

WARNER ROBINS POLICE DEPARTMENT

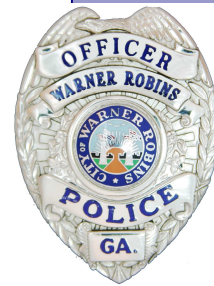
# IDENTITY THEFT PACKET

Unfortunately, identity theft is one of the fastest growing crimes in the United States. While there are many ways to protect yourself against identity theft, there are times where criminals develop new ways to steal your identity.

The following packet is a resource for you to use to prevent becoming a victim or help you if you have found yourself a victim already.

If you have become a victim of identity theft, the first step is to report it to the Warner Robins Police Department. Our service, Teleserve, is there to take your report over the phone at your convenience by calling 478.293.1040.

Once you make your report, make sure you write down your case number in the space below. When a detective with the Warner Robins Police Department calls you to follow up on your report, document their name and phone number in the space provided below.



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Warner Robins Police Department

**Case Number**

\_\_\_\_\_

**Detective Assigned to My Case**

\_\_\_\_\_

\_\_\_\_\_

These two pieces of information are extremely important for pursuing your case against identity theft.

## IDENTITY THEFT PROTECTION STARTS WITH YOU

*There are several ways to protect yourself from becoming the victim of identity theft. Use these helpful hints when using or carrying your personal information.*

### Start At Home

- Personal information (I.e. date of birth, Social Security number, etc.) should **never be given over the phone, internet, or mail** unless you are **absolutely certain** about the person or company receiving your information.
- Use **unique passwords** for all accounts. Do not use obvious passwords such as your birth date, Social Security number, mother's maiden name, etc.)
- Request a copy of your **credit report** at least once per year to check for any problems or unknown balances.
- Keep cards or other items with your personal information in a **secure area** of your home. Only carry **necessary** credit/debit cards with you. Do not carry your Social Security card with you.
- **Deactivate** any accounts you do not use anymore.
- Watch your **mailbox**. Sending any mail that has your personal information on it should be placed in a post collection box and not your personal mail box.

### Start In Public

- **Never** leave your pocketbook or wallet in a shopping cart **unattended**. Criminals can easily swipe these articles without your knowing.
- **Be aware** of your surroundings when at an ATM machine or cash registers. When you enter your Personal Identification Number (PIN) make sure you obstruct anyone's view of the keypad.
- Try not to carry large amounts of cash. If you do carry it, **conceal** the money from view.
- Wallets should always be **secured** in a zipper/button pouch of your purse. Gentlemen should wear their wallet in a front pocket or in a buttoned back pocket.
- Keep a record and photocopy of every card in your wallet. If it is stolen or misplaced, you will know what was in your wallet. Make sure you have copies of each card's front and back. Secure these copies in your home.

**THESE ARE  
ONLY SOME  
WAYS  
CRIMINALS GET  
YOUR  
PERSONAL  
INFORMATION**

### HOW CRIMINALS CAN STEAL YOUR IDENTITY

- **Digging Through The Trash** to find old bills or other paper that contains personal information. Instead of throwing them away shred credit card offers and old bill statements.
- **Scam** others by pretending to be the person's financial institution, charity representatives, or send emails requesting financial assistance. Never give out personal information unless you are absolutely certain of the other person.
- **Snatching** your purse or wallet when you are looking the other way. Keep all valuables secured and within sight.

## IF YOU BECOME A VICTIM

*Unfortunately, taking steps to prevent yourself from becoming an identity theft victim may not always be successful. If you find you have become a victim, use these resources:*

**1.** Contact the Warner Robins Police Department Teleserve Division at **478.293.1040** to make a report.

Provide as much information as possible to include in the report. The Operator will provide you with a case number. ***Make sure you write the case number down*** (space is provided at the beginning of this packet). It will be required when making reports to other credit agencies and other financial institutions.

A Warner Robins Police Department Detective will be in contact with you shortly regarding your report. If you have any additional information, please tell the Detective assigned to your case. Space is provided at the beginning of this packet to write down the Detective assigned to your case and their phone number.

**2.** The **three credit bureaus** will need to be contacted to place a “fraud alert” on your credit file. Contact information for these agencies is provided below. After you call each of these agencies, you will need to send a **written letter** with all information regarding the fraudulent charges or accounts. The credit bureau will then begin their investigation.

Agency	<u>TransUnion</u>	<u>Equifax</u>	<u>Experian</u>
Website	www.transunion.com/	www.equifax.com/	www.experian.com
Phone Number	1-800-680-7289	1-800-525-6285	1-888-397-3742
Address	P.O. Box 6790 Fullerton, CA 92834	P.O. Box 740256 Atlanta, GA 30374	The address on your Experian Credit Report.

*Be sure to make copies of all records. Do not give away your original paperwork.*

*Document all dates, times, and the name and phone number of the person you speak with for your records.*

