

CONSUMER FRAUD PROTECTION

Identity Theft

What to know, What to do



Is someone using your personal or financial information to make purchases, get benefits, file taxes, or commit fraud?
That's identity theft.

Visit [IdentityTheft.gov](https://www.identitytheft.gov) to report identity theft and get a personal recovery plan.

The site provides detailed advice to help you fix problems caused by identity theft, along with the ability to:

- get a **personal recovery plan** that walks you through each step
- update your plan and track your progress
- print pre-filled letters and forms to send to credit bureaus, businesses, and debt collectors

Go to **[IdentityTheft.gov](https://www.identitytheft.gov)** and click **“Get Started.”**

There's detailed advice for **tax, medical, and child identity theft** – plus over thirty other types of identity theft. No matter what type of identity theft you've experienced, the next page tells you what to do right away. You'll find these steps – and a whole lot more – at **[IdentityTheft.gov](https://www.identitytheft.gov)**.

What To Do Right Away

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

- Call the fraud department. Explain that someone stole your identity. Ask them to close or freeze the accounts. Then, no one can add new charges unless you agree.
- Change logins, passwords, and PINs for your accounts.

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

- To place a free fraud alert, contact one of the three credit bureaus. That company must tell the other two.

Experian.com/help

888-EXPERIAN (888-397-3742)

TransUnion.com/credit-help

888-909-8872

Equifax.com/personal/credit-report-services

800-685-1111

Get updates at **IdentityTheft.gov/creditbureaucontacts**.

- Get your free credit reports from Equifax, Experian, and TransUnion. Go to **annualcreditreport.com** or call (877) 322-8228.
- Review your reports. Make note of any account or transaction you don't recognize. This will help you report the theft to the FTC and the police.

Step 3: Report identity theft to the FTC.

- Go to **IdentityTheft.gov**, and include as many details as possible. Based on the information you enter, IdentityTheft.gov will create your Identity Theft Report and recovery plan.

Go to IdentityTheft.gov for next steps.

Your next step might be closing accounts opened in your name, or reporting fraudulent charges to your credit card company.

IdentityTheft.gov can help – no matter what your specific identity theft situation is.

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For additional information about how to protect yourself from identity theft and other cybercrimes, visit our Resource Center on pbofca.com or contact support@pbofca.com.



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