



# IDENTITY THEFT & CREDIT FRAUD



# Seminar Objectives:

- What is ID theft?
- How your personal information is stolen
- Minimizing risk of ID theft
- Signs that you are a victim of ID theft
- What to do if your identity is stolen

**Account Manager Name**

**Account Manager Title**

# What Is Identity Theft?

Use of your name, social security number, credit card number, or other identifying information without your permission, to commit fraud and other crimes.



# How Your Identity Information is Stolen

- Steal records from employer; computer hacking
- Steal victim's purse, wallet, or checkbook
- Steal mail containing sensitive information
- Dumpster diving
- Shoulder surfing at ATMs
- Pose as landlord or employer to obtain credit reports
- Fill out change of address to divert your mail
- Phishing via internet or Vishing via phone
- Skimming credit cards



# Who Is Most Vulnerable?

- The elderly
  - Telemarketing, Medicare, and check fraud
- Uninformed consumers
  - No precautions
  - Bad habits
  - Not questioning the need to give personal information



# How Big Is the Problem?

332,646 Americans reported to the FTC that they were a victim of Identity Fraud in 2014\*

Identity theft was the #1 complaint for the 15th year in a row made to the FTC in 2014

## 2014 FTC ID/Theft Fraud Rankings:

Florida - #1 for ID Theft

Georgia - #2 for ID Fraud

\* [FTC.gov](http://FTC.gov)



# How Can You Protect Yourself?

- Only use secure websites
- Be wary of unsolicited e-mail links
- [www.onguardonline.gov](http://www.onguardonline.gov)
- Use Antivirus/Spyware detection on computers
- Inspect ATM/gas pumps
- Shred confidential documents
- Protect your SSN
- Don't utilize auto log-in features



# Stay Safe

- Check your credit report annually:  
Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or  
<https://www.ithinkfi.org/services/additional-services/credit-monitoring>
- Open all mail
- Check account statements monthly
- Use credit monitoring tools
- Keep passwords secure





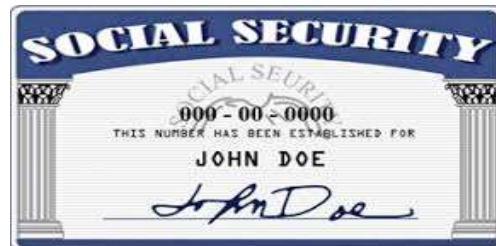
# When To Give Your Social Security Number

## MUST GIVE SOCIAL

- Credit Unions/Banks
- Employers
- Income Tax Records
- Vehicle Registration
- Credit Bureau Reports
- College Records
- Loan Applications

## MAY WANT TO REFUSE

- Over the Phone
- On Personal Checks
- On Driver's License
- As ID for Store Purchases
- As General Identification



# Signs You Are A Victim

- Fraudulent financial statements contain fraudulent charges
- Financial statements stop arriving
- No mail received for several days
- Unexpected credit denials
- Bills/notices/deliveries for goods and services you didn't request
- Credit collection agencies try to collect on debts that don't belong to you
- Oftentimes... there aren't any!



# What To Do If You Are A Victim

1. Contact FTC's ID Theft Hotline at 877-IDTHEFT
2. Notify credit bureaus
3. Notify all creditors
4. Contact the Social Security Administration to notify them of the fraud
5. File a report with local police department
6. Get copies of police reports and send to all creditors



# ADDITIONAL RESOURCES

## FEDERAL TRADE COMMISSION

CRC-240

Washington, D.C. 20580

877-IDTHEFT (toll-free)

[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)



## PRIVACY RIGHTS CLEARINGHOUSE

[www.privacyrights.org](http://www.privacyrights.org)



## ONGUARD ONLINE

[www.onguardonline.gov](http://www.onguardonline.gov)



## BETTER BUSINESS BUREAU

[www.bbbonline.org](http://www.bbbonline.org)



# CREDIT UNION CREDIT MONITORING/ID THEFT PROGRAM



- Available at no cost with the MyChoice Checking
- Monitors all 3 credit bureaus
- Email notification
- ID Theft available for anyone in household

# Resources

**MoneyEdu**  
**iTHINK Financial Wellness**  
**Center**

877.311.2227

[www.ithinkfi.org](http://www.ithinkfi.org)

**DO NOT CALL REGISTRY**

888.382.1222

[www.donotcall.gov](http://www.donotcall.gov)

**PRE-APPROVAL OFFERS**

888.5OPTOUT or 888.567.8688

[www.optoutprescreen.com](http://www.optoutprescreen.com)

5-year removal or permanent removal

# Here For You!

## IThINK FINANCIAL PROTECTS OUR MEMBERS

- Firewalls, intrusion detection systems, virus protection and patch management programs
- Independent security audits are done on a regular basis
- Encryption technology prevents unauthorized access to your data



# QUESTIONS



**CONTACT YOUR CREDIT  
UNION:**

[ithinkfi.org](http://ithinkfi.org)

800-873-5100

**Your Account Manager**

**Account Manager Name**

\_\_\_\_@thinkfi.org

Phone



**THANK YOU!**



# STEPS TO FOLLOW FOR RESOLVING ID THEFT

1. Contact FTC's ID Theft Hotline at 877-IDTHEFT to speak with a counselor and report ID theft.
2. Contact the fraud unit at one of the "big" three credit bureaus (mandatory sharing among all credit bureaus, per FACT act). Fraud alert will be placed on each of your credit reports within 24 hours.
3. Contact each financial institution, every creditor (credit card companies, mortgage lender, credit union), and the Social Security Administration to notify them of the fraud. Close all affected accounts. Follow each conversation with a letter and keep a copy. The FTC's "ID theft affidavit" simplifies the process.  
Go to [ftc.gov/idtheft](https://ftc.gov/idtheft)
4. File a report with local police department and law enforcement agency where the ID theft took place.
5. Get copies of police reports and send to all creditors.

# MORE PHONE NUMBERS & WEB ADDRESSES

If your **checks** (for your checking account) have been lost, stolen or counterfeited by someone, contact your financial institution. You can also contact these companies who will notify retailers to not accept the checks:

**TeleCheck**

800-710-9898 or 800-927-0188

[www.telecheck.com](http://www.telecheck.com)

**Certegy, Inc.**

800-437-5120 or 866-543-6315

To find out if an ID thief is **passing bad checks** under your name:

**SCAN**

800-262-7771

To determine if any **unauthorized bank accounts** have been opened in your name:

**Chex Systems, Inc.**

800-428-9623

[www.chexhelp.com](http://www.chexhelp.com)

If you think your name or SSN is being used by an ID thief to get a **driver's license** or a **non-driver's license ID card**, contact your state DMV. Check the blue pages of your phone directory.

If **wrongful criminal violations** are attributed to your name, contact a criminal defense attorney for assistance and guidance.

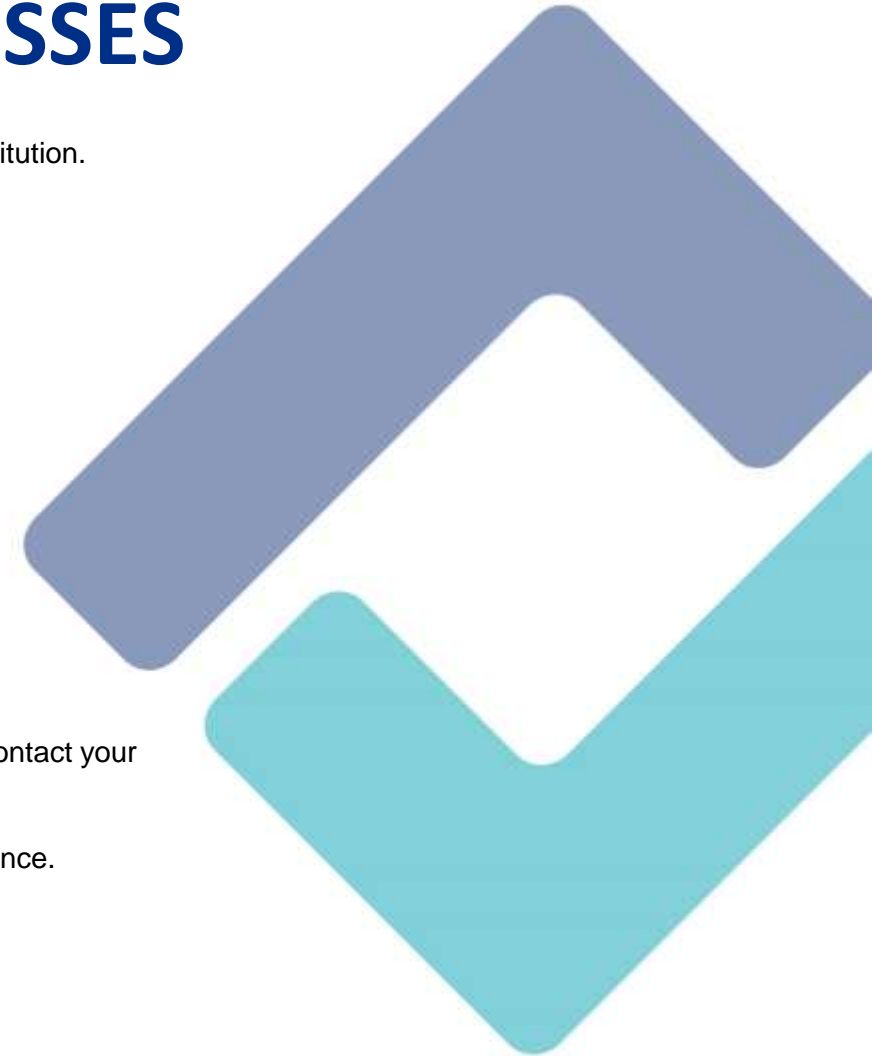
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)

If you've experienced **investment fraud** or the mishandling of your investments by a securities professional:

**U.S. Securities and Exchange Commission**

202-551-6551

[www.sec.gov/complaint.shtml](http://www.sec.gov/complaint.shtml)



# MORE PHONE NUMBERS & WEB ADDRESSES

If an ID thief has stolen your mail or obtained your personal information through a fraud **conducted by mail**:

U.S. Postal Inspection Service - Check the blue pages of your phone directory.

[www.usps.gov/websites/depart/inspect](http://www.usps.gov/websites/depart/inspect)

If your **passport** is lost or stolen, contact the United States Department of State. Check the blue pages of your phone directory.

[www.travel.state.gov/passport/passport\\_1738.html](http://www.travel.state.gov/passport/passport_1738.html)

If an ID thief has **established phone service** or is **using a calling card in your name**, contact your service provider. If that doesn't work, contact your Public Utility Commission.

Federal Communications Commission

888-CALL-FCC or 888-TELL-FCC

[www.fcc.gov](http://www.fcc.gov)

If an ID thief is **using your SSN**, contact the Social Security Administration, Office of the Inspector General:

800-269-0271

[www.socialsecurity.gov/org](http://www.socialsecurity.gov/org)

If an ID thief has obtained **student loans** in your name, contact the school.

U.S. Department of Education, Inspector General

800-MIS-USED

If an ID thief has committed **tax fraud**, contact the Internal Revenue Service Taxpayer Advocate Services.

877-777-4778

[www.irs.gov/advocate](http://www.irs.gov/advocate)

## SAMPLE DISPUTE LETTER – EXISTING ACCOUNT

(This is sent to the financial institution/credit card issuer via certified mail with return receipt requested.)

Date

Creditor Name  
Billing Inquiries  
Address

Dear Customer Service/Billing Inquiries Department:

I am writing to dispute a fraudulent (charge /debit) on my account in the amount of \$\_\_\_\_\_. I am a victim of identity theft, and I did not make or authorize this transaction. I am requesting that the charge be removed, that any finance and other charges related to the fraudulent amount be credited, as well, and that I receive an accurate statement.

Enclosed are copies of (use this sentence to describe any enclosed information, such as a police report) supporting my position. Please investigate this matter and correct the fraudulent (charge/debit) as soon as possible.

If you have any questions, my daytime telephone number is \_\_\_\_\_.

Thank you,

Your Name  
Your Address  
Your Account Number (if known)

Enclosures: (List what you are enclosing.)



**SAMPLE BLOCKING LETTER – CONSUMER REPORTING AGENCY**  
(This is sent to the credit bureau regarding fraudulent item(s).  
Send this via certified mail with return receipt requested.)

Date

Complaint Department  
Name of Consumer Reporting Company  
Address

Dear Customer Service:

I am a victim of identity theft. I am writing to request that you block the following fraudulent information in my file. This information does not relate to any transaction that I have made. The items also are circled on the attached copy of the report I received. (Identify item(s) to be blocked by name of source, such as creditors or tax court, and identify type of item, such as credit account, judgment, etc.)

Enclosed is a copy of the law enforcement report regarding my identity theft. Please let me know if you need any other information from me to block this information on my credit report. My daytime telephone number is \_\_\_\_\_.

Thank you,

Your Name  
Your Address

Enclosures: (List what you are enclosing.)

**Note: Send a copy of this letter and all enclosures to the financial institution/credit card issuer also.**