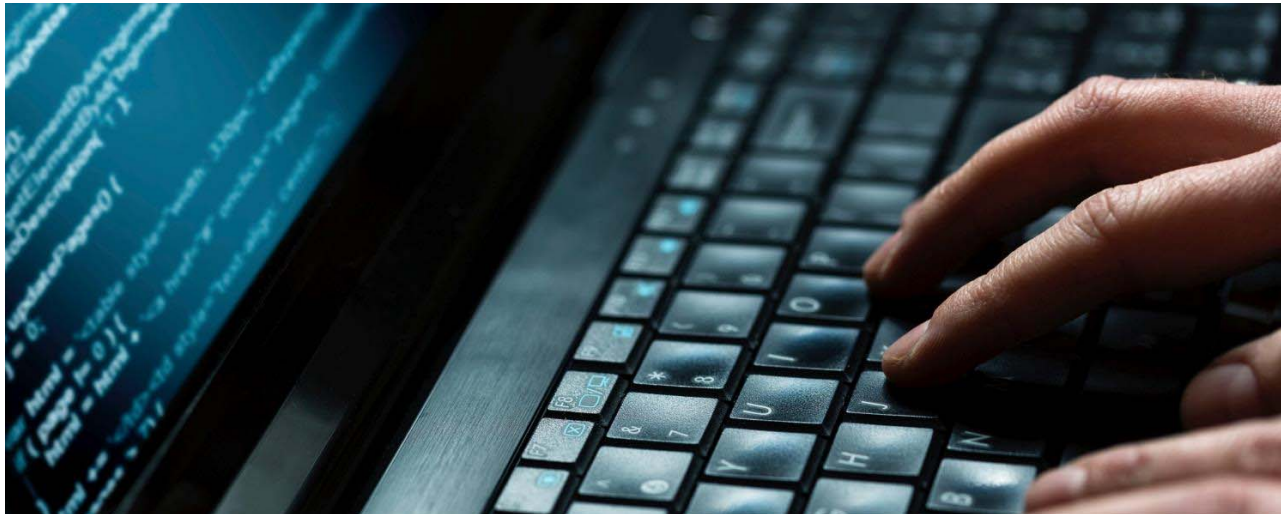




VENTURA
COUNTY
CREDIT UNION

Living the life.



Identity Theft

Identity Theft



Identity theft can be one of the most shocking and upsetting events to ever happen to you. Fortunately, there are many preventative measures you can take to substantially reduce the chance of identity theft occurring and steps you can take to minimize damage if you do become a victim.

Identity Theft Outline



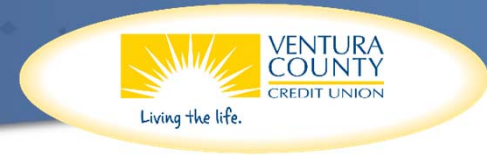
- **What is ID Theft**
- **Common Theft Techniques**
- **Prevention Tips**
- **Consumer Protection Laws**
- **Recovering from ID Theft**
- **Resources**

What is ID Theft?



Identity theft occurs when someone uses your name, Social Security number, account numbers, or other identifying data to commit fraud or other crimes.

Common Theft Techniques



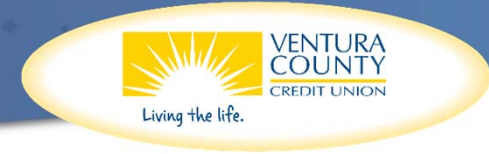
- **Steal or divert mail**
- **Dumpster dive**
- **Steal wallet or electronic device**
- **Hack into computer**
- **Access info you enter online or send by email**
- **Pose as legitimate company and request info**
- **Attach skimmer to ATM**
- **Take advantage of personal relationship**

Common Outcomes



- **Make charges on existing credit card account**
- **Open new credit card account**
- **Take out loan**
- **Use existing checking account**
- **Obtain government benefits or use health insurance**

Preventing ID Theft



- **Review your credit report from Equifax, Experian, and TransUnion at least once a year**
 - Annualcreditreport.com
- **Guard your personal information**
 - Know who you are dealing with
- **Check your statements**
 - Contact financial institution right away if you spot unauthorized charge

Preventing ID Theft (continued)



- **Minimize and protect your mail**
 - Elect to receive online statements
 - Don't leave mail sitting in mailbox
- **Avoid a false sense of security**
 - Always keep eye on possessions
- **Only carry with you what you need**
- **Separate card for online purchases**
- **Dispose carefully**
 - Use shredder

Preventing ID Theft (continued)



- **Protect your computer and smartphone**
 - Use anti-virus/anti-spyware software
 - Make passwords hard to guess
 - Log off when leave the room
 - Use wipe program before disposing
 - Use secure sites and don't open unknown links
- **Consider extra protection – carefully**
 - Credit report monitoring
 - Identity theft insurance

Consumer Protection Laws



Fair Credit Reporting Act

- *Can get free report if denied due to credit*
- *Have right to dispute inaccuracies*
- *Limits who can see your report*

FACT Act (amendment to FCRA)

- *Can get free report annually*
- *Can block fraudulent info from appearing on report*
- *Can access fraudulent records*
- *Can place fraud alert on report*

Consumer Protection Laws (continued)



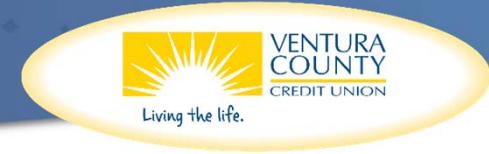
Fair Credit Billing Act

- *Limits liability for fraudulent credit transactions*
- *Have 60 days to dispute credit card billing error*

Electronic Funds Transfer Act

- *Limits liability for a lost or stolen debit card*
- *Have 60 days to dispute checking or savings account error*

Recovering From ID Theft



- **Contact creditors and financial institutions**
 - Close accounts that are not yours
 - Get new account number for accounts that are yours
 - Monitor future statements
- **File report with police and Federal Trade Commission**

Recovering From ID Theft



- Check credit reports
- Dispute fraudulent items
- Place fraud alert or credit freeze on credit report

Tips on Organizing Your Case



- Follow up in writing with all contacts
- Keep copies of all correspondence
- Write down the name of anyone you talk to, what they said and the date
- Keep the original supporting documentation
- Create a filing system for easy access to your paperwork
- Keep old files even if the case has been "Closed"

Responsibilities



- **Keep your cards/checks secure**
- **Report fraud in a timely manner**
- **Help in the investigation**

Your financial institution has a right to close your account or deny you services if you fail to do any of the above.

Recovering From ID Theft



- Report ID Theft to www.identitytheft.gov
- Place a fraud alert with all the credit reporting agencies (90 days)
 - Equifax
www.equifax.com (800) 685-1111
 - Experian
www.experian.com (888) 397-3742
 - Transunion
www.transunion.com (800) 916-8800

Resources



- **Do Not Call List**
 - 1-888-382-1222
 - <https://donotcall.gov/>
- **Stop pre-approved card offers, junk mail**
 - www.usa.gov/telemarketing
 - Opt-out with current relationships
- **Check your credit report yearly**
 - www.AnnualCreditReport.com

Resources



- **Forward phishing emails to** spam@uce.gov AND the organization impersonated in the email.
- **Reporting a Scam**
 - Call FTC at 1-877-FTC-HELP (1-877-382-4357)
 - Online at ftc.gov/complaint

Your complaint can help protect other people. It really makes a difference.



Questions?

BALANCE is a free financial education and counseling service available to all VCCU members. Services include:

- **Webinars**
- **Counseling services**
- **Podcasts and short videos**
- **Online tools**
- **Debt repayment options**
- **Credit report review**
- **And more....**



**Call toll-free 888.456.2227 or visit
vccuonline.balancepro.org**

Ventura County Credit Union



8 convenient locations

- Ventura
- RiverPark at the Collection in Oxnard
- Oxnard
- Port Hueneme
- Camarillo
- Thousand Oaks
- Moorpark
- Simi Valley

Our mission is to improve the financial well-being of our members and our community.

805.477.4000 • 800.339-0496 • vccuonline.net

We're social!





Thank you!

Pattie Braga

Senior Community Development Officer

805.477.4052 work

805.797.3985 cell

Pbraga@vccuonline.net