

# RANDOLPH SAVINGS BANK

## IDENTITY THEFT VICTIM WORKSHEET

Use this worksheet to record the steps you've taken to stop fraudulent use of your identity and to restore your credit.

### 1. Credit Bureaus/Consumer Reporting Agency – Report Fraud

1. Explain you are a victim of identity theft.
2. Request that a Fraud Alert be placed in your file.
3. Request a Victim's Statement be placed in your file.
4. Leave a daytime/evening phone number, email.
5. Request a free copy of your credit report.
6. Order reports again in 2 – 3 months to verify no new fraudulent activity occurred.

Bureau	Phone Number	Date Contacted	Contact Person	Comments
Equifax <a href="http://www.equifax.com">www.equifax.com</a>	1-800-525-6285			
Experian <a href="http://www.experian.com">www.experian.com</a>	1-888-397-3742			
TransUnion <a href="http://www.transunion.com">www.transunion.com</a>	1-800-680-7289			
ChexSystems <a href="http://www.consumerdebit.com">www.consumerdebit.com</a>	1-800-428-9623			

### 2. Banks, Credit Card Issuers and Other Creditors

1. Contact each creditor promptly
2. Follow-up with letter to protect your legal rights.
3. Check for fraudulent charges and/or change-of-address on all your accounts.
4. Close compromised accounts and open new ones.
5. Request an ID Theft alert be placed on your file.
6. Use different, non-obvious, Personal Identification Numbers (PINs) and passwords.

Creditor	Address and Phone Number	Date Contacted	Contact Person	Comments

### 3. Law Enforcement Authorities – Report Identity Theft

1. File a police report with your local police or the police in the community where the theft took place.
2. Contact the Federal Trade Commission (FTC) at the number below to file a complaint or by visiting their website at [www.ftc.gov](http://www.ftc.gov).

Agency/Department	Phone Number	Date Contacted	Contact Person	Report Number	Comments
Federal Trade Commission	1-877-IDTHEFT 1-877-438-4338				
Local Police Department					

### 4. Stolen Checks

1. If your checks have been stolen or misused, contact your bank immediately for instructions regarding closing your account and opening a new one.
2. Contact major check verification companies (listed below) to request they notify retailers using their databases not to accept stolen checks.
3. If ATM/debit card is lost, stolen or compromised, cancel the card and get a new PIN.

Institution	Phone Number	Date Contacted	Contact Person	Comments
Randolph Savings Bank	1-877-963-2100			
TeleCheck	1-800-710-9898			

### 5. Additional Information for Victims of Identity Theft

Problem	Contact
Remove fraudulent phone charges (within state)	State Public Utility Commission
Remove fraudulent long distance or cellular phone charges	Federal Communication Consumer Center (1-888-225-5322)
Report fraudulent use of your Social Security Number	Social Security Administration Fraud hotline (1-800-269-0271)
Report misuse of your name or Social Security Number to get a drivers license	State Department of Motor Vehicles
Report your mail has been stolen and used to obtain new accounts	U.S. Postal Inspector – <a href="http://www.usps.com/postalinspectors">www.usps.com/postalinspectors</a> or 1-877-987-3728
Request a free copy of your credit/consumer report	For a credit report, contact the credit bureaus (see item 1 on the first page of this worksheet). For a ChexSystems consumer report, call 1-800-513-7125.