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Update on Matter Involving "Sentel Insurance"

August 1, 2013

On July 29, 2013, the Financial Services Commission of Ontario (FSCO) issued a warning to advise consumers that a company called "Sentel Insurance" was not licensed to do insurance business in Ontario. FSCO had received information that a company by this name was placing phone calls to Royal Bank of Canada (RBC) clients and offering identity theft protection insurance on behalf of RBC.

RBC has since confirmed that calls originating from the phone number 587-880-4306 are from an authorized provider of products and services for the bank known as Famtel. RBC has also confirmed that this provider does not offer, nor claims to offer, insurance products.

Questions about the marketing of these products and services should be directed to RBC at 1-800-769-2511.

CONTACT

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ADDITIONAL INFORMATION

[What to Do If You Think You are a Victim of a Scam or Fraud](#)