



Identity Theft Solutions

Your wallet is missing. Thousands of dollars have been charged to your credit cards, your checking account is empty, and loans you never took out appear on your credit report. What happened? You've been a victim of identity theft – an increasingly common and inventive crime.

Identity theft occurs when someone uses your personal information to commit fraud or other crimes. The fraud may involve your computer, mail, wire transfers, financial institution information, or medical records.

Fortunately, there are preventative measures you can take to substantially reduce the chance of identity theft occurring, as well as steps to recover from any damage if you are a victim.

BALANCESM

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Identity Theft Risk Assessment

How secure is your personal information against identity theft? To find out, answer Yes or No to the following questions.

I shred all pre-approved credit offers, account statements, and financial documents before disposing of them.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I never carry my Social Security card.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I have a locked, secured mailbox.	<input type="checkbox"/> Yes <input type="checkbox"/> No
My Social Security and driver license numbers are not printed on my checks.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I review each of my credit reports annually.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I only carry those credit cards that I use.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I carefully review my monthly credit card statements before paying them.	<input type="checkbox"/> Yes <input type="checkbox"/> No
When shopping on the Internet, I buy only from secure websites.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I am aware of all my creditor due dates, and know immediately if a bill is missing.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I know the security procedures at my place of work.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I never reveal personal information unless I initiated the contact and know exactly who I'm dealing with.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I have up-to-date virus protection software installed on my computer.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I never store personal and financial information on my laptop.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I know exactly what to do and who to contact in case my wallet is stolen.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I have complete copies of all my credit cards stored in a safe place.	<input type="checkbox"/> Yes <input type="checkbox"/> No
All of my account passwords are too complicated for anyone to guess.	<input type="checkbox"/> Yes <input type="checkbox"/> No

(For maximum identity theft prevention, all of the answers should be Yes. Have a few (or more) No's? Review Preventing Identity Theft, page 3, for safety measures.)

Common Practices

How Your Information is Obtained

Thieves use a variety of illegal techniques to obtain identity information. They may:

- Take mail from a mailbox
- Divert mail to another location by filling out a change of address form
- Hack into personal computers
- Go through trash to find identification and financial documents
- Access credit reports by posing as landlords or employers
- Pose as legitimate companies or government agencies to request personal information via email (called *phishing*) or text message (called *smishing*)
- Steal hard copy or electronic files from your workplace
- Stand close to you at the ATM to learn your Personal Identification Number
- Work at restaurants, gas stations, or other businesses to steal money or information from credit/ATM/debit cards (called *skimming*)



How Your Information May Be Used

Once identity thieves have your personal information, they may use it to:

- Charge on existing credit accounts
- Open new credit accounts in your name
- Use existing or open new checking accounts in your name and write bad checks
- Establish phone or wireless service in your name
- Use your debit cards or counterfeit checks to drain your checking account
- Take out loans to buy cars and other big ticket items

Preventing Identity Theft

There are many ways to protect your private information from fraud. Though some tasks take a bit of effort, be aware that cleaning up the mess identity thieves leave behind is far more difficult and time-consuming.

Credit Reports

- Periodically check your credit report from each of the three major credit bureaus. You can obtain a copy of each report free once a year from the Annual Credit Report Request Service (page 8).
- Dispute inaccurate information immediately.

Personal Identity Information

- Keep all identification and financial documents in a safe and private place.
- Provide personal information only when:
 - You know how it will be used
 - You are certain it won't be shared
 - You initiated contact and know who you're dealing with
- Make all passwords hard to guess by using a complex combination of numbers and upper and lower case letters.
- Request a vacation hold if you can't pick up your mail.
- Deposit outgoing mail in post office collection boxes or at your local post office.
- Remove mail from your mailbox promptly.
- Keep your purse or wallet in a safe place at work.
- Be aware of your workplace's security procedures.
- Memorize your Social Security number rather than carrying your Social Security card.
- Do not have your Social Security or driver's license number printed on your checks.
- Review your Social Security annual statement for accuracy.



- Provide your Social Security number only when necessary and to those you absolutely trust.
- Before revealing your Social Security number, ask:
 - Why your number is needed
 - How your number will be used
 - What happens if you refuse

Credit Card and ATM/Debit Cards

- Carry only those cards you really need.
- Shred all statements and pre-approved credit card offers with a crosscut shredder.
- Opt out of receiving pre-approved credit offers.
- Photocopy both sides of your credit cards so you have all the account numbers, expiration dates and phone numbers, and keep the copies in a safe place.
- Cancel unused credit card accounts.
- Be aware of people behind you at the ATM, or anywhere else you swipe your card.
- If you give your credit or debit card to someone for a transaction, watch them swipe it and inspect the receipt for accuracy.
- Know your billing cycles and contact creditors if bills don't arrive on time.
- Examine the charges on your credit card statements every month.

Checking Accounts

- Know where your checkbook is at all times.
- Print firmly and use indelible ink when writing checks.
- Check your account statement for fraudulent activity.
- Do not give out your checking account number unless you know the company requesting the information and understand why the information is necessary.

Computer

- Update virus protection software periodically, and after every new virus alert is announced.
- Do not download files or open hyperlinks sent from people you don't know.
- Use a secure browser to guard the security of your online transactions.
- If you must store personal and financial information on your laptop:
 - Use a strong password – one that is a hard-to-guess combination of upper and lower case letters and numbers
 - Don't use an automatic log-in feature
 - Always log off when you're finished
- Use a firewall program to prevent your computer from being accessible to hackers.
- Enter personal and financial information only when there is a "lock" icon on the browser's status bar and look for the URL to read "https" versus "http".
- Before disposing of a computer, delete personal information using a "wipe" utility program to overwrite the entire hard drive.



Credit Monitoring

If you are especially concerned about the possibility of identity theft, you may consider paying for added protection or a monitoring service – but do so only after carefully reading the fine print and weighing the cost against the benefits. Some of these businesses are scams themselves. Research the company's history and check the Better Business Bureau's complaint log before signing an agreement.

Each of the three major credit bureaus offers a fee-based credit monitoring service. They typically provide regular credit report updates about fraudulent activity, new inquiries, new accounts, late payments, and sudden changes in your credit card balances. These plans often include a specific number of credit reports being mailed to you automatically or at your request, and access to specialized customer service.

Credit Protection

Credit protection is offered by private companies and some financial institutions, and the price and service varies considerably. Most will reimburse victims of identity theft for out-of-pocket expenses (up to a certain dollar amount) and help you through the process of contacting creditors, writing affidavits, and filing reports.

Toss or shred?

It can feel like the best policy is to shred any document that has any tidbit of information about you, but you don't necessarily have to destroy every single thing. The information you want to make sure gets shredded is anything relating to:

- Applications for credit
- Date of birth & place of birth
- Driver's license number
- Financial institution or creditor account #'s
- Insurance coverage information
- Medical information
- Mother's maiden name
- Passwords & PINs
- Signatures
- Social Security number

Quality crosscut shredders – the kind that dice your documents instead of just cutting them into strips that can be taped backed together – are a better investment.

Consumer Rights & Responsibilities

Since thieves prey on those who have not taken preventative measures, it is up to you to be careful with all of your identification and financial information. For maximum security, make safety a family affair. Limit and monitor children's access to the Internet and online transactions, have a designated person collect the mail, and establish guidelines for when telemarketers call and ask for information.

If you have children, you can – and should – safeguard their identity as well as your own. Some companies have mistakenly sent pre-approved offers for credit to those too young to actually have a credit card. Once your child has received one offer, he or she may very well receive others. Monitor the mail carefully and check your child's credit report.

Unfortunately, even when you have done all the right things, you may still be a victim of identity theft. While consumer protection laws give you rights, it is your responsibility to take action if fraudulent activity occurs.

If someone has used your identity or financial information, it is imperative that you act swiftly and treat the matter seriously. In many cases this means writing letters, making phone calls, monitoring credit reports, keeping a log and following up. Turning from victim to victor takes effort. However, as frustrating as it may be to spend the time and energy fixing damage, no one but you can do it.

There are many federal laws that help in the fight against identity theft, both before and after the law is broken.

The Fair Credit Reporting Act

The Fair Credit Reporting Act (FCRA) ensures that the financial data contained in your credit report is not only correct, but private. Only those with a need recognized by the FCRA may access your credit report – usually a creditor, insurer, landlord or other business.

It is the credit reporting agency's responsibility to report only accurate information, so if you discover a false item, file a dispute. The credit reporting agency has 30 days to investigate your claim.

Fair and Accurate Credit Transactions Act

The Fair and Accurate Credit Transactions Act (FACT Act) amends the FCRA and provides increased



protection against identity theft. This law guarantees consumers the right to access their reports at no charge once every 12 months. The credit bureaus only provide the free reports via Annual Credit Report Request Service, not through their individual websites, telephone numbers, or addresses.

Additional protections under the FACT Act include:

- Consumers may receive additional free reports if identity theft is suspected
- Identity theft victims who file police reports may block fraudulent information from appearing on their credit reports
- Active duty military personnel may place special alerts on their files when they are deployed overseas
- Only the last five digits of a credit card number may be listed on receipts

The Fair Credit Billing Act

The Fair Credit Billing Act provides consumers with a legal dispute process to help with fraud committed on open-end credit accounts. It limits your responsibility for unauthorized charges to \$50 and stipulates that you won't be charged for goods and services you didn't accept or weren't delivered.

To take advantage of the law's consumer protections:

- Write to the creditor at the address given for billing inquiries and include your name, address, account number and a description of the billing error.

- Send your letter so that it reaches the creditor within 60 days after the first bill containing the error was mailed to you.
- Send your letter by certified mail, return receipt requested. Keep a copy of your dispute letter.

The Fair Debt Collection Practices Act

If you have been a victim of identity theft, and a debt that you did not incur has gone to a collection agency, you have rights under the Fair Debt Collection Practices Act. Write to the collector within 30 days of receiving notice of the fraudulent debt. The collection agency will conduct an investigation, during which time the collector must cease communication. Only if the debt is determined to be accurate will collection activity resume.

The Electronic Fund Transfer Act

The Electronic Fund Transfer Act provides consumer protections for ATM, debit card, and other electronic account transactions, including fund transfers. Report lost or stolen ATM and debit cards immediately to the financial institution, since the amount you can be held responsible for is time sensitive:

- If you report loss or theft within two business days, your liability is limited to \$50.
- If you report loss or theft after two business days, but within 60 days after a statement showing an unauthorized electronic fund transfer, you can be liable for up to \$500.
- If you wait more than 60 days, you could lose all the stolen money.

Note: You may have additional protection if your ATM/debit card has the VISA or MasterCard logo on it. In most instances your liability for unauthorized use is \$50 per card, no matter how much time has elapsed since the discovery of the loss or theft.

If you discover a fraudulent transaction, call your financial institution immediately, then follow up with a letter that explains your dispute. Send it certified mail, return receipt requested, and keep a copy of the letter for your records.



Recovering from Identity Theft

If you are a victim of identity theft, understand that minimizing damage will take patience and a systematic approach. However, the sooner and more aggressively you deal with the problem, the faster you will see results.

To start, commit yourself to becoming and remaining organized. Since you will be communicating with a lot of people and have many tasks to complete, use the Action Log (pages 9-12) to keep track. Keep copies of all letters, file paperwork promptly, and store everything in a safe and accessible place.

Creditors and Financial Institutions

- If accounts have been used or opened illegally, contact your creditors immediately. Ask for fraudulent transaction documentation. Add “non-guessable” passwords to replacement cards and all existing accounts.
- If a collection agency attempts to collect on a fraudulent account, explain (in writing) that you are a victim of identity theft and not responsible for the debt. Ask that they confirm in writing that you do not owe the balance and that the account has been closed.
- For checking account fraud, contact your financial institution to place stop payments on any outstanding checks that you did not write. Report the crime to check reporting agencies (page 8). Close current checking and savings accounts and obtain new account numbers and passwords. Monitor all future account statements carefully for evidence of new fraud.

Legal and Government Agencies

- Report the crime and file a police report. Request a copy of the report and keep the phone number of your investigator handy. For additional documentation, you may also report the crime to your state's Attorney General office.
- Notify your local postal inspector if someone else has used your address. If your Social Security number has been fraudulently used, alert the Social Security Administration.

Credit Reporting Bureaus

- It is very important that your credit report lists only factual information. To know what is being reported, you will need to obtain a credit report from each of the three major credit bureaus. If you are married, your spouse should also check his or her report.
- Even if the fraudulent information hasn't yet appeared on your reports, be proactive and report the crime now. Call any one of the three credit bureaus to place a fraud alert on your credit report. The company you contact will notify the other two, who will then place alerts on their reports as well. If you have proof that identity theft has occurred and you have filed a police report, you may request that the fraud alert be placed for seven years instead of the initial time frame of 90 -180 days. While fraud alerts are in effect, no new credit is supposed to be granted without your explicit approval.
- You may also write a victim's report – a brief statement describing the details of the crime – and send it to all three bureaus to be added to your reports.
- The first reports with the fraud alert are free and will be sent to you automatically. Check your credit report for accuracy every three months for a year, then at least annually after that.

Glossary

Account takeover – When an identity thief uses your personal information to convince a financial institution to give him or her full control of your account.

Affidavit of factual innocence – A legal document issued by a court, stating that you're innocent. You may need one of these if you've been wrongfully arrested as a result of identity theft.

Affidavit of forgery – A legal document that states that a certain signature is not yours, but a forgery.

Check washing – A method identity thieves use to commit check fraud. They dip a check in acetone, which washes the ink off so they can write it for a higher amount.



Credit repair agency – A company that dishonestly offers “clean-up” services to remove accurate information from your credit report. Often illegal and expensive, they are sometimes called credit clinics or credit doctors.

Credit reporting agency (CRA) – Commonly known as credit bureaus, they keep track of credit records, and issue credit reports to those who have a legitimate reason for accessing your credit history.

DL stop (driver license stop) – A DL stop is a system that puts a flag on your driver license in the Department of Motor Vehicle's database, to show that your license has been lost or stolen.

Fraud alert – A fraud alert is put on your credit report at the CRAs if you become an identity theft victim. It lets potential creditors know that someone may be trying to obtain new credit in your name, so the process will be very closely scrutinized.

Permissible purposes – Guidelines set out in the FCRA that outline the allowable reasons for requesting a copy of a credit report. One of those reasons is if you're a victim of identity theft.

Truncated credit card number – When all the digits of your credit or debit card number, except for the last four or five, are “x'd” out on a receipt or other document. This is done to protect you from identity theft.

Victim's statement – A statement that is attached to your credit report when you think you may be a victim of identity theft. It asks creditors to contact you before opening any new credit accounts, or making any changes to existing ones.

Helpful Resources

Credit Reporting Bureaus

- Equifax
To order a credit report: 800.685.1111
To report fraud: 800.525.6285
PO Box 740241, Atlanta, GA 30374
www.equifax.com
- Experian
888.397.3742
PO Box 2104, Allen, TX 75013
www.experian.com
- TransUnion
To order credit report: 800.888.4213
To report fraud: 800.680.7289
PO Box 2000, Chester, PA 19022
www.transunion.com
- Annual Credit Report Request Service
877.322.8228
PO Box 105281, Atlanta, GA 30348
www.annualcreditreport.com

Government Agencies

- National Association of Attorneys General
www.naag.org
- Consumer Financial Protection Bureau
855.411.2372
PO Box 4503, Iowa City, Iowa 52244
www.consumerfinance.gov
- U.S. Postal Inspection Service
877.876.2455
Criminal Investigations Service Center
Attn: Mail Fraud
222 S Riverside Plaza, Ste 1250, Chicago, IL 60606
www.postalinspectors.uspis.gov

Banking Regulators

- Office of the Comptroller of the Currency
(national banks)
800.613.6743
1301 McKinney St., Ste 3450, Houston, TX 77010
www.occ.treas.gov

- Federal Reserve Board
(state-chartered banks)
888.851.1920
PO Box 1200
Minneapolis, MN 55480
www.federalreserve.gov
- Federal Deposit Insurance Corporation (other banks)
703.812.1020
2345 Grand Blvd., Suite 100
Kansas City, MO 64108
www.fdic.gov
- National Credit Union Administration
800.755.1030
1775 Duke Street, Alexandria, VA 22314-3428
www.ncua.gov



Checking Account Verification/Monitoring Services

- ChexSystems
800.428.9623
7805 Hudson Rd, Suite 100, Woodbury, MN 55125
www.consumerdebit.com
- TeleCheck
800.710.9898
PO Box 4451, Houston, TX 77210
www.telecheck.com

Other

- Better Business Bureau
www.bbb.org
- To opt out of receiving pre-approved credit offers:
888.567.8688
www.optoutprescreen.com

Action Log

Since you will be communicating with a lot of people and have many tasks to complete, use our Identity Theft Action Log (pages 9-12) to keep track of your efforts. Keep copies of all letters you send and receive, file paperwork promptly, and store everything in a safe and accessible place.

Identity Theft Action Log

FINANCIAL INSTITUTION #1:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Stop payments				
Report check fraud				
Cancel accounts				
Change account numbers and passwords				

FINANCIAL INSTITUTION #2:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Stop payments				
Report check fraud				
Cancel accounts				
Change account numbers and passwords				

FINANCIAL INSTITUTION #3:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Stop payments				
Report check fraud				
Cancel accounts				
Change account numbers and passwords				

CREDIT ACCOUNT #1:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Report fraud				
Send affidavit				
Change account #s and passwords				

CREDIT ACCOUNT #2:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Report fraud				
Send affidavit				
Change account #s and passwords				

CREDIT ACCOUNT #3:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Report fraud				
Send affidavit				
Change account #s and passwords				

CREDIT ACCOUNT #4:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Report fraud				
Send affidavit				
Change account #s and passwords				

CREDIT ACCOUNT #5:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Report fraud				
Send affidavit				
Change account #s and passwords				

CREDIT ACCOUNT #6:

Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Report fraud				
Send affidavit				
Change account #s and passwords				

CREDIT BUREAUS

Bureau	Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Equifax	Obtain report				
	Fraud alert				
Experian	Obtain report				
	Fraud alert				
Trans Union	Obtain report				
	Fraud alert				

GOVERNMENT AGENCIES

Agency	Action	Yes/No	Date	Contact Person	Notes (phone, email, extension, etc.)
Police Dept.	Report crime				
	File Report				
State Attorney General	File Report				
USPIS	Report crime				
	File Report				
DMV	Report crime				
	File Report				

