



What to do if your wallet/purse/identity is lost or stolen...

1) Immediately file a police report.

- Keep a copy of the report for proof of the crime.
- If you cannot get a copy, get the report number.

2) Contact your financial institution to report lost/stolen account numbers, ATM/Debit cards, checks and driver's license.

- Put stop payments on the missing checks.
- Add a password and memo to your account.
- Get a new ATM/Debit card, PIN and account card.

3) Cancel all credit cards.

- Get new cards with new account numbers

4) Call the fraud department of one of the major credit reporting agencies:

- **Equifax** – (800) 525-6285
- **Experian** – (888) 397-3742
- **TransUnion** – (800) 680-7289
- Ask them to put a “fraud alert” on your account.
- Add a “victim’s statement” requesting that creditors contact you before opening new accounts in your name.

NOTE: As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified and all three reports will be sent to you free of charge. This “one-call” fraud alert process only works for the initial placement of your fraud alert. Orders for additional credit reports or renewals of your fraud alerts must be made separately at each of the three major credit bureaus.

5) Contact the Department of Motor Vehicles to report your missing driver's license.

6) Change the locks on your house and car if your keys were taken.

7) Order new credit reports in a few months at the following phone numbers and review carefully for any unauthorized changes:

- **Equifax** – (800) 685-1111
- **Experian** – (888) 397-3742
- **TransUnion** – (800) 916-8800

If you have been a victim of identity theft, file a complaint with the Federal Trade Commission (FTC):

- **Online:** www.identitytheft.gov
- **Phone:** 1-877-438-4338
- **Mail:** Identity Theft Clearinghouse
- **Federal Trade Commission**
600 Pennsylvania Ave. NW
Washington, DC 20580