

# Notice of fraudulent auto insurance from “ghost brokers.”

Ghost brokers are fraudulent individuals or entities who pose as legitimate insurance agents to sell fake or invalid insurance policies. This notice is to caution Albertans to beware of insurance fraud when purchasing automobile insurance.

## Details

- Ghost brokers operate online often through social media platforms or over the phone. They may avoid face-to-face meetings or lack a physical office, making it hard to verify their legitimacy.
- Victims of ghost brokers often think they have legitimate insurance but may be left without coverage if they have an accident.
- Ghost brokers often target people new to Canada or those unfamiliar with Alberta’s insurance system. They typically operate in two ways:
  - By pretending to be the customer and giving false information to the insurance company, ghost brokers create policies that seem real but don’t protect you.
  - By forging and selling fake insurance pink cards that look real but are not backed by a licensed insurance company, ghost brokers leave you unprotected if you get in an accident.

## Steps to take if affected:

- Report the suspected ghost broker to your local police.
- Contact the insurance company listed on your policy or pink card (if the company is legitimate).
- Report the fraud to the insurance fraud tips hotline at 1-877-422-8477 or visit [equiteassociation.com/contact](https://equiteassociation.com/contact).



Report the fraud to  
your local police



Contact the insurance  
company



Reach out to Équité  
Association

## Preventive measures

- If you suspect fraud, stop all contact immediately and report it to the police.
- Check that the insurance agent and agency are licensed with the Alberta Insurance Council using their [online look-up service](#).
- Compare quotes from multiple agents or brokers to spot unusually low prices that might indicate fraud.
- Verify that the insurance company is licensed in Alberta using the [superintendent insurance company registry](#).
- Avoid agents who ask for payment in cash, personal accounts, or non-traditional methods like bitcoin or gift cards.
- Be cautious if the agent uses a personal email address (e.g. Gmail, Hotmail, etc.) instead of a business email.
- Contact the insurance company listed on the policy or pink card to confirm the policy number is valid.

## Did you know?

If you have any questions or concerns regarding this Notice, you can call Alberta’s Superintendent of Insurance office on 780-643-2237 or send an email to [tbf.insurance@gov.ab.ca](mailto:tbf.insurance@gov.ab.ca)