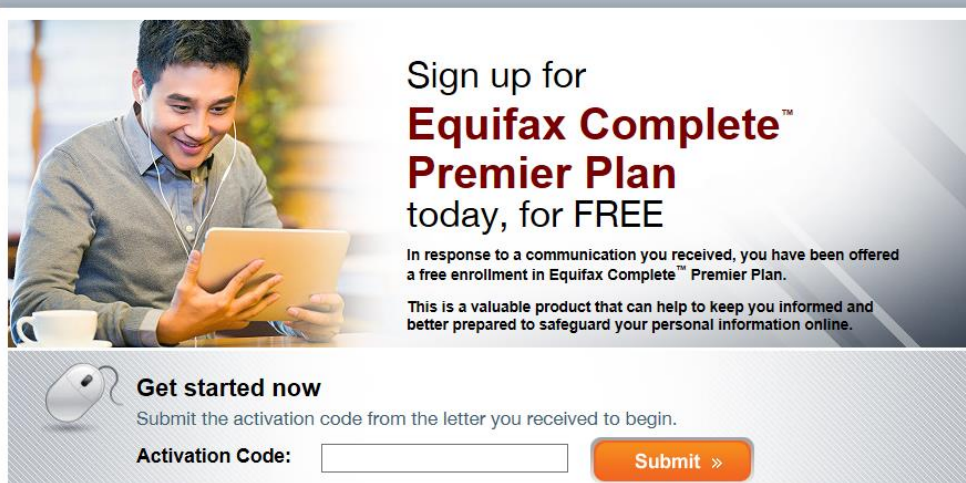
To sign up for the Equifax plan:

Step 1 : Log in to the Equifax website

- Go to <http://myservices.equifax.ca/prem>, enter your activation code in the **Activation Code** box and click **Submit**.
- Click **Sign up now**.
- You'll be automatically redirected to the sign-up page.

EQUIFAX®

[français](#)

A promotional banner for the Equifax Complete Premier Plan. It features a man smiling while using a tablet. The text reads: "Sign up for Equifax Complete Premier Plan today, for FREE". Below this, it states: "In response to a communication you received, you have been offered a free enrollment in Equifax Complete™ Premier Plan. This is a valuable product that can help to keep you informed and better prepared to safeguard your personal information online." At the bottom, there is a "Get started now" section with a mouse cursor icon, instructions to "Submit the activation code from the letter you received to begin.", an "Activation Code:" label, a text input field, and a "Submit »" button.

Sign up for
Equifax Complete™ Premier Plan
today, for FREE

In response to a communication you received, you have been offered a free enrollment in Equifax Complete™ Premier Plan.

This is a valuable product that can help to keep you informed and better prepared to safeguard your personal information online.

 **Get started now**
Submit the activation code from the letter you received to begin.

Activation Code: **Submit »**

Step 2 : Fill out the Personal Information form

- Fill out the **Personal Information** form.
- Click the checkbox next to **I accept and agree to the Terms of Use and Privacy Policy**.
- Click **Continue**.

Tips :

- If you've lived at your current address for less than 2 years, select **No** and enter your previous address.

Français

Please complete the enrolment form below to start using your Equifax product. For security purposes your personal information cannot be pre-populated in this order form from any other services you may have with Equifax. **When entering in your information, please do not use accents or hyphens.**

Personal Information

This information is required to verify your identity and register you as an Equifax member.

First Name 	Last Name 	Gender ☐ Male ☐ Female
Try again! Please do not use accents or hyphens.		
Street Address 	City 	Province Select
Postal Code -		
Have you lived at the current address for at least two years? ☐ Yes ☐ No		
Date of Birth 	Mobile Phone Number 	

Equifax Complete™ Premier Plan
\$0
Includes:

- Daily credit monitoring and alerts of key changes to your Equifax file
- Internet Scanning with alerts if we find your information on suspected fraud sites
- Identity Restoration
- Daily access to your educational Equifax credit score and report
- Up to \$50,000 of ID Theft insurance
- Lost Wallet Assistance
- Access to Customer Care representatives 7 days a week

[View Details](#)
Offer Details:

No payment is due at this time. After your complimentary subscription period expires, you may elect to continue your subscription for \$15.95 per month.

Email Address 	Confirm Email Address 	
Security Question (Pick from List) 	Answer to Secret Question 	Confirm Answer

☐ By checking this box you agree to receive promotional offers and news from Equifax, Inc. You may opt out at any time.

NOTE: You will continue to receive important emails related to your product and account.

☐ I accept and agree to the [Terms of Use and Privacy Policy](#)



Step 3 : Wait for the confirmation email

You've now completed your request and it's ready for Equifax to process. Once they're done, they'll send you an email containing a link. You'll need to click the link to finish signing up and activate the plan. It could take a few days for Equifax to process your request, so thank you for your patience.

1.2 If you're asked to verify your identity

You may need to answer some identity verification questions. If you do, follow steps 1 and 2 above, and then :

Step 3 : Answer the Identity Verification questions

Answer the questions and click **Continue**.

1.3 If you tried to sign up before and it didn't work

If you tried to sign up on the Equifax site following the above steps but you weren't successful (failure, error, incomplete information, plan not there, transaction not completed, etc.), or if you signed up but received a failure email from Equifax, you can try again through Desjardins (call 1-800-CAISSES or visit your caisse; it will take about 14 days to process). It is very likely that the problem has been resolved and we'll be able to sign you up.

If you receive a failure email after attempting to sign up through Desjardins, you'll need to wait while Equifax tries to correct the situation and complete the sign-up for you—you won't need to do anything. We just ask you to be patient.

If none of these work, we'll contact you to let you know what the next steps are.

2. If you already have an Equifax plan

If you already have a credit monitoring plan with Equifax and you want to switch to the plan offered to members affected by the privacy breach, first you'll need to cancel your existing plan by calling Equifax at 1-800-871-3270. Equifax will refund the card you used to pay for the service when you signed up. It will take 7 to 10 days to appear in your account. Then Equifax will sign you up for the new plan with your activation code.