

Identity Theft Solutions (Handout)

Identity theft occurs when someone uses your name, Social Security number, account number, insurance information, or other identifying data to commit fraud or other crimes. In this electronic age, it has become an all-too-common danger. Fortunately, there are many preventative measures you can take to substantially reduce the chance of identity theft occurring and steps you can take to minimize damage if you do become a victim.

Common Outcomes

Thieves use a variety of illegal techniques including technical and non-technical methods, to procure identity information. They may:

- Steal statements or other mail containing personal information from your mailbox.
- Divert your mail to another location by filling out a change of address form.
- Steal or scan your wallet or electronic device.
- Search through the trash or recycling bin for documents containing financial or personal information.
- Misrepresent themselves to a company that does business with you or otherwise has information about you (e.g. access your credit report by posing as a landlord).
- Hack into your computer or the computer of a company that does business with you by way of a data breach.
- Access the information you enter online or send by email through spyware hidden on your computer.
- Pose as a legitimate company or government agency and request personal information via phone (“vishing”), email (“phishing”), or text message (“smishing”).
- Attach a skimmer to an ATM to capture the card number and PIN.
- Take advantage of a personal relationship with you. (For example, a “friend” may swipe a statement from your dresser when you are occupied.)

Identity Theft Risk Assessment

How secure is your personal information against identity theft? To find out, answer True or False to the following statements.

1. I shred all pre-approved credit offers, account statements, and financial documents before disposing of them.
2. I do not carry my Social Security card with me.
3. I never leave my wallet or electronic devices unattended.
4. When I go on vacation, I place a hold on my mail or have someone I trust pick it up for me each day.
5. I review each of my credit reports annually.
6. I do not download files or click on links in emails sent from people I do not know.
7. I review my statements every month.
8. I always make sure the site is secure before entering my personal information online.
9. I am aware of all my due dates and know immediately if a bill is missing.
10. I do not carry my checkbook with me unless I am planning to use it that day.
11. I never reveal personal information unless I initiated the contact and know exactly who I’m dealing with.
12. I have up-to-date anti-virus/anti-spyware software installed on my computer.
13. I do not store sensitive personal or financial information on my laptop or portable electronic device.
14. I make sure no one is standing too close to me when I enter my PIN.
15. All of my account passwords are too complicated for anyone to guess.

SCORING KEY:

15 True answers: You are as secure as Fort Knox.

5-14 True answers: You have taken many positive steps to protect yourself, but work on turning those Falses into Trues.

0-4 True answers: You may be putting yourself at unnecessary risk for ID Theft.



Typical ID Crimes

After an identity thief has your personal information, he or she may use it in a variety of illegal ways. Common schemes include:

- Making charges on an existing credit card account. If the cashier does not ask for identification, all the thief needs to do is forge your signature. It is even easier for him or her to use your account when making telephone or online purchases.
- Opening a new credit card account. Once a thief has your personal information, he or she can open an account in your name, but have the card and bills routed to him or her. The thief makes purchases, but the bill never arrives at your home. (And of course, the thief doesn't pay it). You may not find out about the crime until a collector tracks you down, you apply for credit and are denied, or you pull a copy of your credit report and you see the activity.
- Taking out a loan to buy a car or other expensive items. As with credit cards, you often won't know of the activity until you experience some type of negative credit or collection action.
- Using an existing checking account. The thief may write fraudulent checks or use your debit card. Having the PIN makes it easy to take cash out of the ATM, but even without it, he or she can still make purchases online, over the phone, or in a store by choosing the "credit" option.
- Obtaining government benefits or using your health insurance. The thief may apply for such things as Social Security benefits or food stamps with your identity or pretend to be you and provide your insurance information to pay for medical care.
- Filing a fraudulent tax return in your name and diverting your tax refund to them
- Impersonate you while committing a crime or applying for a job.

Preventing Identity Theft

Taking steps now to reduce the chances you will become a victim is a lot easier and less time-consuming than cleaning up the mess an identity thief leaves behind.

Review your credit report

Check your credit report from each of the three credit bureaus – Equifax, Experian and TransUnion – for fraudulent activity at least annually. You can receive a free copy of all three reports once a year through the Annual Credit Report Request Service (see page 5 for contact information). You can obtain all three reports at once or stagger your requests throughout the year. If you believe you were a victim of identity theft, you are entitled to additional free reports. (Contact the credit bureaus directly for this.) If you are not currently eligible for free reports, you can purchase them from the credit bureaus for a fee. When you obtain your reports, look over them carefully for balances that do not seem correct, accounts you never opened, or anything else that seems suspicious. Dispute inaccurate information with the bureaus immediately, and contact the involved creditors (discussed more later).

Guard your personal information

When someone asks you for your information, never hesitate to ask questions or say no if you are uncomfortable. You should only provide personal data when you know how it will be used, you are sure the person or company is legitimate, and you are the one who initiated contact.

Check your statements

Know your billing cycles, and be sure to review your statements for credit cards, utilities, checking and savings accounts, and other accounts when they are issued. If you see any charges you did not authorize, contact the company immediately. Also contact them if you don't receive your statement at the end of each billing cycle.

Minimize and protect your mail

Try to reduce the amount of mail you receive containing sensitive information. Many credit card companies, banks, credit unions, utility providers, and other institutions allow you to elect to receive online statements only. However, since you may not be able to completely stop the flow of mail containing personal information, be sure to empty your mailbox promptly and not let it sit there for a day or two. If you are going on vacation and there is no one available to pick up your mail, you can request a vacation hold with the post office.



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Avoid a false sense of security

It is easy to have a sense of security in your home, work, place of worship, or other familiar spot, but keep in mind that many people are victimized by someone they know. (And of course, there may be strangers passing through as well.) Never leave your wallet, statements, or portable electronic devices out in plain sight.

Only carry with you what you need

If your wallet or bag is stolen, the less you have in it, the less information the thief has. There is almost never a need to carry your Social Security card with you. Most people don't need to lug around their checkbook either.

Dispose carefully

If you are disposing of a statement or something else containing personal information, shred it – don't just don't throw it in the trash. Do the same for pre-approval offers. Better yet, opt out of receiving them. (Contact information for doing this is on page 6.)

Protect your computer and smartphone

Use a firewall and anti-virus/anti-spyware software to reduce your computer's vulnerability to hackers. Make all passwords hard to guess by using a complex combination of numbers and upper and lower case letters. Log off when you leave the room, and don't leave portable devices unattended. Before disposing of your computer or smartphone, be sure to delete personal information using a "wipe" utility program to overwrite the entire hard drive.

When shopping online, make sure the site is secure. 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." Don't send sensitive personal information via email or download files or open links sent by people you don't know. Take caution when sharing information about yourself on social media like your birth date or home address.

Consider extra protection – carefully

If you are exceptionally concerned about the possibility of identity theft, you may consider paying for credit monitoring

or identity theft insurance – but do so only after carefully reading the fine print and weighing the cost against the benefits. Some of the businesses that offer these services are scams themselves. Research the company's history and check the Better Business Bureau's complaint log before signing up.

- **Credit monitoring.** A credit monitoring service typically provides regular credit report updates about new inquiries, new accounts, late payments, sudden changes in your credit card balances, and other potentially suspicious activity. You may also be able to access your credit report whenever you want at no additional cost. Check with your credit card company or financial institution to see if they offer free credit monitoring service.
- **Identity theft insurance.** If you become victimized by identity theft, this type of insurance reimburses you for the out-of-pocket expenses incurred to clean it up (but not the money that was stolen) and helps you through the process of contacting creditors, writing affidavits, and filing reports.

Recovering from Identity Theft

If you become a victim of identity theft, being proactive can minimize its impact on you. There are steps you can take to recover from identity theft including:

- **Creditors and financial institutions.** If a credit card or checking account has been used or opened illegally, contact your creditor or financial institution immediately. If the account is not yours, it should be closed. If it is yours, you should get a new account number and card. Monitor all future account statements carefully for evidence of new fraud. Change logins, passwords and PINS for all accounts.
- **Legal and government agencies.** You should always report identity theft to the police. Be sure to request a copy of the official police report. A credit bureau or creditor may ask you to provide one as part of their fraud investigation. A complaint can also be filed with the Federal Trade Commission, although they do not assist with individual cases. You should contact the US Postal Inspection Service if your mail was stolen or your address was used fraudulently. (Contact information is on page 5.)



- **Credit reporting bureaus.** Check your credit report from all three bureaus. (Remember, you are entitled to additional free reports if you believe you are a victim of identity theft.) Dispute any fraudulent items by submitting a form online or mailing a letter to the credit bureaus. They are required to investigate and respond within 30 days (45 days if the report was obtained through the Annual Credit Report Request Service).

Depending on what personal information was stolen or what crimes occurred with your information, you may need to take additional steps. If your social security number was stolen, you should contact the Social Security Administration immediately. If you suspect that someone else is using your social security number for employment, review your Social Security work history online at socialsecurity.gov. If you find errors, contact your local SSA office.

If debt collectors are trying to collect on debt that is not yours, contact the debt collector in writing and send a copy of your Identity Theft Report and request they stop contacting you.

Replace stolen government-issued ID's like your drivers license, social security card or passport by contacting your local government office (SSA office, Department of Motor Vehicles or the State Department).

Even if the fraudulent information hasn't yet appeared on your reports, be proactive and report the crime to credit bureaus now. It is a good idea to have a fraud alert placed on your credit reports. When someone applies for credit under your name, the creditor is directed to verify that the person applying is you. The initial fraud alert only lasts 90 days. However, if you file a police report, you can extend the alert to seven years. You can also place a one-year alert on your file if you are on active duty with the military.

If you feel like a fraud alert will not provide you with enough protection, you can place a security freeze on your credit report. When a freeze is placed on your report, no creditor or other business that does not have a pre-existing relationship with you can access your report without your permission. Since most creditors will not grant credit without checking your report first, this makes it extremely difficult for a thief to get credit in your name. If you want to apply for credit yourself (or rent an apartment or do anything else that requires a credit check) you can have the freeze lifted,

either temporarily or permanently. Be advised that this may slow down the application process.

Because you may be speaking with many people during the recovery process, it is vital to be organized. Keep copies of all letters, file paperwork promptly, and store everything in a safe and accessible place. You can use the Identity Theft Action Log (on pages 6-9) to help you keep track of what you have done.

Federal Laws

There are many federal laws that help in the fight against identity theft.

Fair Credit Reporting Act (FCRA)

- If you are denied credit, insurance, or employment because of what is in your credit report, you may get a free report from the bureau that supplied it within 60 days.
- You have a right to dispute any inaccuracies on your credit report. The credit bureaus must investigate the validity of disputed items within 30 days (unless, as previously mentioned, the report was obtained through the Annual Credit Report Request Service).
- Derogatory information that is outdated or unverifiable cannot be reported.
- Only those with a need recognized by the FCRA (usually a creditor, insurer, employer, landlord, or other business who is evaluating an application from you) may access your file.

The Fair and Accurate Credit Transactions (FACT) Act

- You may receive a free copy of your credit report from each of the three credit bureaus once a year.
- You may receive additional free reports if identity theft is suspected.
- You may block fraudulent information from appearing on your credit report.
- You have a right to access business records, such as credit applications, that document an identity thief's fraudulent transactions.
- You have a right to place a fraud alert on your credit report if you believe you have been a victim of identity theft. Creditors must ensure that all credit requests are legitimate after a credit report has been flagged.



- Active duty military personnel may place a special alert on their files when they are deployed overseas.
- No more than five digits of a credit card number may be listed on store receipts. The card's expiration date cannot be listed either.
- Creditors must implement identity theft prevention programs.
- Debt collectors must inform a creditor of fraudulent information.

Fair Credit Billing Act (FCBA)

- Liability for a lost or stolen credit card is limited to \$50 if you notify the card issuer within 30 days.
- If there is an error in a credit card bill, the lender must correct it, or explain why the amount is believed to be correct, within 90 days after being notified. (You must send the notification within 60 days of the bill containing the error being sent to you.)

The Electronic Fund Transfer Act

- The maximum liability for a lost or stolen debit or ATM card is:
 - \$50 if you report it within two business days of noticing the card is lost or stolen.
 - \$500 if you report it after two business days but within 60 days.
 - No limit if you wait more than 60 days. You can lose all of the money in your account plus, if applicable, your maximum overdraft line of credit.
 - Many financial institutions provide protections greater than what is required by the law.
- You have 60 days to dispute an error in a checking or savings account statement. The financial institution must respond with 45 days (in most cases). Any disputed funds must be put back into your account within 10 business days.

If a creditor or credit bureau violates one of these laws, you can submit a complaint with your state's attorney general office and the Federal Trade Commission. Violations involving a checking or savings account can be reported to the Office of the Comptroller of the Currency for national banks, the Federal Reserve Board for state banks that report to them, the Federal Deposit Insurance Corporation for other banks, the National Credit Union

Administration for federal credit unions, and state financial supervisory board for state credit unions.

Helpful Resources

Since contact information can periodically change, confirm addresses before sending a letter containing personal information.

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
- **Federal Trade Commission**
877.438.4338
600 Pennsylvania Avenue NW
Washington, DC 20580
www.ftccomplaintassistant.gov
www.identitytheft.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
- **Social Security Administration**
1-800-269-0271
To report fraud: go to www.socialsecurity.gov and type "Fraud" in the Search box



- **IRS**
1-800-908-4490
www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft

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)
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 and 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
- **To opt out of receiving telemarketing calls:**
www.donotcall.gov



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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 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				



Other Contacts

Organization	Contact Person	Date	Notes (phone, email, extension, etc.)

Additional Notes
