

Fixing Specific Identity Theft Problems

- **Stolen Checks** – If an identity thief steals your checks or counterfeits checks from your existing bank account, contact your bank to have them put “stop-payment-orders” on your checks, and close your account.
 - Contact major check verification companies to request that they notify retailers who use their databases not to accept your checks
 - TeleCheck at 1-800-710-9898 or 1-800-927-0188
 - Certegy, Inc. (previously Equifax Check Systems) at 1-800-437-5120
 - To find out if the identity thief has been passing bad checks in your name, call SCAN: 1-800-262-7771
- **Stolen Passport** – If you believe your passport is lost, stolen, or is being used fraudulently, contact the United States Department of State (USDS).
 - Report your lost or stolen passport by calling 1-877-487-2778 (TTY: 1-888-874-7793)
 - Complete the form at http://www.travel.state.gov/passport/lost/lost_848.html regarding a lost or stolen passport and submit it to: U.S. Department of State Passport Services, Consular Lost/Stolen Passport Section, 1111 19th Street, NW, Suite 500, Washington, DC 20036
- **Fraudulent Use of Social Security Number (SSN)** – To report fraudulent use of a social security number, contact the Social Security Administration (SSA) Office of the Inspector General.
 - File a complaint with SSA online at www.socialsecurity.gov/oig, call: 1-800-269-0271, fax: 410-597-0118, or write: SSA Fraud Hotline, P.O. Box 17768, Baltimore, MD 21235.
 - Request a replacement Social Security number card if yours is lost or stolen, or verify the accuracy of reported earnings, by calling 1-800-772-1213
- **Falsified Change of Address** – If an identity thief has stolen your mail, has falsified change-of-address forms, or otherwise obtained your personal information via mail fraud, contact your local postal inspector.
 - Contact the U.S. Postal Inspection Service (USPIS) district office nearest you by calling your local post office.
 - File a complaint with the USPIS online at <https://postalinspectors.uspis.gov/>
- **Tax Fraud** – If you believe an identity thief has used your information to commit tax fraud, contact the Internal Revenue Service (IRS).

- Contact the IRS by calling 1-800-829-1040, or visit <http://www.irs.gov/privacy/article/0,,id=186436,00.html>
- **Bankruptcy Fraud** – If you believe someone has filed for bankruptcy in your name, report suspected bankruptcy fraud to the U.S. Department of Justice’s Trustee Program.
 - Prepare a written summary containing the information specified at <http://www.justice.gov/ust/eo/fraud/index.htm> and send this information via email to: USTP.Bankruptcy.Fraud@usdoj.gov or by mail to: Executive Office for U.S. Trustees Criminal Enforcement Unit, 20 Massachusetts Ave., NW Ste. 8000, Washington, DC 20530.
- **Phone Fraud** – If an identity thief has established phone service in your name, is making unauthorized calls that are billed to your cellular phone, or is using your calling card and PIN, contact your service provider immediately to cancel the account and/or calling card.
 - If you have problems removing the fraudulent phone charges from your account or closing an unauthorized account, contact the Missouri Public Service Commission by calling: 1-800-392-4211. You can file a complaint online at <http://www.psc.mo.gov/file-a-complaint> or mail to Governor Office Building, 200 Madison Street, PO Box 360, Jefferson City, MO 65102-0360
 - For cellular phones and long distance, contact the Federal Communications Commission (FCC) by calling 1-888-CALL-FCC (TTY: 1-888-TELL-FCC)
 - File a complaint with the FCC online at www.fcc.gov; write: Federal Communications Commission, Consumer Information Bureau, 445 12th Street, SW, Room 5A863, Washington, DC 20554. or e-mail fccinfo@fcc.gov
- **Student Loan Fraud** – If an identity thief has used your information to take out a student loan, contact the school or program that opened the student loan to close the loan.
 - Report the fraudulent loan to the U.S. Department of Education Inspector General’s Hotline by calling 1-800-MIS-USED
 - File a complaint online at www.ed.gov/about/offices/list/oig/hotline.html?src=rt or write: Office of Inspector General, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-1510.
- **Investment Fraud** - If you believe an identity thief has tampered with your securities investments or brokerage account, immediately report it to your broker or account manager.
 - File a complaint with the U.S. Securities and Exchange Commission’s Complaint Center at www.sec.gov/complaint.shtml, send a fax to 703-813-6965, or write to: SEC Complaint Center, 100 F Street NE, Washington, D.C. 20549-0213.

- Contact the Securities Division of the Missouri Secretary of State's Office, which is responsible for ensuring compliance with state securities laws, at:
<http://sos.mo.gov/securities/mipc/complaint.asp>
- **Other Identity Fraud** - For other situations involving identity fraud not listed above, visit the FTC website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>

*This information adapted from <http://www.ftc.gov/bcp/edu/microsites/idtheft/>