



STATE OF THE SPAM CALL

CANADA
2019 REPORT

hiya

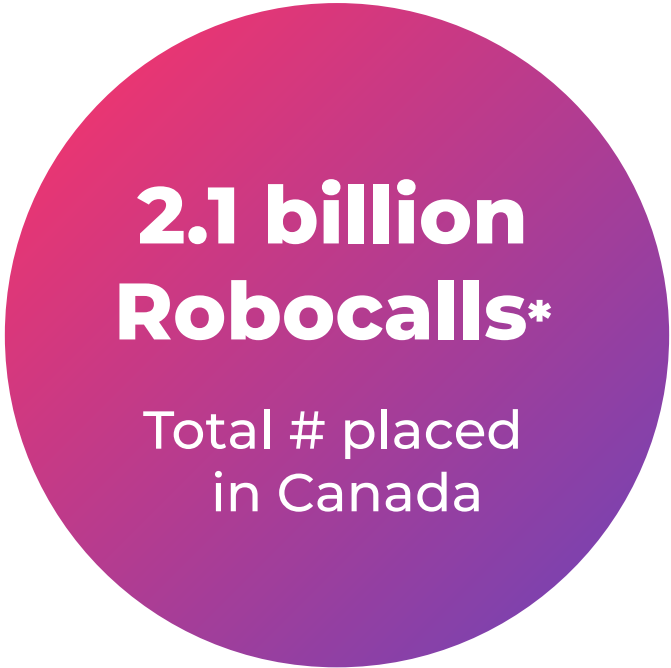
OVERVIEW AND METHODOLOGY

In 2019, Hiya analyzed users in Canada to better understand the country's phone spam problem. As such, Hiya pulled the following statistics:

- Total number of robocalls placed in Canada
- Growth in robocalls from 2018 to 2019 in Canada
- Number of unwanted calls per user/month

In addition to the above, this report also offers an in depth look at the phone scams unique to Canada, an example of an active robocall number, and the area codes most utilized by scammers.

SPAM BY THE NUMBERS: 2019



49%

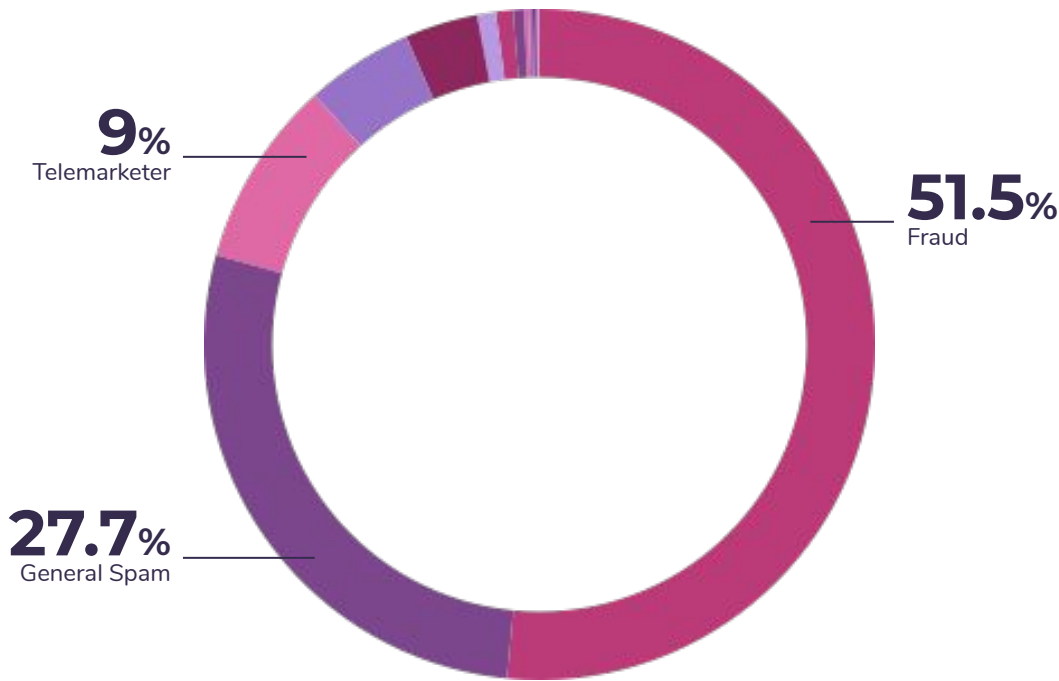
Growth in robocalls from 2018 to 2019

6

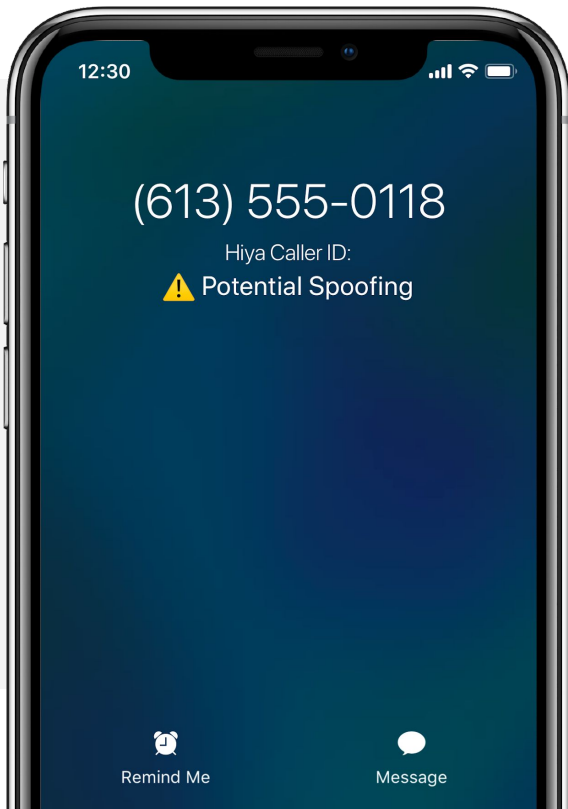
Average # of Monthly Unwanted Calls Received per Person

*This number is calculated by extrapolating the total number of unwanted robocalls detected among Hiya's user base in Canada as compared to the entire Canadian mobile subscriber base.

TOP UNWANTED CALL CATEGORIES IN CANADA*



* Numbers reflect calls reported by users in 2019



Featured Spam: Immigration Scam

Victims will receive a spoofed call from someone who claims they are with Immigration, Refugees and Citizenship Canada. They will claim the victim has not correctly completed and submitted immigration documents which are required by law.

Why and How?

This scam targets new Canadians or residents who are working through Canada's immigration system. Scammers use the scam as a scare tactic to attempt to get the victim to willingly hand over their personal or financial information. Or, they request for payment through prepaid credit cards, gift cards, or money transfers.

Tips for Mitigating the Immigration Scam

- Do not answer or return calls if you do not recognize the number.
- If payment is required, it should only be made through a bank or online at the federal department's website.
- Keep in mind that no one from the Government of Canada will ask for payment through prepaid credit cards, iTunes gift cards or money transfer services.

TOP SCAMS IN CANADA



Immigration Scam

Scammers pose as immigration officers to trick new Canadian residents or those working through the Canadian immigration system. Victims are told they have incorrectly completed and submitted immigration documents which are required by law.



Emergency/Grandparent Scam

Scammers will target senior citizens in the early morning or late at night, to better their chances that the victim will be disoriented. They then claim that the victim's grandchild is in trouble and in need of money. The scammer demands that the grandparent send money immediately through a wire transfer service.



Inheritance Scam

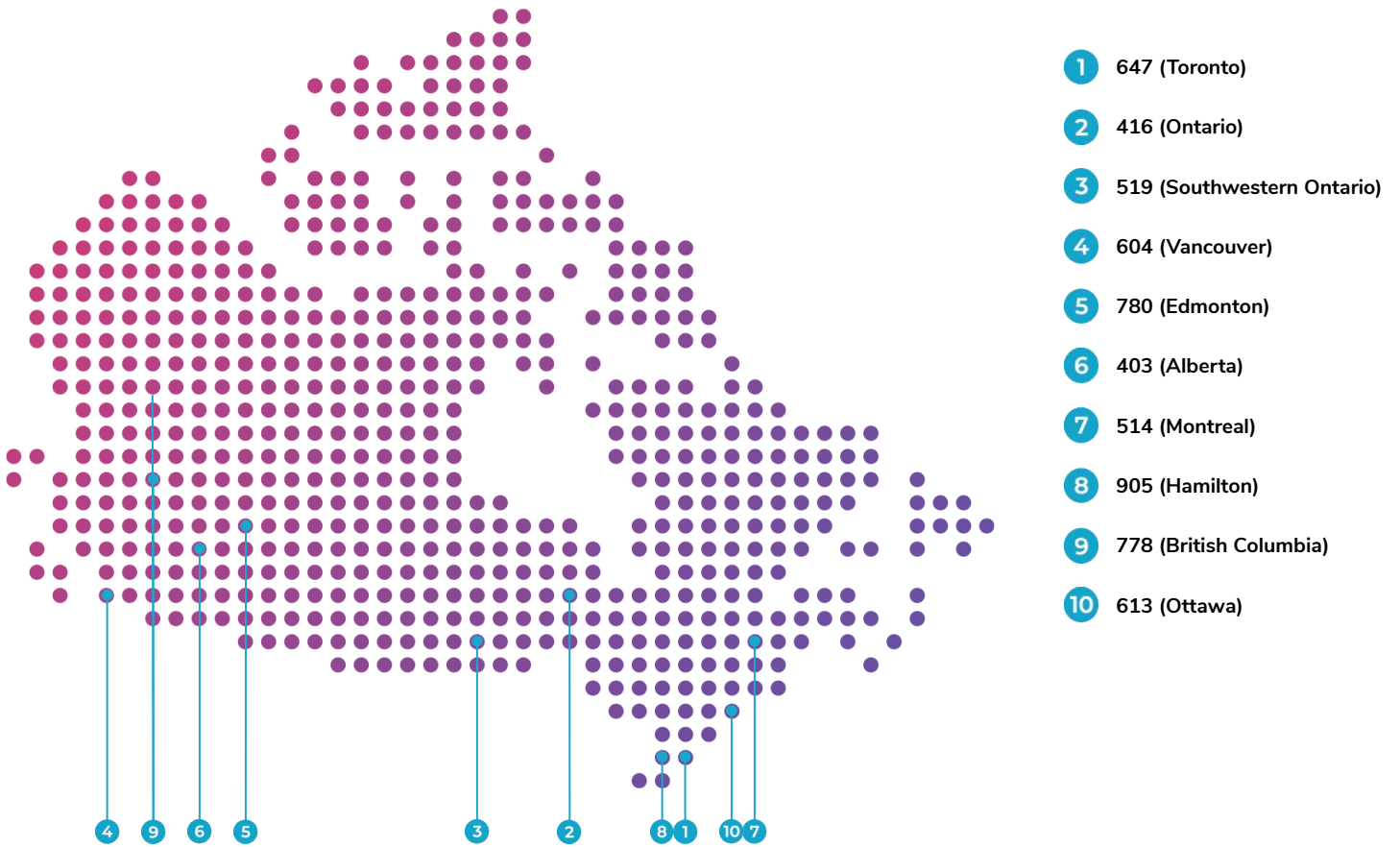
Scammers will call a victim asking if they are aware that a relative has a large sum of cash in a bank overseas. They usually pose as a lawyer, government representative, banker or foreign government official. They will go to great lengths to convince the victim that the fortune is real and that they will need to share their personal or financial information to claim the lump sum.



Tech Support Scams

Scammers target older people by notifying them that there is a problem with their computer which can be fixed for a fee. They then trick them into downloading malware through a link that infects their computer with a virus. Scammers will also trick victims into handing over financial information and personal details over the phone.

TOP AREA CODES UTILIZED BY SPAMMERS



Area Code of the Year: 647 (Toronto)

Toronto is the banking and stock exchange centre of Canada. Citizens of Toronto are commonly contacted by scammers claiming to be from HM Revenue and Customs who claim that the victim is subject to an arrest warrant for previously undeclared taxes. To dispute the charge, victims are asked to press “1”, which connects to a call centre that they later will discover has charged them premium prices for the call.

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