

## Victim and Public Assistance

In keeping with Federal Bureau of Investigation (FBI) protocols, provide the crime victim or any person requesting information with the following suggested steps to minimize their loss:

- Contact the three major credit reporting companies and place fraud alerts on file
  - Experian (TRW) 1-888-397-3742
  - TransUnion 1-800-680-7289
  - Equifax 1-800-525-6285
- Contact the Federal Trade Commission at 1-877-FTC –HELP or 1-877-ID-THEFT or by the internet at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).
  - Also, contact the FTC multi-agency consumer theft task force at [www.ic3.gov](http://www.ic3.gov).
- Contact all account issuers in question
  - Ask for the company's security department;
  - Notify them by phone and in writing;
  - Close all tampered and fraudulent accounts;
  - Ask whether secondary cards have been issued and in what name.
- Request a copy of the Police Report related to the ID theft;
  - Keep a detailed written log of all communications by phone and in writing with persons associated with your complaint (all agencies, companies and organizations) Who did you talk to? What is their position in the company/organization? What was the date and time you talked to that person? What were their instructions?;
- Prevent Future Loss
  - Before providing personal identifiers to anyone, know how or why they would be shared;
  - Know your billing cycle and follow up if bills are late;
  - Place outgoing mail only in US Mail boxes, preferably within a US Post Office;
  - Only carry essential identification cards;
  - Do NOT give personal information over the phone, especially over wireless phones;
  - Do not discard documents with personal identifiers on them; shred them or burn them;
  - Order and review your credit report every year