

IDENTITY PROTECTION WHILE TRAVELLING – HOW MUCH DO YOU KNOW?



According to a recent survey, approximately one in five Canadians surveyed say they or someone they know have been the victim of identity theft while travelling.

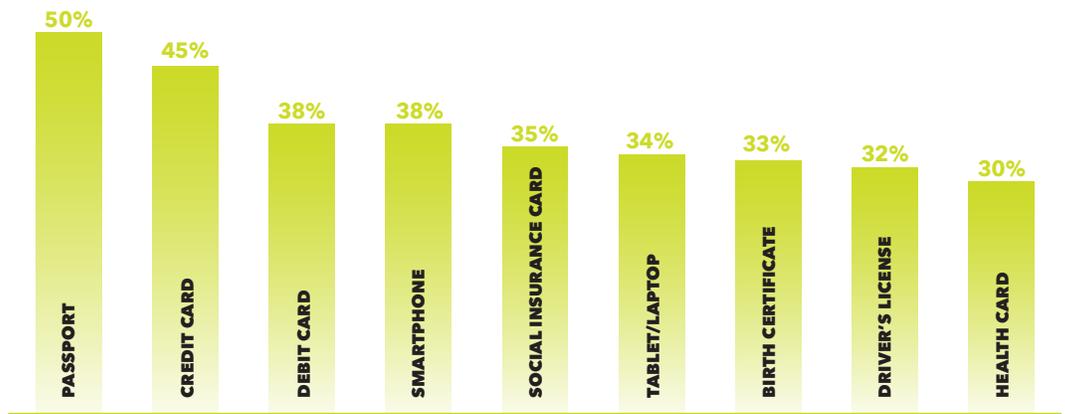
The research, which delved into the basics of identity theft as related to travel plans, was commissioned by a Canadian identity restoration service provider, **dragonfly id**. In consultation with **ThinkHatch**, Haven Insights launched the survey via Fulcrum Exchange to a sample of 407 Canadians from May 1, 2018 to May 4, 2018. The study's sample is a Canadian national representation template. By design, it approximates the Canadian population on age, gender, income and region, in order to gain a holistic perspective on the survey's topic.



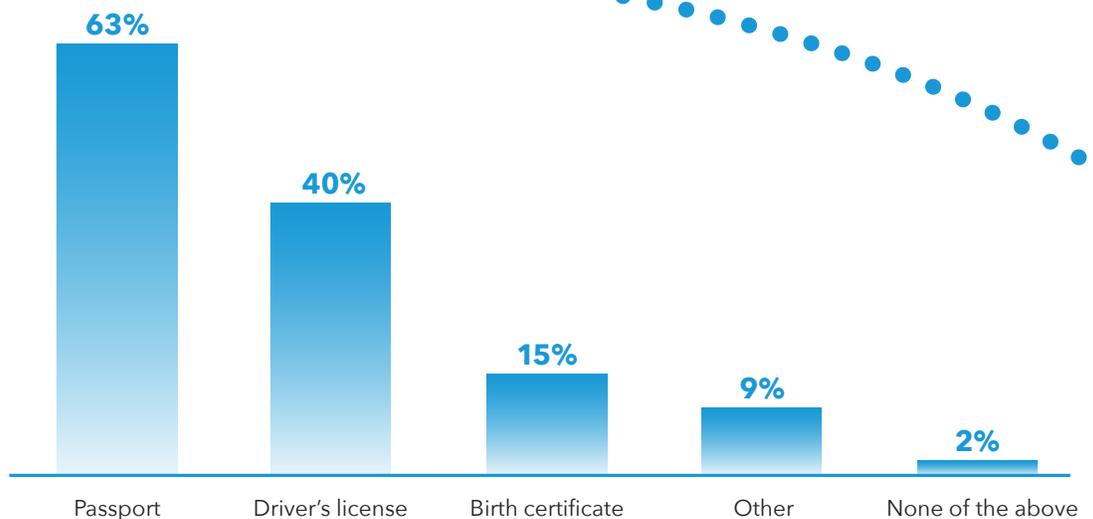
Fear of identity theft while travelling

Most respondents have some level of concern about identity theft while travelling, with 69% saying they are either somewhat, moderately or extremely concerned.

50% of respondents are very or extremely fearful of losing their passport (Graph 1) and, of items reported lost while travelling, 63% said they have misplaced a passport, potentially exposing personal information to thieves (Graph 2).



Graph 1: N=407, Respondents who are "Very Fearful" and "Extremely Fearful" of losing / having stolen various items while travelling (based on data from Chart 1)



Graph 2: N=96, Which of these items have you or someone you know LOST while travelling? Please select all that apply.



According to Karey Davidson, President of **dragonfly id**, “Canadians are experiencing increased levels of stress when planning their travel. More than ever, identity theft is front and centre in their minds with good reason. It is among the fastest growing crimes in Canada.”

Despite that concern, more than 50% of respondents said they don’t think they would realize if their identity was stolen while travelling, meaning personal information could be in the hands of fraudsters and thieves without their realizing it. 69% of respondents rated their overall knowledge of the ways identity theft can happen while travelling as fair or worse. 74% said they are unsure of the steps needed to restore their identity in the event that it’s stolen while travelling.

In Davidson’s opinion, “These results are key. They highlight an undeniable need for Canadians to become educated on the impact of identity theft while travelling and how they can prepare ahead of time in case it happens to them.”

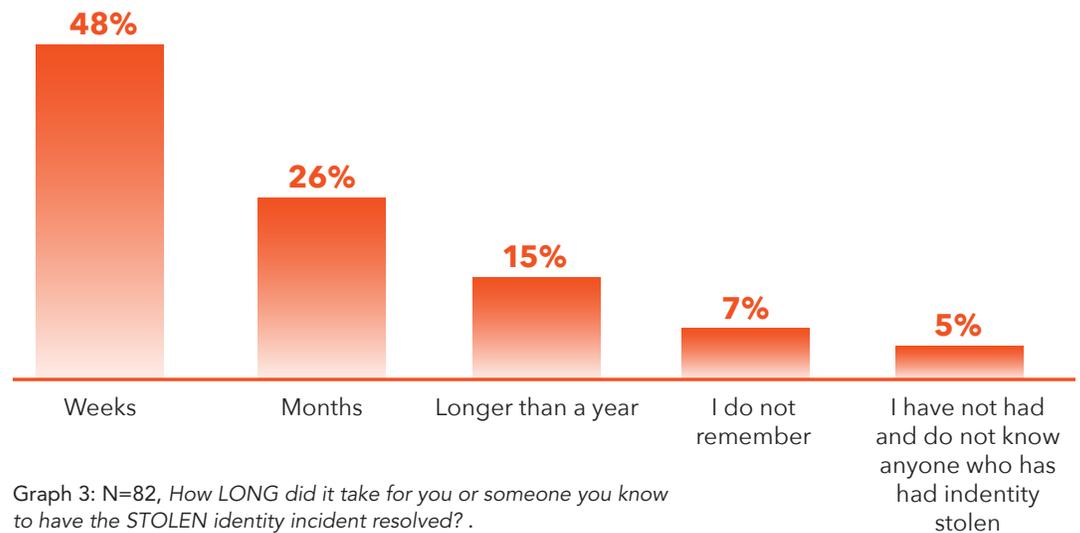
The vast majority of survey respondents (77%) see the value in a service that provides identity restoration coverage in the event of lost or stolen identity documents while travelling. **dragonfly id**, unlike other theft protection companies, recognizes that the loss of identity documents can contribute to the risk of identity theft. For that reason, **dragonfly id** will facilitate the replacement of lost identification documents as part of its comprehensive coverage, while other theft protection programs may exclude a “loss of documents” from their coverage.





Time to Resolve Incidents of Identity Theft

According to the report, 48% of respondents said that when an identity theft occurred it was weeks before the issue was resolved. A further 26% said it was months before the situation was resolved, with an astonishing 15% saying it took more than a year.



How to protect yourself against identity theft and fraud while travelling:

- Periodically check your credit reports, bank and credit card statements; report any irregularities to your financial institution and the credit bureau.
- Keep personal documents (passport, bank cards, etc.) in a safe place while travelling. Make easily accessible copies of your ID that can be used if the originals are stolen.
- Always shield your personal identification number when using an ATM or PIN pad.
- Ensure you have a restoration service like **dragonfly id** in place to immediately manage the restoration process on your behalf.

Actual or suspected frauds can be reported to the Canada Anti-Fraud Centre (antifraudcentre.ca or toll free at 1-888-495-8501).



About dragonfly id

dragonfly id is a Canadian owned company leading the way in offering the most comprehensive and innovative identity restoration service available to Canadians. **dragonfly id**'s team of certified fraud experts, law enforcement personnel and lawyers, work with members who become the unfortunate victims of identity theft. In the event one's identity has been compromised, **dragonfly id** is a true peace of mind solution with resources available 24/7 to assist with all matters related to identity theft and restoration.



About ThinkHatch

ThinkHatch is a Toronto-based, strategic marketing communications agency. Founded in 2017 on an innovative agency structure within the marketing world, **ThinkHatch** prioritizes producing the utmost quality work for their clients, while emphasizing life balance and well-being for its staff. **ThinkHatch** leverages a cloud-based, 24/7, freelance network of inspirational team members offering unique expertise in media, strategic marketing, digital, public relations, branding, and event management.



About Haven Insights

Haven Insights is a Washington, DC-based, full-service market research firm. Founded in 2016, Haven delivers high-quality quantitative and qualitative market research solutions to innovative organizations around the world, empowering decision-makers to make the right decisions with real-world consumer data. Haven's team of experts includes seasoned analysts and Ph.D.-level consultants from both commercial and academic backgrounds, offering a wealth of expertise surrounding statistical methods, in-depth qualitative analysis, and sound data collection.