



# Consumer Protection Alert

Service Alberta and Red Tape Reduction, Consumer Investigations Unit

## Fraudulent letters regarding Urea-Formaldehyde Foam Insulation

### Details

The Consumer Investigations Unit (CIU) is warning Albertans about a letter fraudulently purporting to be from the BILD Alberta Association and that includes the Government of Alberta logo.

These fraudulent letters indicate that the household receiving the letter must immediately call a phone number to schedule a mandatory inspection for urea-formaldehyde foam insulation or face potential legal action or insurance consequences.

This letter was not sent by the BILD Alberta Association or endorsed by the Government of Alberta and there is no requirement for homeowners or residents to schedule an inspection.

Recipients should not call the number included in the letter and should not provide any information to any party that makes similar claims.

If you have received a copy of this letter or responded to the letter and provided any information, CIU recommends that you report it to the website of the [Canadian Anti-Fraud Centre](#) or by calling toll-free at 1-888-495-8501.

### Consumer Tips / Instructions

The Government of Alberta has prepared consumer tips on ID Theft, which can be found here: <https://open.alberta.ca/publications/identity-theft>

Albertans who have been subject to ID theft or scams can also contact the Consumer Contact Centre for more information at 1-877-427-4088.

### Consumer Investigations Unit

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CALGARY: Suite 301, 7015 Macleod Trail SW, T2H 2K6

