



IRVING POLICE DEPARTMENT



ECONOMIC CRIMES UNIT



After receiving your Identity Theft Packet, complete the "Identity Theft Form" – This form provides us the information we need to make an offense report. It must be filled out with as much information as possible.

In addition to the completed form, you must provide documentation that supports your claim, a copy of a state driver license or ID card and copy of your social security card to establish your identity.

After we begin our investigation into your offense, you may be asked to provide additional information – some examples are, but not limited to: photographs, thumbprint, utility bill, or lease. The detective assigned to your case will determine what information is needed.

Contact and place a fraud alert with all 3 credit bureaus. You should request a copy of your credit report from each bureau. We cannot process your complaint without at least one recent copy of your credit report.

Submit the completed original fraud packet, a copy of a credit report along with any documentation that supports your fraud claim, such as collection notices and bills. Any incomplete packets WILL NOT be processed and they will be mailed back to you, unprocessed. We do not hold any paperwork.

Please, make copies of everything for your records. We cannot make copies for you. Once you return the completed packet to the police department, please allow at least 30 business days for the packet to be processed. A report number will be issued. A public copy of the report may be obtained by contacting the Irving Police Records Section at 972-721-2437.

Documentation for Prosecution

The following items of evidence should be obtained by the victim by using the sample dispute letters to dispute charges and requesting all documentation related to the account(s). Without this document evidence, we will not be able to begin an investigation.

If your existing accounts are being accessed, please obtain the following types of documents:

- ❖ Bank statements or bills showing where the transactions occurred
- ❖ Please attempt to obtain a physical address, date and time for the transactions from your bank
- ❖ Bills from companies showing merchandise ordered
- ❖ Addresses where items were delivered
- ❖ Phone numbers were associated with the ordered
- ❖ Any information from the creditor that shows how or where the account was used
- ❖ The name and phone number of any representatives from the businesses you deal with

If new accounts have been opened in your name, please obtain the following:

- ❖ Bank statements that you may have received for accounts that are not yours
- ❖ Credit reports showing the accounts that are not yours
- ❖ Bills from utilities companies for accounts you did not open
- ❖ Letters or documentation from creditors or utilities companies that contain
- ❖ Copies of applications for credit
- ❖ How the account was opened. (in person, over the phone, on internet)
- ❖ Where the account was opened if done in person
- ❖ Where the account is being used (addresses of transactions)
- ❖ Address where any cards, bills, merchandise or correspondence was mailed
- ❖ Any phone numbers associated with the fraudulent account
- ❖ The name or employee number and phone number of any representatives from the businesses you deal with

Please retain this page for your records.

Fair and Accurate Credit Transactions Act (FACT Act)

The FACT Act allows you to obtain copies of any and all records related to the fraudulent accounts. You are then permitted to provide law enforcement with copies of the records you received related to the fraudulent accounts; thereby allowing us to bypass the sometimes difficult process of obtaining subpoenas for the very same information. It also allows you to request the information be made available to the Irving Police Department. We have found it useful to provide a copy of the FACT Act with the submission of the Identity Theft Affidavit and Letter of Dispute to the individual creditors. A portion of the law can be found at www.irvingpd.com under the Economic Crimes Unit link.

Letters of Dispute Sample copies of the Letters of Dispute can also be found at www.irvingpd.com under the Economic Crimes Unit link. **This letter needs to be completed for every creditor involved in the identity theft.** The letter of dispute should contain information related to the fraudulent account(s), your dispute of the account(s), and your request for the information to be corrected. In addition, the letter should reference the FACT Act and make a request for copies of any and all records related to the fraudulent accounts be provided to you and made available to the Irving Police Department.

Identity Theft Information

Identity Theft is defined as the theft or misuse of personal or financial identifiers in order to gain something of value and/or to facilitate other criminal activity. Identity Theft is a violation of the Texas Penal Code section 32.51 and is a Felony Offense.

The Irving Police Department is diligent in its efforts to apprehend and stop those individuals responsible for committing Identify Theft. This packet is essential in helping the investigator understand, evaluate, and ultimately bring your case to closure.

It is important that you take the time to complete this packet and return it to the Irving Police Department. Upon the return of your completed, signed, and notarized complaint form/affidavit, it will be assigned to a Economic Crimes Investigator and a case number will be assigned. However, if it is determined the Irving Police Department is not the appropriate agency to investigate your case or does not have the jurisdiction then the complaint form will be forwarded to the appropriate agency. You will be notified of the transfer of the affidavit.

The attached Identify Theft Affidavit is a sworn statement and will be used as evidence in court should an arrest be made. It is essential that the information you provide be accurate and true. The Complaint Form and Personal Statement of Fact Affidavits must be signed in front of a Notary.

If you believe you are a victim of Identity Theft, you should take the following steps to protect yourself and your credit. The sooner you take action to limit the fraudulent use of your personal information, the easier it will be to correct any damage already done.

NOTE:

If you suspect someone is using your personal information for employment and there is no evidence of other identity fraud, submit the complaint form and contact the Internal Revenue Service at IRS.gov. Do not contact the employer directly as they may warn the suspect employee. The Identity Protection Specialized Unit of the IRS is responsible for assisting victims of identity theft. They can be contacted at 800-908-4490.

If your name and/or information is used by someone else to avoid a traffic ticket or any criminal prosecution, please contact the agency investigating the original crime. It may not be necessary to complete this packet.

Please retain this page for your records.

Helpful Hints:

- ❖ Remember that each creditor has different policies and procedures for correcting fraudulent accounts.
- ❖ Do not provide originals and be sure to keep copies of everything you provide to the creditors or companies involved in the identity theft.
- ❖ If you make a report to the FTC, please do not include a copy with your complaint form.

Note: If your credit card was used without your consent or checks were forged on your account, go to the credit card abuse or forgery section of the website for more information (www.irvingpd.com).

Step 1: Contact the institution involved

If the offense involved **existing bank accounts** (checking or savings accounts as well as credit or debit card) you should do the following:

- ❖ Close the account that was used fraudulently or put stop payments on all outstanding checks that might have been written without your knowledge.
- ❖ Close all credit card accounts that were used fraudulently.
- ❖ Close any account accessible by debit card if it has been accessed fraudulently.
- ❖ Open up new accounts protected with a secret password or personal identification number (PIN)
- ❖ If the identity theft involved the creation of **new accounts**, you should do the following:
- ❖ Call the involved institution and notify them of the identity theft.
- ❖ They will likely require additional notification in writing.

If you believe your personal checks or bank account information has been compromised, you may need to contact the following organizations:

National Check Fraud Services	TeleCheck	CrossCheck	Equifax Check System
1-843-571-2143	1-800-710-9898	1-707-586-0551	1-800-437-5120

Step 2: Contact a credit bureau and place a “fraud alert” on your file.

The three credit reporting bureaus, Equifax, Experian and TransUnion, share information so when you request an alert, your request is automatically sent to all three agencies. A fraud alert will put a notice on your credit report that you have been the victim of identity theft.

Texas consumers have the right to place a “security freeze” on their credit reports, which limits the credit bureaus from releasing information in your file. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. If you freeze your credit report, you can temporarily lift it when you need to apply for credit. You must contact each credit bureau to request a security freeze.

		
Equifax.com	Experian.com	Transunion.com
1-888-766-0008	1-888-397-3742	1-800-680-7289

Please retain this page for your records.

Step 3:
Request a copy of your credit report.

A free copy of your credit report is available at www.annualcreditreport.com or 1-877-322-8228. The law allows you one free credit report per year from each company.

Upon receipt of your credit history: review it for unauthorized accounts or lines of credit, work or home addresses that were not yours or are not yours, and any other information that is not yours. Complete the attached Identity Theft Affidavit and return it with your credit history and any other relevant documentation to the Irving Police Department.

Step 4:
File a report with the Federal Trade Commission.

You can go on-line to file an identity theft complainant with the FTC at www.FTC.gov and click on the ID theft icon or by calling 1-877-IDTHEFT.

Step 5:
Contact creditors involved in the Identity Theft in writing.

This step involves contacting all the companies or institutions that provided credit or opened new accounts for the suspect or suspects. Some examples include banks, mortgage companies, utility companies, telephone companies, cell phone companies, etc. Provide the creditors with the completed Identity Theft Affidavit (some may require that you use their own affidavit) and Letter of Dispute.

Step 6:
Submit the Identity Theft Complaint Form with copies of all information and records obtained from creditors with regard to the fraudulent accounts to:

**Irving Police Department – Economic Crimes Unit
305 N. O'Connor Rd
Irving, TX 75061**

To avoid confusion, we request that you submit everything at once and if possible do not send items separately. The information can be hand delivered or mailed. Please remember that some victims are only interested in the correction of their credit and do not necessarily want prosecution. Therefore, **we request that you only submit this packet to Irving Police Department if you desire prosecution** and would be willing and available to appear and testify in court, should a suspect be identified and arrested.

Make a copy of this entire completed packet for your records.

Mail the completed Identity Theft Affidavit in its entirety to the
Irving Police Department, Economic Crimes Unit at the address listed above.

Please retain this page for your records.

Additional Useful Information



Social Security Administration – If you suspect someone is using your social security number to obtain employment, contact the Social Security Administration's fraud hotline at 1-800-269-0271. Order a copy of your Personal Earnings and Benefit Estimate Statement (PEBES) to check the accuracy of your work history on file with the Social Security Administration. You can obtain a PEBES application at your local Social Security office or at <http://www.ssa.gov/online/ssa-7004.pdf>.



The IRS established the Identity Protection Unit to assist taxpayers resolve identity theft issues. Victims can call 800-908-4490 Monday – Friday, 8 a.m. to 8 p.m. Additional information is available at www.irs.gov.



This website is a one-stop national resource to learn about the crime of identity theft. It provides detailed information to help you deter, detect, and defend against identity theft. <http://www.ftc.gov/bcp/edu/microsites/idtheft/>



The Office of the Attorney General provides useful information related to identity theft. A step by step resource guide is available at www.texasfightsidtheft.gov



Internet Crime Complainant Center (IC3) is an alliance between the National White Collar Crime Center and the Federal Bureau of Investigation. It provides a central point to report internet based crime. www.ic3.gov



If you suspect that your mail has been stolen or diverted with a false change-of-address request, contact your local postal inspector. <https://postalinspectors.uspis.gov/> or by calling 800-275-8777.

AnnualCreditReport.com

1-877-322-8228

This central site allows you to request a free credit report, once every 12 months from each of the nationwide consumer credit reporting companies: Equifax, Experian and TransUnion.

Please retain this page for your records.



Identity Theft Complaint Form

Irving Police Department – Economic Crimes Unit
305 N. O'Connor Road, Irving Texas 75061
972-721-2535



This form should be notarized and mailed to the above address along with copies of your credit reports as soon as possible. The information you provide will be used to understand what occurred, organize the investigative case, determine where evidence might be found, and determine what financial institutions should be contacted in the course of the investigation.

Date this form was filled out: _____

Complete Name (print): _____

Driver's License # & state: _____ Date of Birth: _____ Social Security #: _____

Home Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Employer: _____ Work Address: _____

Do you know the suspect? YES ☐ NO ☐

If yes, what is their relationship to you: _____

Suspect Information: Name _____

Race: _____ Sex: _____ Date of Birth: _____ Age: _____ Ht.: _____ Wt.: _____

Address: _____ City: _____ State: _____ Zip: _____

How did you become aware of the identity crime? _____

What date did you first become aware of the identity crime? _____

When did the fraudulent activity begin? _____

What documents and identifying information were stolen and/or compromised?

Do you have any information on a suspect in this identity crime case? YES ☐ NO ☐

Please list any documents fraudulently obtained in your name (driver's licenses, Social Security cards, etc.)

The following accounts were opened, modified or used without my knowledge, permission or authorization.

Creditor Name/Address	Account Number	Type of Unauthorized Credit/Goods/Service	Date Issued Or Opened	Amount/Value
Example: National Bank 22 Main Street Columbus, OH 22722	01234567-89	Auto Loan	01/02/10	\$25,000

Please note the phone number and claim reference number, if applicable.

When did you contact the following organizations and request a fraud alert be put on your account?

Equifax Date contacted	TransUnion Date contacted	Experian Date contacted
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Victim's Law Enforcement Actions

I am willing to assist in the prosecution of the person(s) who committed this fraud.

YES ☐ NO ☐

I am authorizing the release of any information to law enforcement for the purpose of assisting them in the investigation and prosecution of the person(s) who committed this fraud.

YES ☐ NO ☐

I have reported the events described in this affidavit to other law enforcement agencies.

YES ☐ NO ☐

In the event you have contacted another law enforcement agency, please complete the following:

Agency	Person Taking Report	Phone	Report Number	Date

Remember to keep a detailed log of all your correspondence and contacts since discovering you were the victim of identity crime. Have all account statements, letters, correspondence, phone records, credit reports, and other documents regarding this case available for review by the detective.

Please make a copy of this completed form for your records.

**** NOTE: YOUR CREDIT REPORT MUST ACCOMPANY THIS FORM ****

Identity Theft Checklist

- A photocopy of a valid government-issued photo-identification card (for example, your driver's license, state-issued ID card, or your passport.)
- A photocopy of your social security card
- Documents (photocopies) supporting your identity theft claim
- A recent credit report from Equifax, TransUnion or Experian
- Signed & Notarized affidavit describing the facts and circumstances of the identity theft

Affidavit Instructions

Please complete the affidavit on the following page. List all fraudulent activity that you are aware of to date, with the locations and addresses of where fraudulent applications or purchases were made (retailers, banks, etc.). List in chronological order, if possible. For example:

"On 1/18/13, I received a letter from MM Collections stating that I had accumulated \$5,000 worth of charges on American Express Account 123456789. On 1/19/13, I called American Express and spoke with Jennifer Martin. She informed me that the account was opened on 11/10/12, by telephone. I did not open this account, even though it was in my name. The account address was 123 Main St., Anytown. Ms. Martin said she would send me an Affidavit of Forgery to complete and return to her."

You must notarize the affidavit in this packet



IRVING POLICE DEPARTMENT

Affidavit of Fact



Print additional pages of the affidavit as needed.

I hereby declare under penalty of perjury the following facts about this case:

I declare all the provided information in this affidavit is true and accurate to the best of my knowledge. I understand making a false statement is a violation of Texas Penal Code section 37.08 and that I may be prosecuted if it is determined that any portion of this affidavit is knowingly false.

Signature of Affiant: _____

Sworn and Subscribed to me before this _____ day of _____, 20____

Notary Public in and for:

(seal)

State of: _____ County of: _____

Notary Public Signature: _____ My commission Expires: _____