

Making your way through the system as an identity theft victim can be a lengthy and confusing process. As you contact **law enforcement, creditors, and financial institutions** it is **important** that you keep a record of each person you speak to. Include their name (first and last) or first and ID number, phone number along with the date and time.

When your identity is stolen your personal information can be misused in a variety of different ways. It is important that you complete the following steps.

STEP ONE

Now that you have obtained the Identity Theft Report, you should report the incident to the fraud department of the three major credit bureaus.

- Provide the event report number to the credit bureau and ask for a **“fraud alert”** to be placed on your credit report.
- Order a copy of your credit report so you can review it to see if any additional fraudulent accounts have been opened in your name or if any unauthorized charges have been made to other accounts.
- Request a victim’s statement that asks creditors to contact you prior to opening new accounts or making changes to any existing accounts.

Contact information for the three major credit bureaus is as follows:

Equifax
P.O. Box 740241
Atlanta, GA 303074-0241
To order your report: 1-800-685-1111
To report fraud: 1-800-525-6285
Fax: 800-255-0056
www.equifax.com

Trans Union
Fraud Victim Assistance
P.O. Box 6790
Fullerton, CA 92634-6790
E-mail fvas@transunion.com
To order your report: 1-800-888-4213
To report fraud: 1-866-887-2673
Fax: 1-877-553-7803
www.transunion.com

Experian
P.O. Box 9532
Allen, TX 75013
To order your report: 1-888-397-3742
To report fraud: 1-888-397-3742
Fax: 1-800-972-0322
www.experian.com

- You should also file an identity theft report with the Federal Trade Commission (FTC). The FTC can be reached at 877-438-4338 or www.ftc.gov/idtheft.

STEP TWO

- Contact the fraud department of each of your creditors.
- Get copies of the contract information for each of your credit accounts (credit cards, utilities, cable bills etc.) and call the fraud department of each credit account.
- Report the incident to each creditor, even if your account at that institution has not been tampered with. Close the accounts that you believe have been compromised.
- Make copies of the attached, **blank** Form A. You will need one for each creditor involved in the identity theft.
- Make copies of the Theft Event Report (front page of this kit). You will need one for each creditor involved in the Identity Theft.
- Following the attached sample, complete one Form A for each creditor.
- **Form A is required to obtain those records needed to complete our investigation. Failure to submit Form A to the creditors, and obtaining the requested records, will result with our case being inactivated or unfounded.**
- Send a copy of both the completed Form A and the Identity Theft Event Report documents to each creditor and retain a copy for your records.
- **Remember** to keep a written record of each person you speak to. If they insist on using only their first name ask them for their employee number and obtain the phone number for that person. This includes each creditor, law enforcement officer and all others.

STEP THREE

- Wait until you receive all the records you have requested from the creditors etc. Upon receipt of all the records you have requested mail them or bring them and this whole kit to:

Kern County Sheriff's Department

1350 Norris Rd

Bakersfield, California 93308

Attn: Financial Crimes Unit.

- Upon receipt of all the requested records this department will evaluate your case for further investigation, and you will be notified by mail or phone as to the status of your case.
- If you have any problems with your creditors providing the requested information contact:

Office of Privacy Protection,

California Department of Consumer Affairs

400 R Street, Suite 3000

Sacramento, California 95814

866-785-9663 or 918-323-0937

privacy@dca.ca.gov

- You can also contact the IFCC, which is a joint project of the National White Collar Crime Center and the Federal Bureau of Investigations.
Web Site: WWW.IFCCFBI.GOV Phone # 800-251-3221

If you have any problems or questions concerning the **Kern County Sheriff's Department Identity Theft Kit**, please call 661-391-7577, between **7AM to 11PM** any day of the week.

REMEMBER !!!!!

Make copies of the blank form “A.” You will need one for each business you have to contact.

Make a copy of the completed form “A” before mailing it to each business.

If you have any questions please call (661) 391-7577, between 7 A.M. and 11 P.M., any day of the week.