

FRAUD ALERT: Insurance broker scam

A lesser-known scam involves “insurance brokers” telephoning clients to demand immediate payment of an overdue premium or other outstanding amount. The caller will generally require the client’s credit card information to process the payment, or will cancel the policy if they refuse the transaction.

If you are contacted with this scenario, be sure to have the caller verify their identity by providing details of your insurance plan. As many victims are targeted at random, in many cases the caller will not be able to provide the name of your insurance company. If you question the identity of the caller for any reason, take their name and inform them that you will telephone your contact at the insurance company directly in order to resolve this issue.

Also, be cautious when buying personal insurance. Most Canadian companies that provide insurance are members of the [Insurance Bureau of Canada](#). Click here for a [complete list of IBC members](#) to make sure that you are dealing with a legitimate insurance broker, agent or company.

To report or seek advice on dealing with fraud and scam attempts, contact Cynthia Nield at cniel@lians.ca, or 902 423 1300, x346.