

June 8, 2022

## PUBLIC SERVICE ANNOUNCEMENT

### New Web Portal Introduced for Credit Monitoring and Identity Theft Protection Services

**June 8, 2022** – Labrador-Grenfell Health is advising the public that a new Equifax Canada web portal for current and former clients to enroll in credit monitoring and identity theft protection services is now available. The new portal was created as an additional step to assist clients with the enrollment process. Clients who have received health-care services from Labrador-Grenfell Health at any time continue to be offered access to credit monitoring and identity theft protection services for a period of two years from the date of enrollment, at no cost to them.

For those who have already registered as current/former clients or employees of Labrador-Grenfell Health, no further action is required.

Clients may visit [www.consumer.equifax.ca/NLRHA](http://www.consumer.equifax.ca/NLRHA) to receive an activation code by email before the December 31, 2022 enrollment deadline. This web portal is only available to residents of Newfoundland and Labrador. If individuals are not residents of Newfoundland and Labrador and have been affected, they are advised to call the provincial toll-free information line at 1-833-718-3021. As well, individuals who are residents of Newfoundland and Labrador may also call the provincial toll-free information line at 1-833-718-3021 to obtain an activation code if they are unable to access the Equifax Canada web portal.

Once clients receive a code either through the portal or by calling the provincial toll-free line, they can activate their code by:

- Going to the Equifax enrollment website at [myservices.equifax.ca/prem](http://myservices.equifax.ca/prem) to complete the enrollment process. Individuals should follow all steps outlined by Equifax on their website and are encouraged to use Chrome as their internet browser to avoid issues activating their code. Or,
- Clients who are unable to access the online enrollment form may call the dedicated Equifax assistance line for clients at 1-866-547-2429 to activate their code and complete the enrollment process.

Additional information regarding credit monitoring and identity theft protection services is available via <https://www.lghealth.ca/it-systems-outage/>. For more information on the IT systems outage, please visit Eastern Health's web site at <https://www.lghealth.ca/it-systems-outage/>, or the provincial government's web site at [www.gov.nl.ca/hcs/information-and-updates-on-cyber-incident/](http://www.gov.nl.ca/hcs/information-and-updates-on-cyber-incident/).

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