How to help your patrons recover from Identity Theft

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Federal Trade Commission

ckando at ftc.gov
I speak for myself, and not for the FTC.
Today we’ll cover

Identity theft

- What it is
  - Credit card
  - Tax
  - Medical
  - Child

- What to do
  - IdentityTheft.gov
Do you know?
Do you know?

What type of identity theft is on the rise?
- Child
- Tax
- Credit card
- Medical
Do you know?

What type of identity theft is on the rise?

- Child
- Tax
- Credit card
- Medical
Identity Theft

23% ↑
Credit card fraud

46% ↓
Tax fraud

FEDERAL TRADE COMMISSION • ftc.gov/sentinel2017
What it is

Examples of Misuse

• Open credit card accounts
• Open utility accounts
• Apply for a tax refund
• Get a loan
• Apply for employment
• Get medical care

Impact on Victims

• Denial of credit/loans
  – public benefits
  – medical care
  – employment, housing
• Harassment by debt collectors
• Legal issues/arrest
• Stress/anxiety/recovery time/expense
How it happens -- offline

• Stolen wallets or purses
• Dumpster diving
• Stolen by family or friends
• Buying it from a corrupt insider at a bank, hotel, car rental agency, or other business

How it happens – online

• Skimming
• Data breaches
• Phishing
skimming
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- What to do
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Identity theft on credit card accounts – again??
What to do?

**Step 1:** Call the companies where you know fraud occurred.

**Step 2:** Place a fraud alert and get your credit reports.

**Step 3:** Report identity theft to the FTC.
What to do?

Step 1: Call the companies where you know fraud occurred.

Step 2: Place a fraud alert and get your credit reports.

Step 3: Report identity theft to the FTC.
Do you know?

A fraud alert lasts HOW long??
New Law, New Rights

• FRAUD ALERTS now last one year rather than 90 days

• CREDIT FREEZES are free for all
  • Also for kids under age 16
  • Also for incapacitated adults

• FREE CREDIT MONITORING for active duty military starting 5/24/19
Fraud alerts – New law

• **Contact one CRA**
  • they must contact the other two
  • requires creditors to take steps to verify your identity

• Extended fraud alert for victims of identity theft:
  • last 7 years
  • can get with Identity Theft Report
Credit Freezes

• Freezes access to your credit file
• **Contact each CRA**
• If you do it online or by phone:
  • must be placed no later than one business day after the request and
  • lifted within one hour
• If you do it by mail:
  • CRAs have three business days
Other “Protected Consumers”

- Can get free credit freeze for person if you have guardianship, conservatorship or power of attorney over them

- Must provide proof of authority:
  - Court order
  - Fully executed power of attorney
What to do?

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Where’s my tax refund?
Tax Identity Theft

• Filing a fraudulent tax return using another person’s Social Security number

• Earning wages under another person’s Social Security number

• Claiming
  – someone else’s children as dependents
  – a tax refund using a deceased taxpayer’s information
What to Do

• Complete [IRS Identity Theft Affidavit (Form 14039) [PDF]]. Mail or fax the form according to the instructions

• File your refund and pay your taxes

• Place a fraud alert
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Credit report, stat!
Medical Identity Theft

• Fraudulent use of another person’s personally identifiable information (PII) such as name, SSN, or protected health information (PHI)

• Often involves the thief obtaining medical goods and services.
  – getting prescription
  – obtaining healthcare services
  – fraudulently billing insurance or Medicare
What to Do

• Ask health care provider for medical records
  – You have a right to copies of your current medical files from each health care provider
  – You may have to pay for the records

• Send the corrected record to your health care providers
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WHAT credit report???
What percentage of ID Theft complaints to the FTC are from people 19 or younger?

a. 2%
b. 4%
c. 5%
d. 8%
Do you know?

What percentage of ID Theft complaints to the FTC are from people 19 or younger?

a. 2%

b. 4%

c. 5%

d. 8%
What to do

• Fraud? Ask to close the account.
• Kids don’t usually have credit files
  – Request a manual search for your child's Social Security number
  – Each credit bureau has its own process for this
• Request a freeze – now it’s free
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Report identity theft and get a recovery plan

Get Started

or browse recovery steps

IdentityTheft.gov can help you report and recover from identity theft.

HERE'S HOW IT WORKS:

Tell us what happened.
We'll ask some questions about your situation. Tell us as much as you can.

Get a recovery plan.
We'll use that info to create a personal recovery plan.

Put your plan into action.
If you create an account, we'll walk you through each recovery step, update your plan as needed, track your progress, and pre-fill forms and letters for you.

Get started now. Or you can browse a complete list of possible recovery steps.
• personal recovery plans
• step-by-step advice
• prefilled forms & letters
• free and secure access
• chat & phone support
• Spanish language site
Which statement best describes your situation?

- I want to report identity theft.
- Someone else filed a tax return using my information.
- My information was exposed in a data breach.
- Someone got my personal information or my wallet, and I’m worried about identity theft.
- Something else.
What did the identity thief use your information for?

Select all that apply

- Credit card accounts
- Telephone, mobile, or utility accounts
- Debit, checking, or savings accounts
- Employment or taxes
- Government benefits or IDs
- Loans or leases
- Other account types (Internet, insurance, securities, medical, etc.)
Report Identity Theft to the FTC

Next, we are going to ask for specific details. We will use the information you provide to create your:

Identity Theft Report & Recovery Plan

These will help you fix problems caused by identity theft.

Continue

How we handle your information

It's up to you to determine how much personal information you want to provide. The FTC enters this information into a secure online database that law enforcement agencies use in their investigations.

Please read our Privacy Policy to learn more about how we safeguard your personal information.

OMB Control Number: 3084-0047
I am the victim of identity theft. This is my official statement about the crime.

Contact Information

Jane May Smith
100 Main Street
Washington, DC 20406

202-876-5309
jane.smith@email.com

Personal Statement

I received a credit card bill from Chase, even though I've never had a credit card with Chase. I called and the bank said I needed to fill out an identity theft report. Just a few days later, I got a call from Verizon about buying a new iPhone. I told them I didn't buy an iPhone. Someone else had gone to a store in New Jersey and added two new lines to my account.

Accounts Affected by the Crime

<table>
<thead>
<tr>
<th>Credit card opened by the thief</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company or Organization: Chase</td>
</tr>
<tr>
<td>Account Number: 988889888</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date fraud began</th>
<th>Date that I discovered it</th>
<th>Total fraudulent amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/15/16</td>
<td>3/15/16</td>
<td>$400</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mobile phone with fraudulent charges (account takeover)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company or Organization: Verizon Wireless</td>
</tr>
<tr>
<td>Account Number: 54.70000089</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date fraud began</th>
<th>Date that I discovered it</th>
<th>Total fraudulent amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/15/16</td>
<td>3/15/16</td>
<td>$900</td>
</tr>
</tbody>
</table>
Your Report is not submitted yet.

Almost Done! We recommend creating a free account so you can:

- Get a personal recovery plan that tracks your progress
- Print prefilled letters & forms
- Return anytime to update and view your affidavit
- Save time if this ever happens again

Yes, submit and create account

No thanks, submit without an account

I understand that I will NOT be able to make updates.

Instead, I will receive a one-time copy of my affidavit and recovery plan.
Great. Your account has been created!

Here's your personal recovery plan. We'll guide you through each step.

Your Recovery Plan

- Call Bank of America to report the fraudulent account.
- Place a fraud alert on your credit reports.
- Review your credit reports for fraud.
- Send a follow-up letter to Bank of America.
- Consider placing an extended fraud alert or credit freeze.

Hide Completed Items

☑️ Report identity theft to the FTC.
Send a follow-up letter to Bank of America.

Completed? Tasks

☐ Send a letter to Bank of America disputing the fraudulent account.

We've created a letter for you based on the information you've already provided.

Review and Print letter

☐ When did you mail the dispute letter?

Year: Select
Month: Select
Day: Select
November 19, 2015
Pat Smith
123 Maple Street
Washington, District of Columbia 20001
ABC Lending Corp.
678 Elm Street
Washington, District of Columbia 20001

RE: Disputed Account — Notice to Furnisher
987654321

Dear Sir or Madam:

On November 19, 2015, I notified you that I'm a victim of identity theft and requested that you do the following:

- Close the unauthorized account
- Remove any charges on the unauthorized account, and
- Take steps to remove information about this account from my credit files.

I still have not received written confirmation of these actions. As I stated before:

I am a victim of identity theft, and I am writing to dispute certain information you have reported about me to the credit reporting agencies (CRA) that I recently learned that my personal information was used to open an account at your company. I did not open nor authorize this account, and I request that it be closed immediately. Please send me written confirmation that I am not responsible for charges on this account, and take appropriate steps to remove information about this account from my credit files.

I have enclosed a copy of my FTC Identity Theft Affidavit and my credit report showing the fraudulent account. Because the information you are reporting is inaccurate and the result of identity theft, I request that you stop reporting this information to the CRAs, as directed by section 623(a)(1)(B) of the Fair Credit Reporting Act, 15 U.S.C. §1681a-2(6)(j)(B). I ask that you take these steps as soon as possible.

I also have enclosed a copy of the FTC's Notice to Furnishers, which explains your responsibilities when reporting information to CRAs. Please stop reporting this fraudulent information, investigate this matter, and delete any disputed items as soon as possible.

Please send me a letter explaining your findings and actions.

Sincerely,
Pat Smith

Enclosures:
- Identity Theft Affidavit
- Proof of Identity
- Copy of Credit Report indicating information to be corrected
- FTC Notice to Furnishers of Information
Correct your Equifax credit report.

Completed? Tasks

☑ Write to Equifax. We've created a letter for you based on the information you've already provided.

[Review and Print letter]

☑ When did you mail the dispute letter?

Year: 2016
Month: January
Day: 18

Thanks. When you hear back from Equifax, come back and let us know what happened. If we haven't heard anything in 28 days, we'll send you a reminder.

☐ Did Equifax correct your credit reports?

☐ Yes
☐ No

← Save and Go Back to Your Plan
January 20, 2016

Jane Smith
123 Main Street
Washington, DC, USA 20000

Equifax Consumer Fraud Division
P.O. Box 740256
Atlanta, GA 30374

RE: Request to Block Unauthorized Charges from Credit Report under FCRA 605B

Dear Sir or Madam:

I am a victim of identity theft. The information listed below, which appears on my credit report, is the result of identity theft.

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Account Number</th>
<th>Charge</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citibank</td>
<td>12345678</td>
<td>$607.00</td>
<td>10/2015</td>
</tr>
</tbody>
</table>

I have enclosed my Identity Theft Report, proof of my identity and a copy of my credit report showing the fraudulent items. Please block this information from my credit report, as directed by section 605B of the Fair Credit Reporting Act, and notify all furnishers of this information.

I appreciate your prompt attention to this matter, and await your reply.

Sincerely,

Jane Smith

Enclosures:
- FTC Affidavit and police report (Identity Theft Report)
- Proof of identity
- Fair Credit Reporting Act Section 605B
Form 14039
(April 2016)
Department of the Treasury - Internal Revenue Service
Identity Theft Affidavit

Complete this form if you need the IRS to mark an account to identify questionable activity.

Section A - Check the following boxes in this section that apply to the specific situation you are reporting (Required for all filers)

☐ 1. I am submitting this Form 14039 for myself.

☐ 2. I am submitting this Form 14039 in response to a mailed ‘Notice’ or ‘Letter’ received from the IRS. If person in Section C received IRS ‘Notice CP 2000’, or other IRS Notice questioning identity, follow the instructions on that IRS ‘Notice’ or ‘Letter’.

☐ 3. I am submitting this Form 14039 on behalf of my dependant.

☐ 4. I am submitting this Form 14039 on behalf of another person (other than my dependant).

Section B - Reason For Filing This Form (Required)

Check only ONE of the following boxes that apply to the person listed in Section C below:

☐ 1. Federal tax records affected and I am a victim of identity theft.

☐ 2. Federal tax records not affected and I am a victim of identity theft, or an event has affected/compromised my personal information placing me at-risk to be a future victim of identity theft.

Please provide an explanation of the identity theft issue, how you became aware of it and provide relevant dates.

Section C - Name and Contact Information of Identity Theft Victim or Potential Victim (Required)

Taxpayer's last name
First name
Middle initial
Taxpayer Identification Number (Please provide your 9-digit SSN or ITIN)

Current mailing address (apartment or suite number and street, or P.O. Box) If deceased, please provide last known address.

City
State
ZIP code

Tax Year(s) in which you experienced identity theft (Enter known, enter 'Unknown' in one of the boxes below)

Last tax year a return was filed

Address used on last filed tax return (If different than 'Current') Names used on last filed tax return (If different than 'Current')

City (on last return filed)

State
ZIP code

Telephone number with area code (Optional) If deceased, please indicate 'Deceased'

Home telephone number
Cell phone number

Language in which you would like to be contacted ☐ English ☐ Spanish

Section D - State or Federal issued Identification (Required)

Submit this completed form and a clear and legible photocopy of at least one of the following documents to verify the identity of the person listed in Section C above. If necessary, enlarge photocopies so all information is clearly visible.

Check the box next to the document(s) you are submitting:

☐ Driver's license ☐ Social Security Card ☐ Passport ☐ Valid U.S. Federal or State government issued identification

** Federal employees should not copy his or her employee identification cards as 18 U.S.C. prohibits doing so.

Section E - Penalty of Perjury Statement and Signature (Required)

Under penalty of perjury, I declare that to the best of my knowledge and belief, the information entered on this Form 14039 is true, correct, complete, and made in good faith.

Signature of taxpayer, or representative, conservator, parent or guardian
Date signed
What you can do
Prevention Generally

• Monitor your accounts.
• Review financial statements and mail regularly.
• Watch for:
  – Mail related to accounts you did not open.
  – To ensure you receive statements you are expecting.
• Get your free annual credit report at AnnualCreditReport.com
  The only source for your free credit reports. Authorized by Federal law.
IdentityTheft.gov/creditbureaucontacts

fraud alerts, credit freezes, opt-outs

Credit Bureau Contacts

Contact the national credit bureaus to request fraud alerts, credit freezes (also known as security freezes), and to opt out of pre-screened credit offers.

Equifax
Equifax.com/personal/credit-report-services
800-685-1111

Experian
Experian.com/help
888-EXPERIAN (888-397-3742)

TransUnion
TransUnion.com/credit-help
888-909-8872
What to know, What to do

• Tips about id theft

• First steps for any type of id theft

• Refers to IdentityTheft.gov for additional steps, depending on info misused
FTC.gov/bulkorder
QUESTIONS?

FTC.gov/subscribe
THANKS

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