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# PREVENTING FRAUD & IDENTITY THEFT

February 28, 2024

**1**

What is ID Theft?

**3**

How do thieves use your information?

**5**

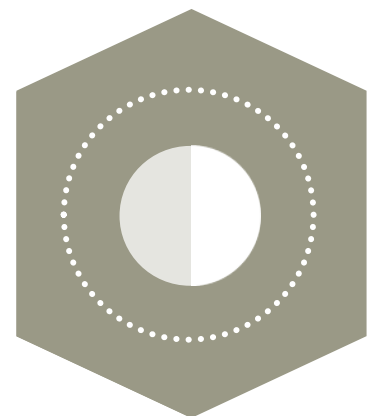
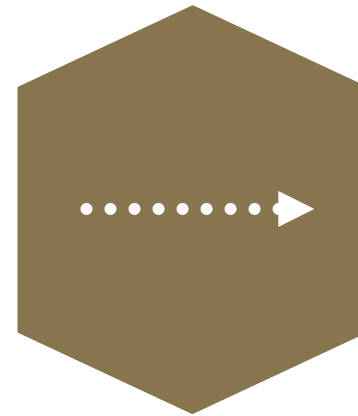
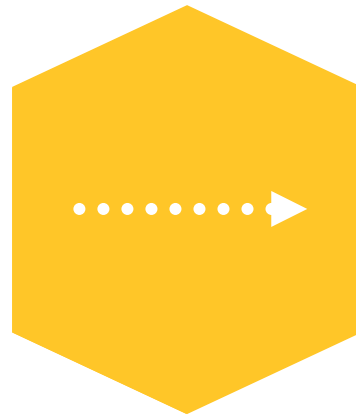
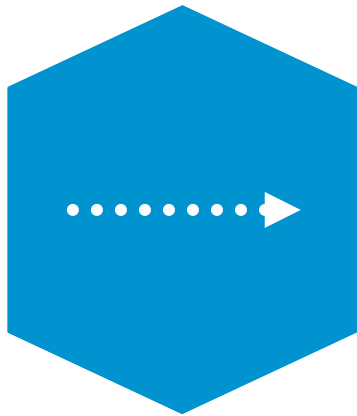
What if you're a victim?

**2**

How does ID Theft Occur?

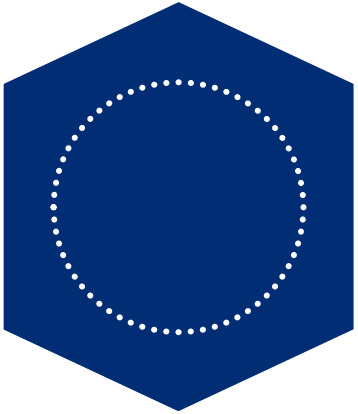
**4**

How do you protect yourself?



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**1**  
What is ID Theft?



**2**  
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**3**  
How do thieves use your information?



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How do you protect yourself?



**5**  
What if you're a victim?



**6**  
FAQ's



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# What is ID theft?

The crime of using another person's personal information, credit history or other identifying characteristics to make purchases or borrow money without that person's permission.



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FEDERAL TRADE COMMISSION

# A Scammy Snapshot of 2023

(based on reports to Consumer Sentinel)  
ftc.gov/data  
ReportFraud.ftc.gov

## Top Frauds



1 Imposters



2 Online shopping and negative reviews



3 Prizes, sweepstakes, lotteries



4 Investments



5 Business and job opportunities



2.6 million fraud reports



\$10 billion reported lost

The number of reports and the amount lost is up.

(2022: 2.5 million fraud reports, \$9 billion lost)

Reported losses to investment scams grew.



\$1.7 billion

2021

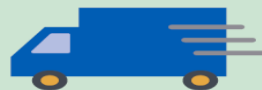
\$3.8 billion

2022

\$4.6 billion

2023

Losses to business imposters climbed.



\$438 million

2021

\$666 million

2022

\$752 million

2023

Losses to FTC imposters soared.



2019

\$3,000 median loss



2023

\$7,000 median loss

### ★ ★ ★ Reports by Military Consumers ★ ★ ★



**Imposters:** Highest # of reports: **42,000**  
Highest total losses: **\$178 million**



**Investments:** Highest % with loss: **81%**  
Highest median losses: **\$7,000**

### Top Payment Methods and Losses

Bank Transfer or Payments

\$1.8 billion

Cryptocurrency

\$1.4 billion

Wire Transfer

\$343.7 million

Scammers contacting people by phone or on social led to big losses.

**Phone calls:**  
Highest **per person** reported losses



\$1,480 median loss

**Social media:**  
Highest **overall** reported losses



\$1.4 billion total lost

**Email:**  
Highest **# of reports**



358,000 reports





## Computer Crime

Data is stolen  
during your  
online activities



## Personal Betrayal

A friend,  
relative,  
employee or  
stranger steals  
your data



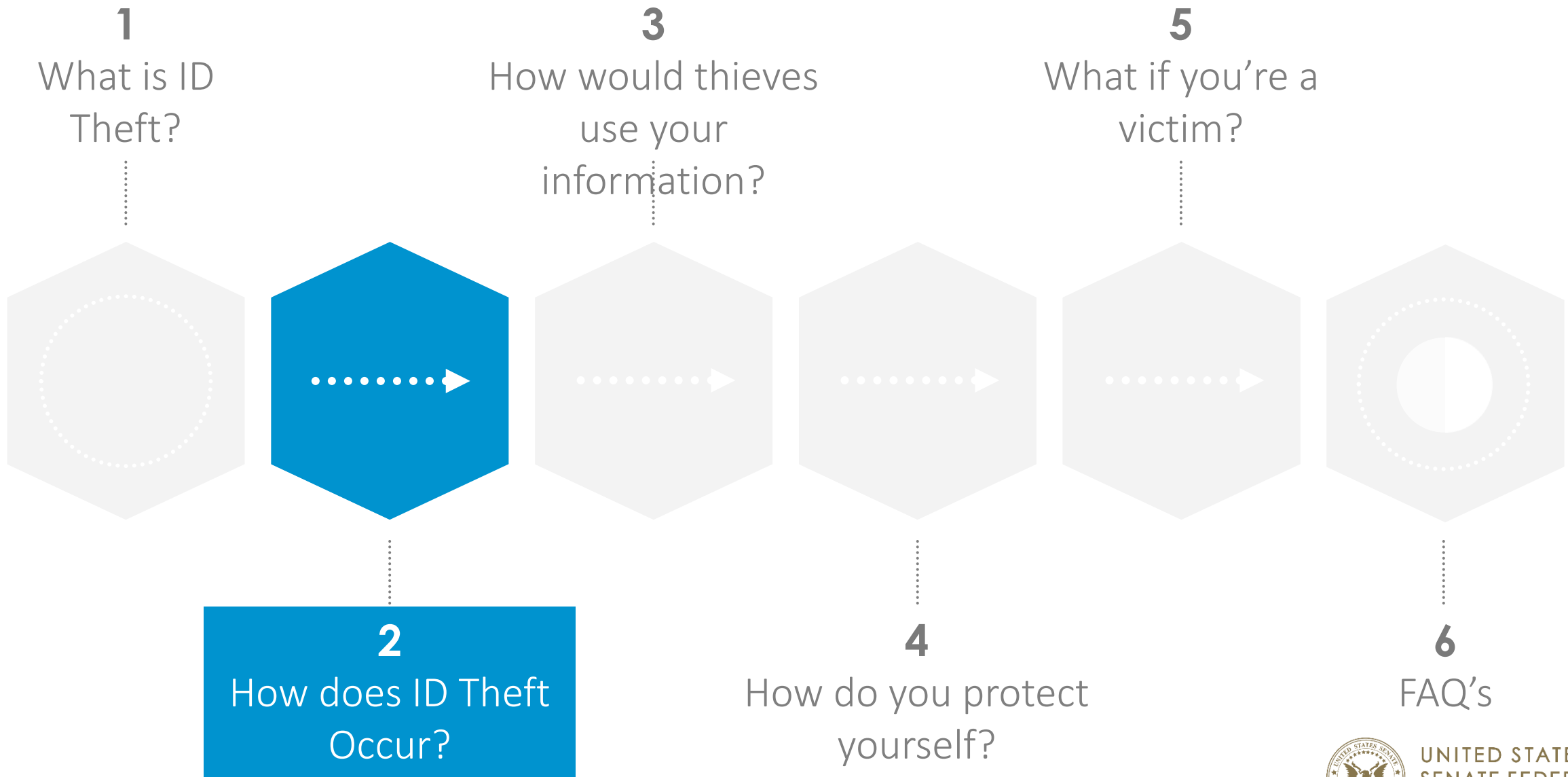
## Document loss

Wallet,  
checkbook,  
credit cards, or  
mail is lost or  
stolen



## Business Leaks

Information is  
stolen and  
exploited from  
a place where  
you've done  
business



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- Steal wallet, mail
- Dumpster dive
- Rob house or business
- Email scams
- ATM, credit card skimming
- Corporate data breaches
- Pharming
- Phishing



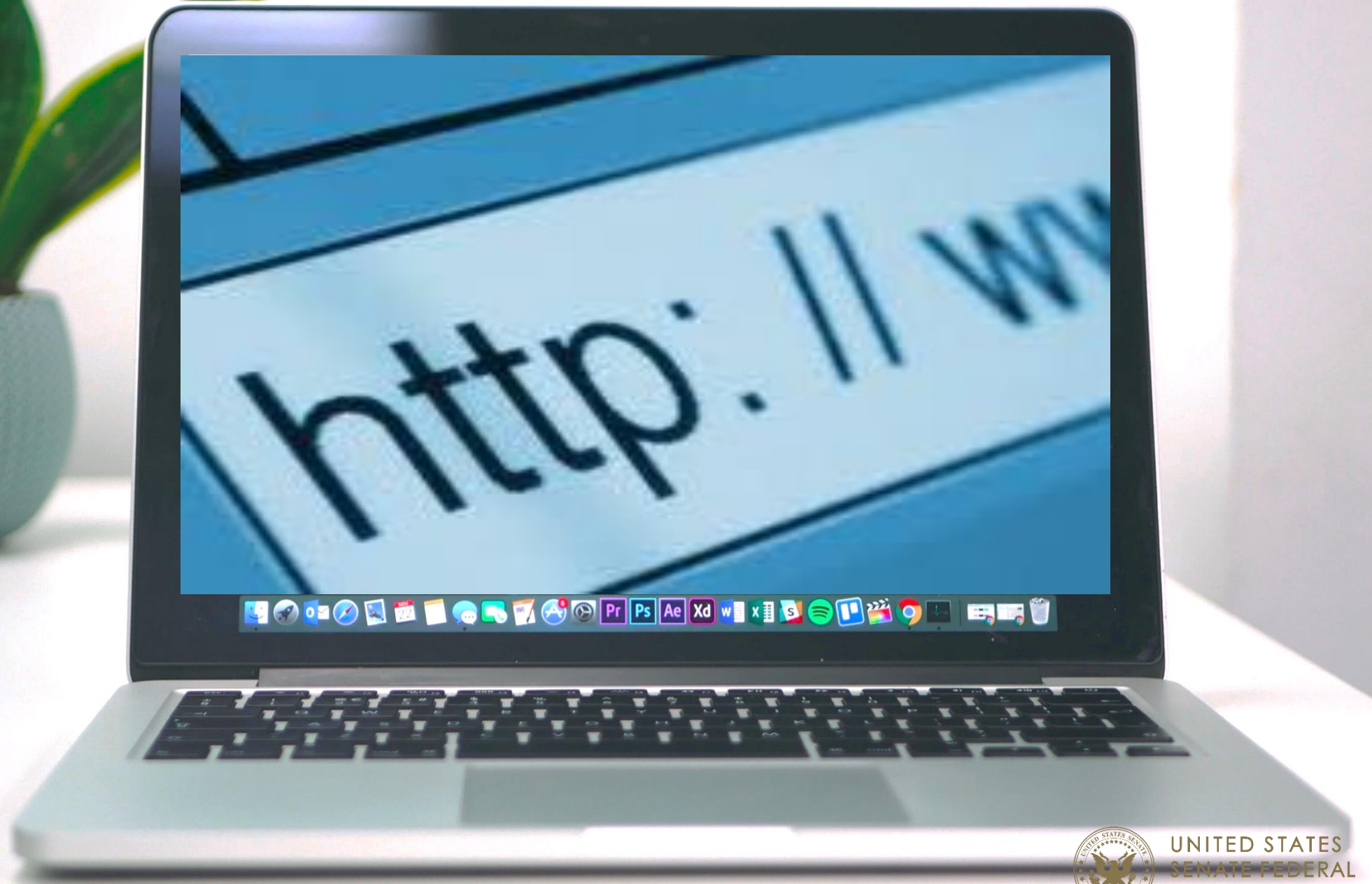




**PHARMING:**  
A process that  
steals information  
from unsuspecting  
internet users



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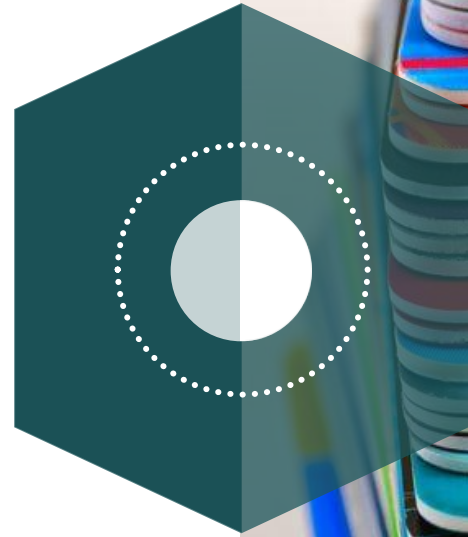




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# PHISHING

A practice that online fraudsters use to “fish” for confidential passwords and financial data from the “sea” of internet users using email.





Original Message

From: Wells Fargo Online [mailto:onlinebanking@wellsfargo.toxement.com.co]

Sent: Tuesday, August 07, 2012 9:58 PM

To: O'Brien, Aimee

Subject: Alert: You Have (1) New Security Message

Wells Fargo is constantly working to ensure security by regularly screening the accounts in our system. We recently reviewed your account (error code : 00562), and we need more information to help.

How can I restore my account access ?

Click Here, <http://www.isrjapan.jp/wp-content/themes/wells/www.wellsfargo/online.htm> login and complete the next step to "Your Security Questions."

Completing all of the informations required will automatically restore your account access.

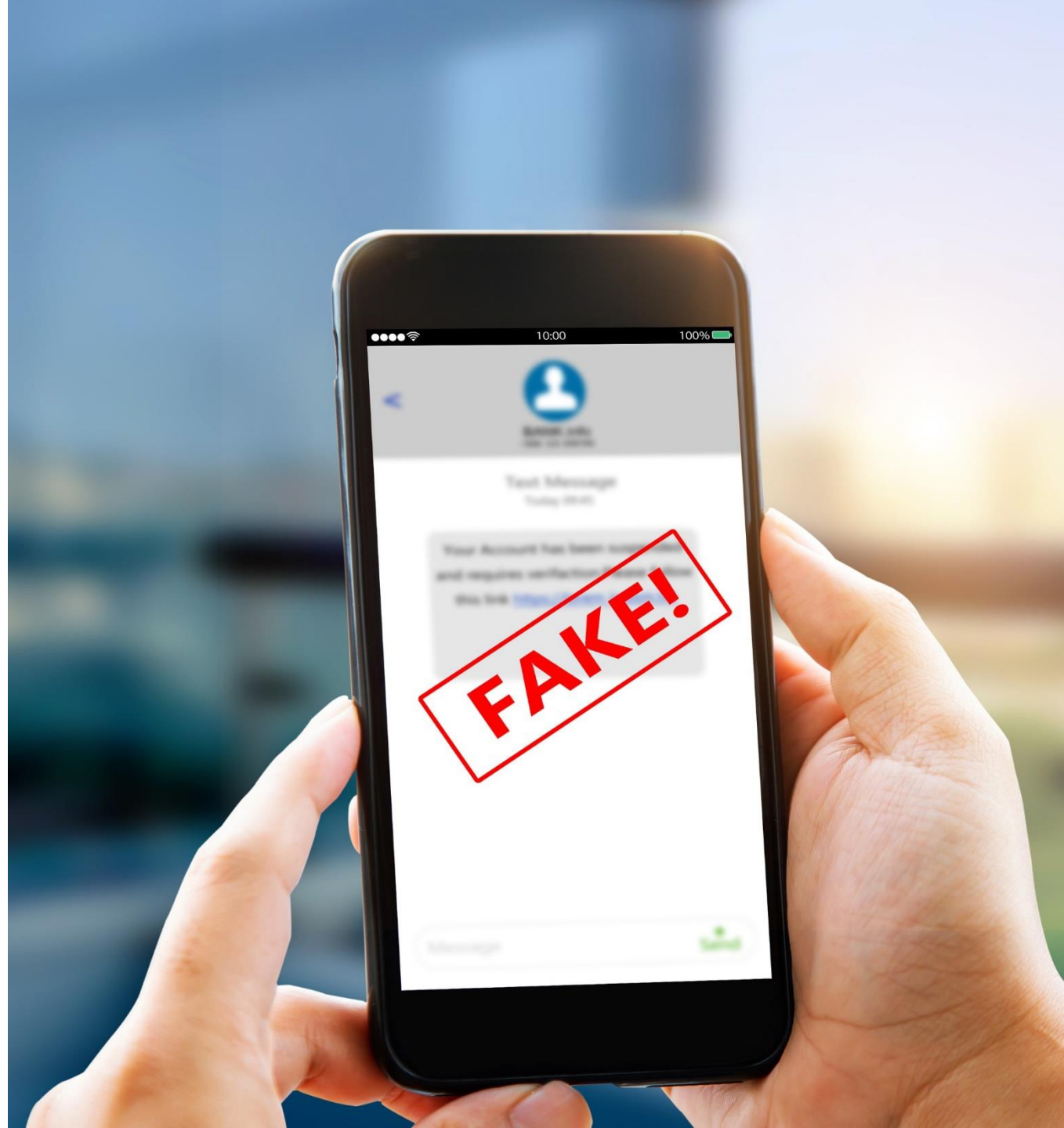
You will be redirected to a secure, private Wells Fargo server on a random port due security issues.

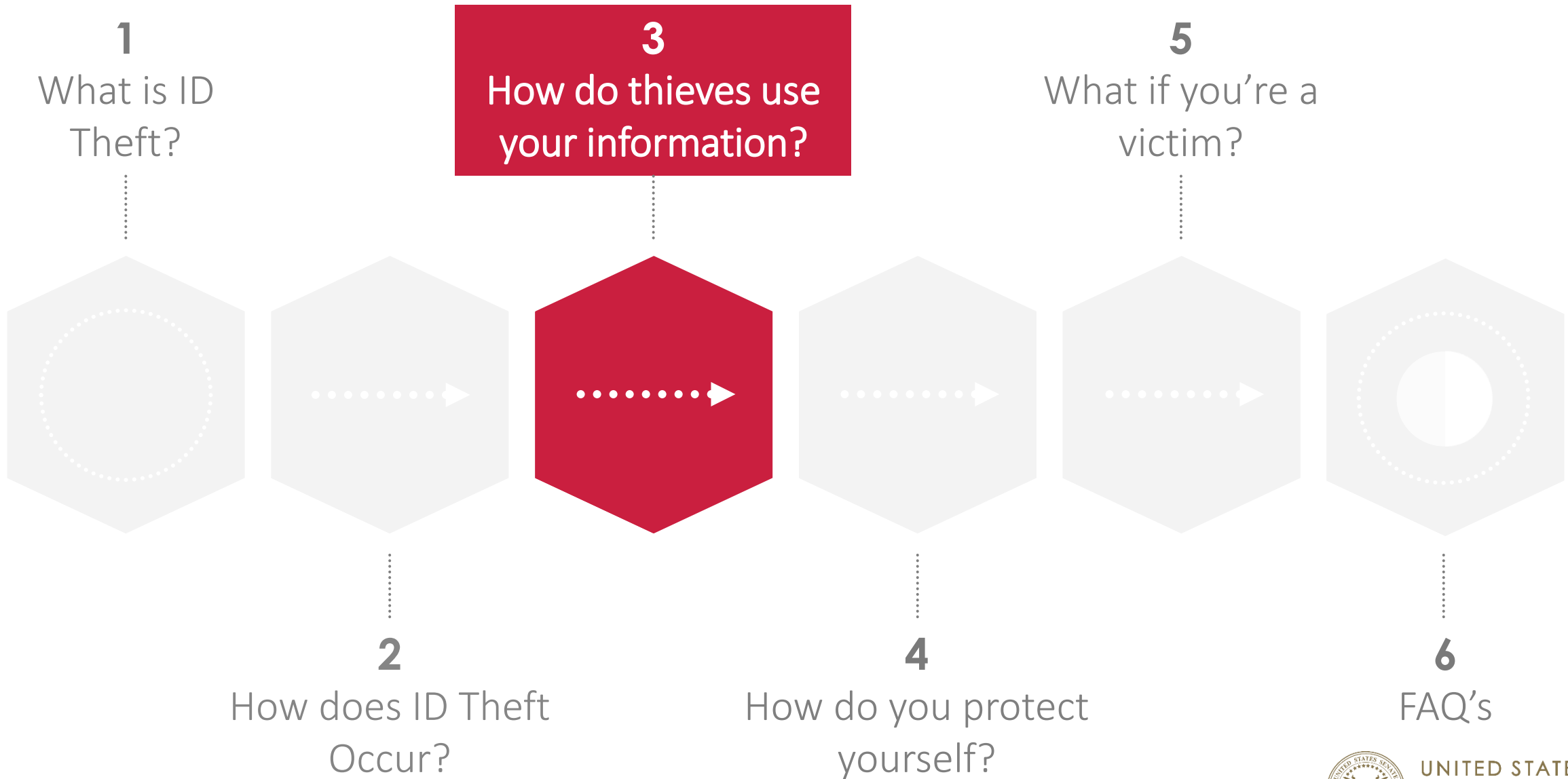
Wells Fargo, N.A. Member FDIC.  
© Wells Fargo Corporation. All rights reserved.



# SMISHING

The fraudulent practice of sending text messages purporting to be from reputable companies to get victims to reveal personal information.





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# How Do ID Thieves Use Your Information?



- BUY MERCHANDISE
- OPEN NEW ACCOUNTS
- ESTABLISH SERVICES IN YOUR NAME
- TAKE OUT LOANS/OPEN ACCOUNTS
- OBTAIN A PASSPORT, INSURANCE OR ID
- SELL YOUR INFORMATION





MONITOR YOUR  
CREDIT **REPORT**

[annualcreditreport.com](https://annualcreditreport.com)

Central Source LLC

P.O. Box 105283

Atlanta, GA 30348-5283

**Phone: 877-322-8228**

You can receive your credit report  
**ONLINE** or by **MAIL**





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# MONITOR YOUR CREDIT REPORT



All about credit reports   Request yours now!   What to look for   Protect your identity   Free

## Don't be fooled by look-alikes.

Many sites promise credit reports for free. AnnualCreditReport.com is the only official site explicitly directed by federal law to provide them.

[annualcreditreport.com](https://www.annualcreditreport.com)

SPOT IDENTITY THEFT   GOOD CREDIT   **DON'T BE FOOLED**   MORE THAN A S

### Credit reports matter.

Credit reports may affect your mortgage rates, credit approvals, apartment requests, or even your application.

Monitoring credit reports helps you catch signs of identity theft early.

[Request your free credit reports](#)

### FREE Credit Reports. Federal law allows you to:

- Get a free copy of your credit report every 12 months from each credit reporting company.
- Ensure that the information on all of your credit reports is correct and up to date.

# ACCESS YOUR FICO SCORE



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[USSFCU.ORG/FICO](https://USSFCU.ORG/FICO)

- Score Simulator
- FICO® Score and Score Factors
- Payment History
- Amount of Debt
- Credit History Length
- Amount of New Credit
- Credit Score History

## USE STRONG PASSWORDS

- Mix it up – different for each account
- On your phone and computer too
- Use a passphrase instead of a password

*NowIsTheTimeForPumpkins1999*



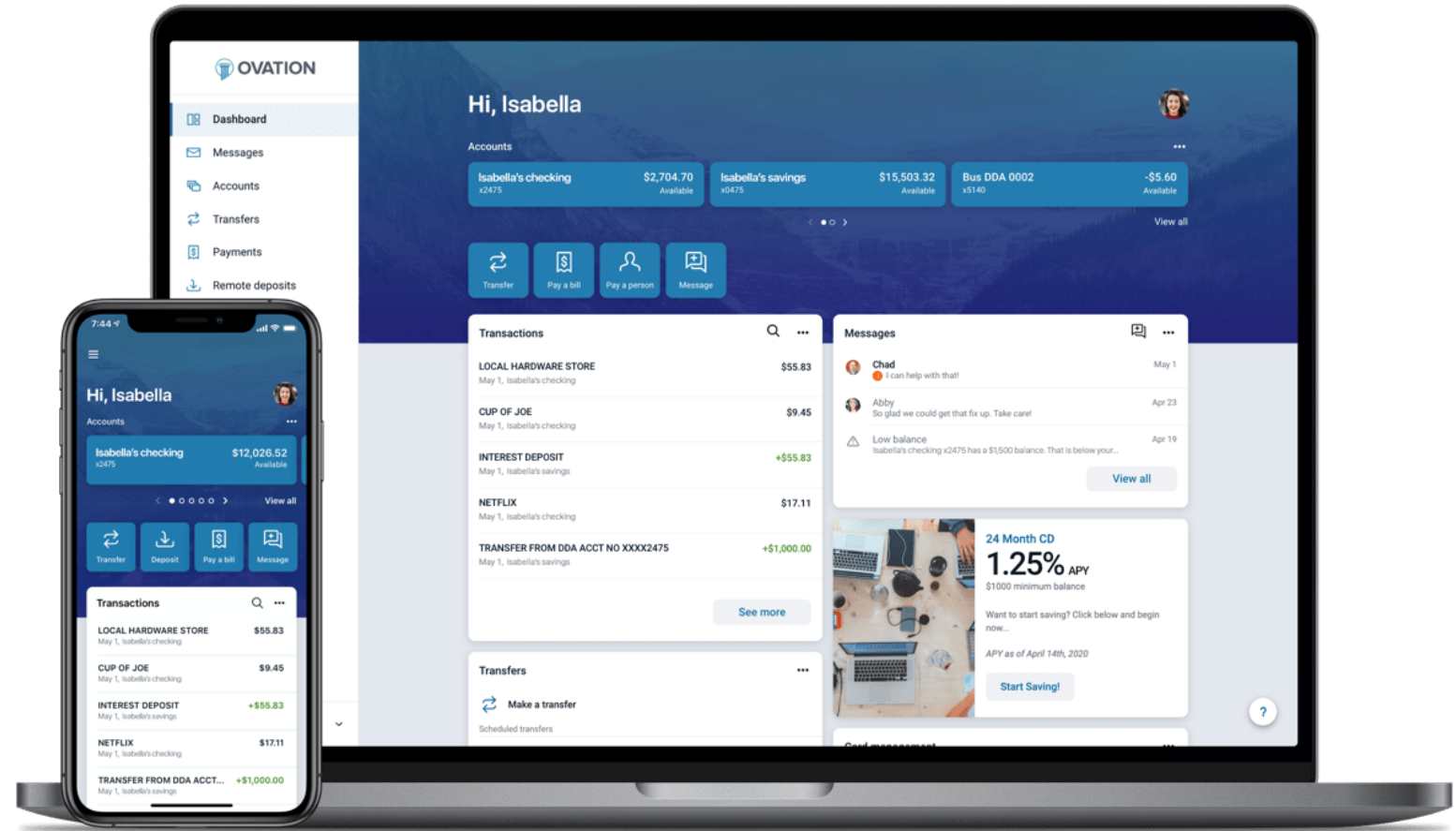
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# PROTECT YOUR ACCOUNTS



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- Use two-factor authentication (2FA)
- Never share your credentials
- Set up account alerts
- Utilize card controls
- Regularly monitor account activity



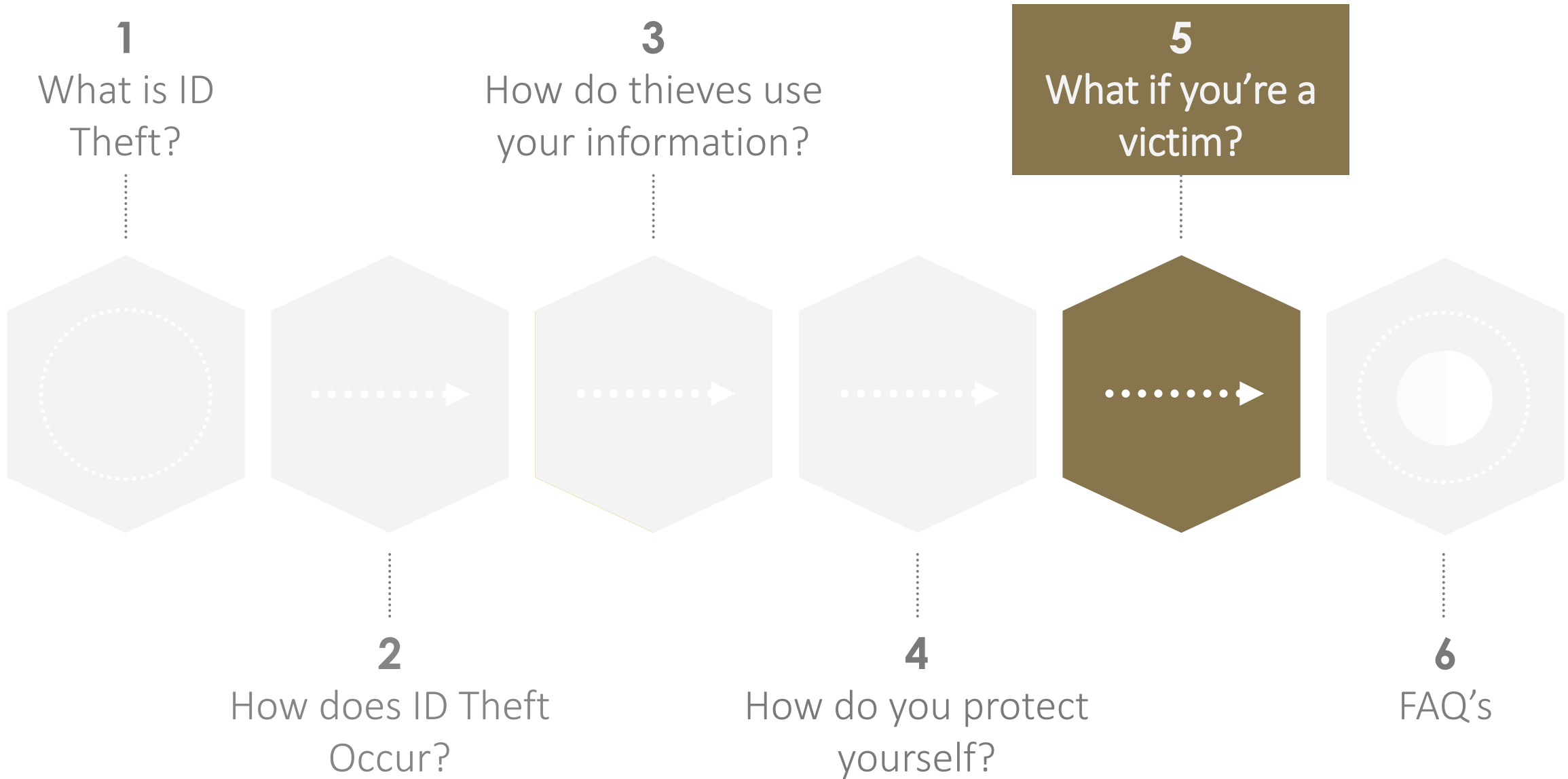




# Be Vigilant

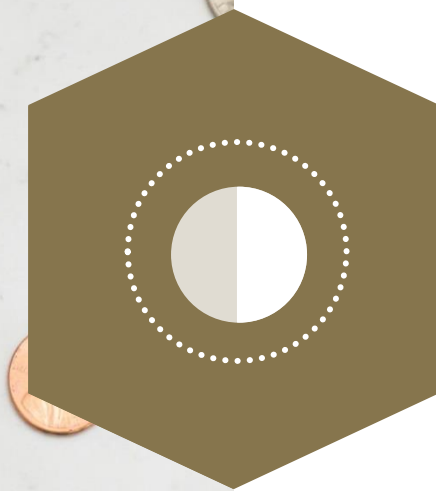
- Steer clear of suspicious websites and links
- Don't give out your personal info to a caller, or through email
- Block unwanted calls and text messages.
- Know how scammers tell you to pay.
- Resist the pressure to act immediately.







How would  
you know?

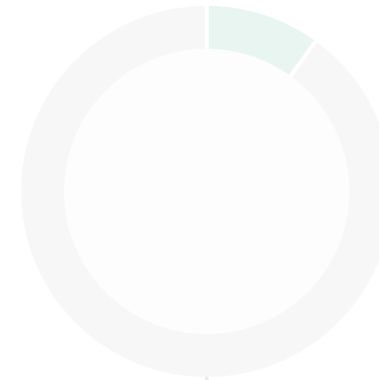
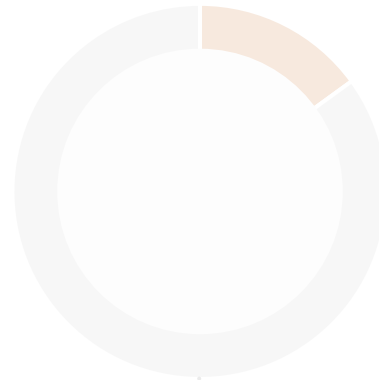
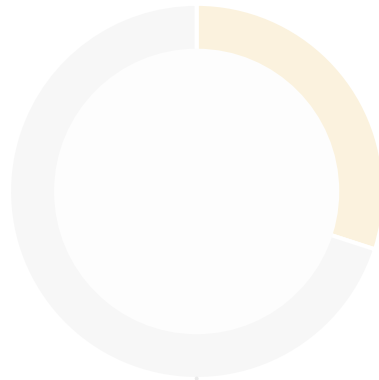
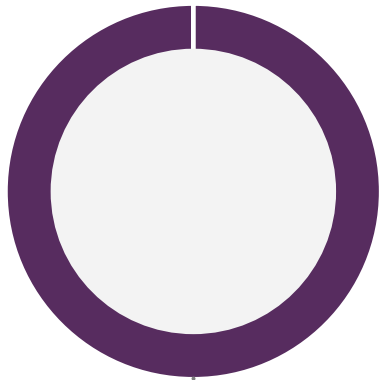


- Unexplained charges
- Not receiving bills
- Receiving credit cards, you didn't order
- Denied credit for no reason
- Inaccuracies on credit report
- Collection calls



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# TAKE ACTION

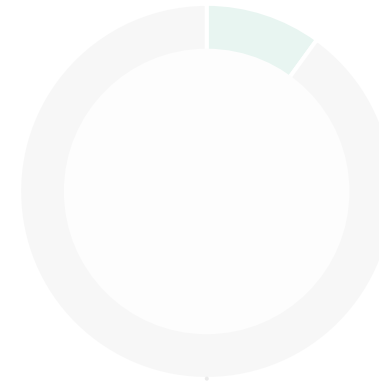
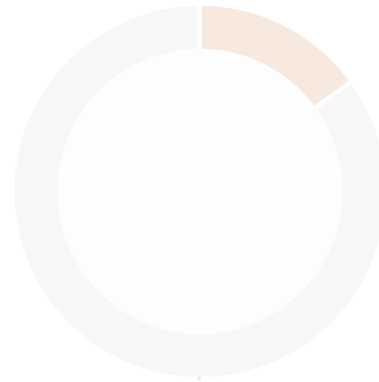
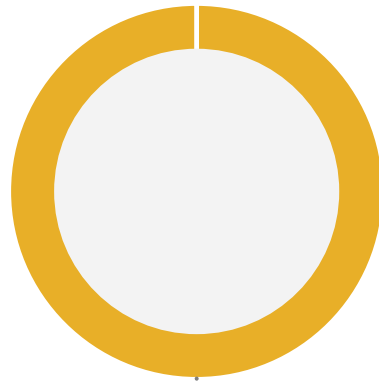
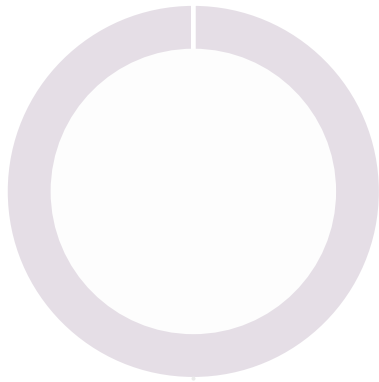


Contact Government Authorities – [identitytheft.gov](https://www.identitytheft.gov)



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# TAKE ACTION

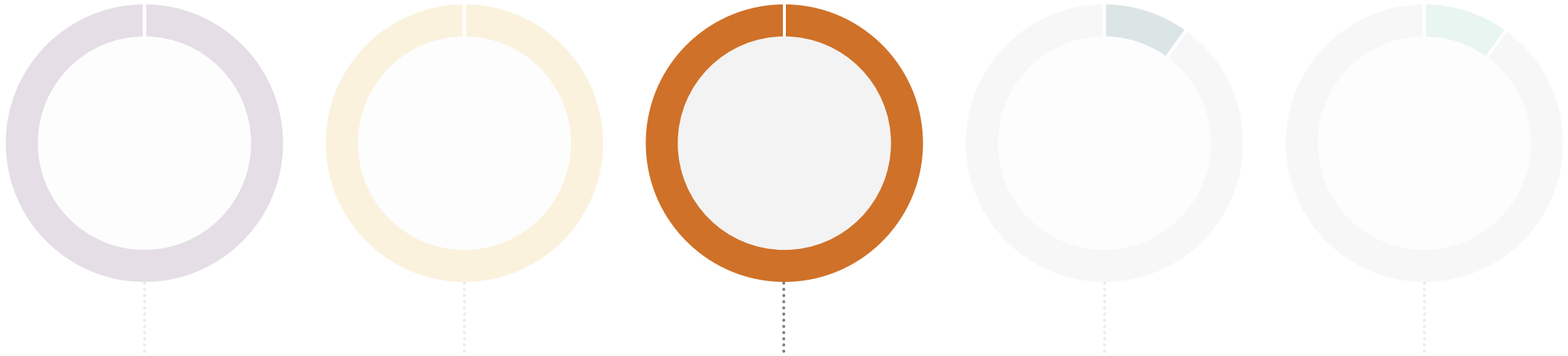


Contact Creditors and Financial Institutions



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# TAKE ACTION



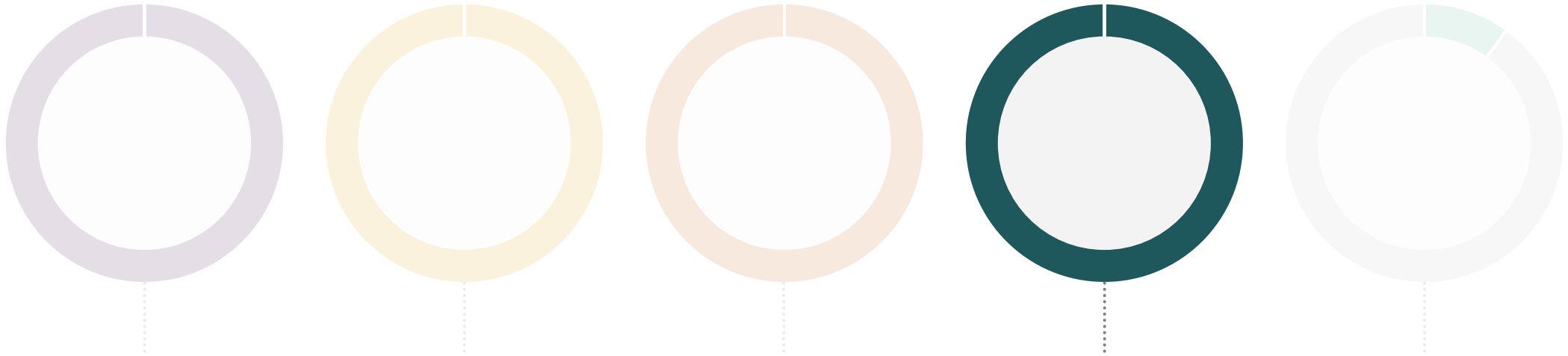
Contact the Credit Bureaus





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# TAKE ACTION

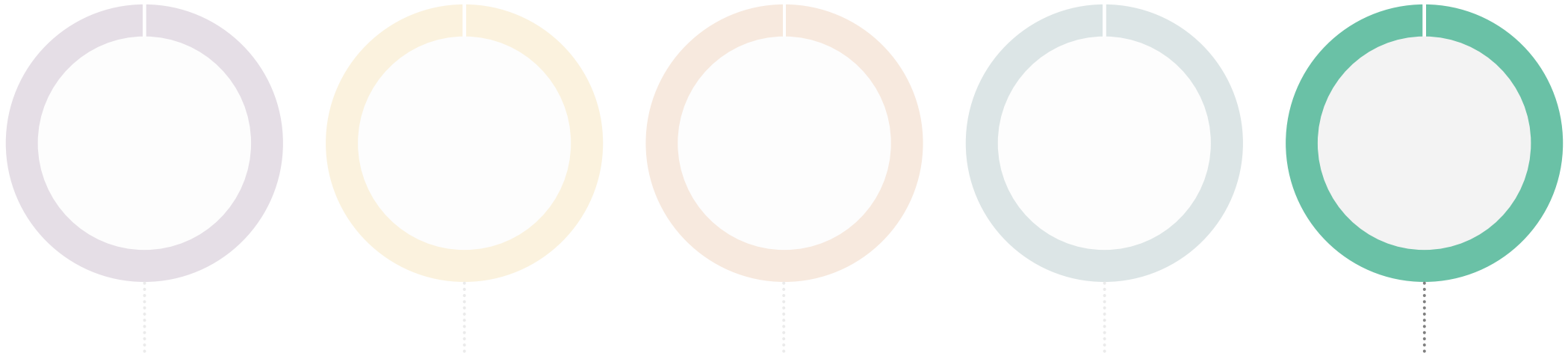


Contact Local Authorities



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# TAKE ACTION



Maintain Good Records & Follow-up

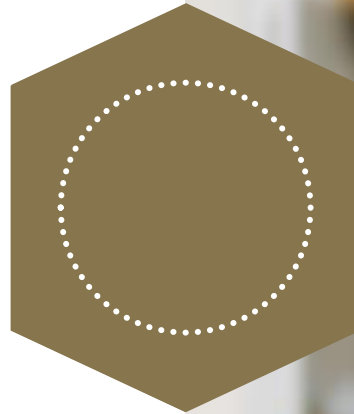


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○ Know your rights

○ Be an educated  
consumer

○ A note on other  
scams...



**TAKE  
ACTION**



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# We are **TAKING ACTION** to keep your personal information safe...

- ✓ We diligently monitor accounts and verify suspicious transactions.
- ✓ We take extra precautions to confirm member identity.
- ✓ We provide 24-hour phone support for lost or stolen cards.
- ✓ We offer the ability to change personal identification numbers (PINs) on USSFCU cards at USSFCU ATMs.
- ✓ We do not hold members liable for unauthorized transactions on their USSFCU cards.
- ✓ We adhere to the "Know Your Customer" process to verify our member's identity.



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USSFCU will never ask you for your personal information via text or email.

Personal information includes your **credit card number, member number, social security number, date of birth, etc.**

Report Fraudulent Activity Immediately

- Member Services: 800.374.2758
- Secure Messaging: [my.ussfcu.org](https://my.ussfcu.org)
- Log in to [my.ussfcu.org](https://my.ussfcu.org) to verify account transactions
- Check our website: [ussfcu.org](https://ussfcu.org) for fraud notifications