



THE FEDERAL TRADE COMMISSION

Presentation Overview

- *What is identity theft?
- *How does identity theft happen?
- *What can you do?
 - Deter
 - Detect
 - Defend

What is Identity Theft?

When someone uses your personal information to commit a crime...or purchase goods and services without your knowledge...

It's Identity Theft

Are you at risk?

The answer to this question is yes!

Facts:

- Identity Theft is the fastest growing crime
- 2003 Federal Trade Commission survey showed 27.3 million Americans have been victims of identity theft in the last five years.
- Victims lose \$1,180 or more and spend up to two years clearing their name
- 1 in 6 adults say they have had their identity used by someone else since 1990

How does this happen?

- Go through your trash or “dumpster dive”
- Steal your wallet or purse
- Steal your mail or submit a change of address form from your mail
- Use “phishing” or fake emails to get you to provide personal information
- Steal personnel records from their employers

What is Phishing: (phish’ing)

The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asking to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site however, is bogus and set up only to steal the user’s information.

What can you do?

DETER – Deter identity thieves by safeguarding your information

DETECT – Detect suspicious activity by routinely monitoring your financial accounts and billing statements

DEFEND – Defend against identity theft as soon as you suspect a problem

DETECT suspicious activity by routinely monitoring your financial accounts and billing statements.

- Be alert
 - Mail or bills that don’t arrive
 - Denials of credit for no reason
- Inspect your credit report
 - Law entitles you to one free report a year from each nationwide credit reporting agencies if you ask for it
 - Online: www.AnuualCreditReport.com? By phone: 1-800-322-8228, or by mail: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281
- Inspect your financial statements
 - Look for charges you didn’t make

DETECT against identity theft as soon as your suspect a problem

- Place a “Fraud Alert” on your credit reports by calling any one of the three nationwide credit reporting companies:
 - Equifax: 1-800-525-6285
 - Experian: 1-800-397-3742

- TransUnion: 1-800-680-7289
- Review reports carefully, looking for fraudulent activity
- Close accounts that have been tampered with or opened fraudulently
- File a police report
- Contact the Federal Trade Commission

A fraud alert:

- Lasts 90 days
- Informs potential creditors of possible identity theft situation
- Allows you to ask that fraudulent accounts be blocked from reporting to others
- You will receive special notice about your rights after alert is placed on your account

NEWS FLASH

As of September 1, 2007

Indiana residents can place a “freeze” on their credit report for free!

If you are a victim of identity theft you have the right...

- To obtain the application and transaction records from businesses where imposters fraudulently obtained credit, goods or services
- If you ask, a debt collector must provide you with the creditor’s name and amount of debt
- After being notified that the debt is fraudulent, they cannot contact you or sell your debt.

What about identity theft insurance?

- Won’t deter identity thieves
- But, can sometimes minimize losses if an identity theft occurs

Where can you learn more:

Online: ftc.gov/idtheft

By phone: 1-877-ID-THEFT

By mail: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, DC 20580

ID Theft program contributors: FRM Educators, FTC website and various resources

13 Things an Identity Thief Won't Tell You

Former identity thieves have confessed some ways they collect personal information used to steal identities. Attorney General Greg Zoeller is sharing these tactics to help Hoosiers protect themselves against identity theft. (Source: Reader's Digest Magazine).

1. Watch your back in line at the grocery store. I'll hold my phone like I'm looking at the screen and snap your card as you're using it. Next thing you know, I'm ordering things online—on your dime.
2. That red flag tells the mail carrier—and me—that you have outgoing mail. And that can mean credit card numbers and checks I can reproduce.
3. Check your bank and credit card balances at least once a week. I can do a lot of damage in the 30 days between statements.
4. In Europe, credit cards have an embedded chip and require a PIN, which makes them a lot harder to hack. Here, I can duplicate the magnetic stripe technology with a \$50 machine.
5. If a bill doesn't show up when it's supposed to, don't breathe a sigh of relief. Start to wonder if your mail has been stolen.
6. That's me driving through your neighborhood at 3 a.m. on trash day. I fill my trunk with bags of garbage from different houses, then sort later.
7. You throw away the darnedest things—preapproved credit card applications, old bills, expired credit cards, checking account deposit slips, and crumpled-up job or loan applications with all your personal information.
8. If you see something that looks like it doesn't belong on the ATM or sticks out from the card slot, walk away. That's the skimmer I attached to capture your card information and PIN.
9. Why don't more of you call 888-5-OPTOUT to stop banks from sending you preapproved credit offers? You're making it way too easy for me.
10. I use your credit cards all the time, and I never get asked for ID. A helpful hint: I'd never use a credit card with a picture on it.
11. I can call the electric company, pose as you, and say, "Hey, I thought I paid this bill. I can't remember—did I use my Visa or MasterCard? Can you read me back that number?" I have to be in character, but it's unbelievable what they'll tell me.
12. Thanks for using your debit card instead of your credit card. Hackers are constantly breaking into retail databases, and debit cards give me direct access to your banking account.
13. Love that new credit card that showed up in your mailbox. If I can't talk someone at your bank into activating it (and I usually can), I write down the number and put it back. After you've activated the card, I start using it.

Sources: Former identity thieves in Kentucky, Florida, Indiana, Virginia, and New York.

If you believe you've been scammed, you can file a complaint with the Indiana Attorney General's Consumer Protection division online at www.IndianaConsumer.com or by calling 1-800-382-5516.

SECURITY FREEZE

A security freeze, also known as a credit freeze, is a consumer right provided by Indiana law. Placing a security freeze on your credit reports can block an identity thief from opening a new account or obtaining credit in your name. If you activate a security freeze, an identity thief cannot take out new credit in your name, even if the thief has your Social Security number or other personal information, because creditors cannot access your credit report without your permission. Placing a freeze will not lower your credit score.

HOW TO PLACE A SECURITY FREEZE

Any Indiana resident can request a security freeze. There is no fee for Indiana residents to place, temporarily lift, remove or request a new password or PIN. You must place a freeze with each of the following credit reporting agencies. To place a freeze, either use each credit agency's online process or send a letter by certified mail to:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/consumer/cac/InvalidateSession.do?code=FREEZECENTER>

Trans Union Security Freeze
P.O. Box 6790
Fullerton, CA 92834-6790
<https://annualcreditreport.transunion.com/fa/securityFreeze/landing>

To place the freeze with each credit bureau, you may be asked to:

- Provide your full name (including middle initial as well as Jr., Sr., II, III, etc.), address, Social Security number, and date of birth;
- If you have moved in the past five years, supply the addresses where you have lived over the prior five years;
- Provide proof of current address such as a current utility bill or phone bill (alternative options include a bank, insurance, or credit card statement listing your full name and address);
- Provide a photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)

If you are placing a freeze by certified mail, you may use the sample letters available online at www.IndianaConsumer.com/IDTheft.

FREQUENTLY ASKED QUESTIONS

How long does it take for a security freeze to be in effect?

By Indiana law, credit reporting agencies must place a freeze within five business days from receiving your freeze request. Within ten business days of receiving your freeze request, the agencies will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password secured.

Can I open new credit accounts if my files are frozen?

If you want to take out a loan, get a new credit card or apply for a job or certain services, you can lift the security freeze for a certain period of time or for a specific party by notifying the credit bureau according to its procedures.

How can I remove a security freeze?

Indiana residents can have a security freeze lifted for a specific party, temporarily or permanently, free of charge. To do so, contact the credit reporting agencies by mail, telephone or online. You must provide proper ID and your unique PIN or password. If lifting temporarily, you must include the party and/or the period of time you want your credit report to be made accessible.

How long does it take for a security freeze to be lifted?

If the requests are made by telephone or e-mail during normal business hours and under reasonable circumstances, the reporting agencies must lift the freeze within 15 minutes. If the request is made by mail, it will take three business days.

Can a creditor get my credit score if my file is frozen?

No. A creditor who requests your file from one of the three credit bureaus will only get a message or a code indicating the file is frozen.

Can I order my own credit report if my file is frozen?

Yes. You may order a free annual credit report online at www.AnnualCreditReport.com.

Can anyone see my credit file if it is frozen?

Your report can still be released to your existing creditors or to collection agencies acting on their own behalf. They can use it to review or collect on your account. Other creditors may use your information to make offers of credit. Government agencies may also have access in response to a court or administrative order, a subpoena, or a search warrant.

*Additional FAQs are available online at www.IndianaConsumer.com/IDTheft.

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IDENTITY CHECKLIST

CHECK THE ITEMS YOU ARE CARRYING WITH YOU. ALSO, CHECK WHAT PERSONAL INFORMATION IS CONTAINED ON THOSE ITEMS.

WHAT ARE YOU CARRYING WITH YOU?	NAME	I.D. #	S.S. #	ACC. #	ADDRESS	OTHER
S.S. CARD						
ACCOUNT NUMBERS						
PIN NUMBERS						
CREDIT CARDS						
DEBIT CARD(S)						
ATM CARD(S)						
STORE CARD(S)						
INSURANCE CARD/ PRESCRIPTION/ MEDICAL CARD						
BILLS						
PERSONAL CORRESPONDENCE						
VOTER REGISTRATION						
LOAN INFORMATION						
RECEIPTS						
BUSINESS CARDS						
PASSPORTS						
BIRTH CERTIFICATES						
OTHER						