



FPP Virtual Session – July 2018
Helping You and Your Clients Avoid Identity Theft

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FLORIDA PROSPERITY PARTNERSHIP



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Who/What is FPP?



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Practice Polling Question #1



Identity Theft



Objectives



- **Define identify theft and describe what an identify thief is looking for**
- **Identify where an impersonator gets your information**
- **Describe ways to protect yourself from identity theft**
- **Describe steps to take if you are the victim of identity theft**

Organization Summary



- **Founded in 1966**
- **Licensed Nationwide**
- **501 (c)(3) Non Profit Corporation**
- **Council On Accreditation accredited**
- **National Foundation for Credit Counseling member**
- **All counselors certified through the NFCC**
- **HUD approved**
- **BBB accredited A+ rating**

Services We Provide



- **Credit Counseling**
- **Bankruptcy**
- **Housing**
- **Financial Coaching**
- **Education**
- **Student Loan Counseling**

What is It?



- **Identity theft is the fraudulent acquisition and use of a person's private identifying information, usually for financial gain**
- **Someone else uses your name, Social Security number, bank account number, credit card number or other personal identifying information to commit fraud**
- **One or more individuals knowingly transfers or uses, without permission, a means of identification of another person with the intent to commit, or to aid, unlawful activity that violates any applicable Federal, State, or local laws**

Who has been a victim of Identity?

Why is information taken?



- **The stolen information is used to :**
 - **Open credit accounts**
 - **Obtain a driver's license**
 - **Apply for insurance benefits**
 - **Obtain cash advances from existing or new accounts**
 - **Potentially commit another crime**
 - **Obtain medical care**
- **The stolen information is ultimately used to access cash or other valuable merchandise or service as perceived by the perpetrator**
- **Some individuals may use the information because they enjoy the thrill of the crime or have malicious intentions towards the victim**

Ways Identity Stolen



- **Stealing Personal items** —such as wallets or purses
- **Mail Theft** —removing items from consumers' mailboxes
- **Dumpster Diving** —obtaining sensitive information such as credit card or utility bills, medical insurance or bank statements from consumers' trash
- **Social Engineering/Phishing** —contacting consumers under false pretenses and requesting sensitive information. This can be done in person, by phone, or using the internet.
- **Shoulder surfing** —watching consumers “over the shoulders” to acquire passwords or other important credentials

Ways Identity Stolen



- **Credit/Debit card Theft** –includes taking the physical card, or the numbers and information on the card, and/or the signature
- **Skimming** –occurs when a device which reads your credit card information from the magnetic strip on the back of the card records that information to another electronic storage device.
- **Man in the Middle Attack** –intercepting communication between two parties and recording the information without either party knowing. This can be done in person and on the internet. Ex. Fake bank websites of real banks

Poll Question #2



Mail theft is one way your identity can be stolen?

Who Misused Your Personal Information



- **Your information can be used by a variety of different people:**
 - **Spouse, Family Member, or Relative**
 - **Friend or Neighbor**
 - **In-Home Employee**
 - **Individual at Work with Access to your information**
 - **Complete Stranger**

How to Prevent It



- **To minimize your risk and the impact of identity fraud, keep your personal information private—secure personal and financial records using passwords and locked storage devices at home, work, and on your phone. Adjust your behaviors as appropriate:**
 - **Shred documents**
 - **Monitor financial accounts regularly (at least weekly)**
 - **Protect your computer and phone with updated security software**
 - **Change passwords frequently**
 - **Only use safe and secure Internet connections when transmitting personal or personal information**

Poll Question #3



Your personal information can be misused by?

- A. Family members**
- B. Friends/Neighbor/Individuals**
- C. A total stranger**
- D. All of the above**

How to Detect



- **Check your credit card and bank account balances often**
- **Review paper statements (discontinue paper statements if possible)**
- **Know your billing and statement cycles**
- **Be cautious of unexpected phone calls**
- **REVIEW YOUR CREDIT REPORTS AT LEAST ONCE PER YEAR**

Free Credit Report



- Visit www.annualcreditreport.com or call 1-877-322-8228
- You are entitled to one free credit report each year from each of the three credit report agencies
 - EQUIFAX
 - EXPERIAN
 - TRANS UNION
- Credit Reports are free but scores may have a fee.
- Other ways to get credit reports:
 - If you have been denied credit in past 60 days
 - If you are unemployed and plan to look for a job within 60 days
 - Ask the lender when applying for a service

What Shows Up?



- Identification and employment information
- Payment history
- Public Record Information
- Inquiries:
 - **HARD PULL:** When you apply for a loan, credit card, or service
 - **SOFT PULL:** When current or potential lenders conduct a “behind the scenes” query
 - Inquiries stay on your credit report for two years



Poll Question #4



Stolen information is used to:

- A. Open credit accounts**
- B. Lend money to a friend**
- C. Seek employment**

Answer : Open credit accounts

What to Do



- 1) Verify all data breach notifications—take them serious when legitimate**

- 2) If you discover fraud, report the problem immediately:**
 - 1) to your financial institution**
 - 2) wireless provider**
 - 3) relevant government agencies**
 - 4) law enforcement**

- 3) Contact the credit reporting agencies:**
 - 1) Request a fraud alert be placed on your credit reports**
 - 2) Inquire about a “security freeze” on your credit reports**
 - 3) Review your credit report immediately and monitor regularly subsequently**

What to Do



- 4) **Notify the following and close affected accounts:**
 - Credit card issuers
 - Banks
 - Utility providers
 - Close any unfamiliar new accounts

- 5) **Report identity theft to the following agencies:**
 - The Federal Trade Commission. Complete the FTC's [online complaint form \(www.ftccomplaintassistant.gov/\)](http://www.ftccomplaintassistant.gov/) Give as many details as you can. The complaint form is not available on mobile devices, but you can call [1-877-438-4338](tel:1-877-438-4338) to make your report.

 - Florida Attorney General Consumer Protection Division
 - (myfloridalegal.com/pages)

What to Do



- 6) **Keep detailed records and a log of ALL conversations including:**
 - **Dates and times**
 - **Names of people you speak with**
 - **Phone numbers**
 - **Information exchanged and agreements discussed**
 - **Confirm conversations in writing**
 - **Send correspondence by certified mail, returned receipt requested**
 - **Keep copies of any documents and correspondence**

Poll Question #5



Report Identity Theft to:

- A. The Federal Trade Commission
- B. The Department of HUD
- C. Your Local congressman

Answer : A. The Federal Trade Commission
(www.FTC.gov)

Contact Information



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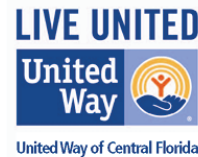
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