

What to do

if your Financial Information is Compromised

01 Stop Paying Money to Scammers

Don't pay any taxes or fees to "release your money".

02 Collect Evidence and Break Off Contact

Contact Information
Screenshots of Conversations
Save Profile Photos

03 Contact Bank & Credit Card Companies

They can help you determine what next steps you need to take.

04 Freeze your Credit with all three major bureaus

Place a temporary security freeze to prevent new accounts being opened in your name.

Experian Freeze Center
1-888-397-3742
www.experian.com

Equifax Credit Report Services
1-800-685-1111
www.equifax.com

TransUnion Credit Freezes
1-888-909-8872
www.transunion.com

05 Secure Online Accounts

Take steps to secure your online accounts such as your email, social media, mobile banking, and other online accounts

01. Change passwords and use unique, complex, and long passwords (Upper and lowercase numbers, numbers, letters, symbols, 10-13 characters)

02. Enable two-factor authentication if possible such as authenticator apps or fingerprint scans

03. Use a password manager

06 Dispute any fraudulent transactions

Review your credit reports and bank statements and dispute any fraudulent transactions. Be sure to supply documented evidence.

07 Report the fraud to the Federal Trade Commission, police, and other relevant authorities

File an official report with the Federal Trade Commission at IdentityTheft.gov

- If someone compromised your **Social Security Number (SSN)**: Contact the Social Security Administration (SSA) by calling its toll-free line at 1-877-438-4338.
- **Tax Fraud**: File IRS Form 14039 (along with your paper tax return) to inform the IRS that any other returns submitted under your name are fraudulent.
- **Medicare fraud**: Contact the U.S. Department of Health and Human Services's Fraud Hotline at 1-800-447-8477 (1-800-HHS-TIPS).
- If your identity was used during a crime: Contact the local law enforcement agencies – both where you live and where the crime was committed – and file a police report.



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