

# Phoenix Police Department Property Crime Bureau

620 W. Washington St.  
Phoenix, AZ 85003

## IDENTITY THEFT BROCHURE



### DOCUMENT CRIME DETAIL

**Recorded Information (602) 534-5958**

**DCD Helpline (602) 534-5940**

**Crime Stop (602) 262-6151**

**Website [www.phoenix.gov/police](http://www.phoenix.gov/police)**

**(go to: [Document Crimes/ID theft](#))**

The Federal Bureau of Investigation has identified identity theft as the fastest growing white-collar crime in the United States. Today, when your purse or wallet is stolen, the cash inside may not be the only thing that thieves want to steal. The most valuable items in your wallet may be your Social Security Card, Driver's License, or any other documents containing your personal information. In addition, during the course of a busy day, you share much of this personal information in person, on the telephone, or on the Internet. If your personal information falls into the hands of a criminal, it may be used to steal your identity, using your information to open accounts or services, without your knowledge.

Although it is impossible to guarantee that identity theft will not happen to you, this brochure provides valuable information about how to reduce your chances of becoming a victim.

#### *What is Identity Theft?*

In Arizona, identity theft occurs when your identifying information has been used with the intent to commit an unlawful offense. For example, when someone uses your name, date of birth, address and/or social security number to establish service accounts (*i.e., cable, phone, water, etc.*) or lines of credit (*i.e., credit cards, vehicle purchases, etc.*), for which the criminal has no intention of paying. Unfortunately, many people do not know that they have been a victim of an identity theft until it is too late. The normal indications are; receipt of mysterious bills for accounts that you are unaware of; phone calls from creditors or financial institutions inquiring about delinquent payments and mail sent to your home from unknown lenders inquiring for additional information on your personal information.

#### *Methods Used to Steal your Information (Identity)*

- Thieves rummage through your trash (*shred your documents!*)
- Thieves steal your mail (*contact the Postal Inspector*)
- Thieves burglarize your home or vehicle (*report all burglaries to the police, in the city where the burglary occurred*).
- Thieves will steal your purse or wallet (*report all thefts to the police, in the city where the theft occurred*).
- Thieves can acquire your information via the Internet (*when online, use only reputable companies with secured sites*).
- Your information is used on applications, such as retail stores, mortgages, or vehicle purchases. Ask the retailer to shred your information after they have completed their transaction.

#### *Prevention*

- Keep personal information in a safe place (avoid stashing documents in vehicle glove boxes and day-planners).
- Do not give your social security number over the phone or to unknown person(s), and only give it out when it's required (*don't be afraid to ask "why" they need your social security number*).
- Shred your personal documents, including bank statements, investment statements, tax notices, etc.
- Order a copy of your credit report from any one of the three credit reporting agencies at least once a year. Review your accounts and information for possible fraud (credit bureau information is located under "Resources" at the back of this brochure).

### Correcting the problem if you become a Victim

- Contact the three (3) major credit reporting bureaus to request a Fraud Alert be placed on your report (*contact information is located in the "Resource" section of this brochure*).
- Contact the fraud unit of the company that sent the bill or whoever appears on your credit report. Request documentation related to this account (*i.e., a copy of a contract, service location, signatures, etc.*).
- Keep all documentation (*i.e., collection notices, credit reports, etc.*), since the investigating agency may need it for evidence.
- Contact the police agency in the city where the crime occurred; that is, where the service or account was initially set up (*The Phoenix Police Department like many police agencies can only investigate crimes that happen in their city*). If the crime happened in another state, be prepared to fax or mail your evidence to that department.
- If you feel your current valid accounts have been compromised, contact that financial institution and either cancel the account or add "password protection" to the existing valid accounts.

The Phoenix Police Department will take an Identity Theft report should you become the victim of Identity Theft. You should have documentation showing where "someone else" pretended to be you, by using your personal information (*such as your credit report, billing for a fraudulent account, copy of fraudulent contract, etc.*). Please note that a report may be taken, but no investigation will be conducted until the required documents are provided.

### Resources

#### Phoenix Police Department:

Record Information (602) 534-5958  
DCD Helpline (602) 534-5940  
Crime Stop (602) 262-6151  
Website: [www.cityofphoenix.org](http://www.cityofphoenix.org)

(go to "Police", then, Topics/Document Crimes)

#### Credit Bureaus:

Equifax: 1-800-525-6285  
[www.equifax.com](http://www.equifax.com)  
Experian: 1-888-397-3742  
[www.experian.com](http://www.experian.com)  
Trans Union: 1-800-680-7289  
[www.tuc.com](http://www.tuc.com)

#### Federal Agencies:

Federal Trade Commission 1-877-IDTHEFT  
[www.ftc.gov](http://www.ftc.gov) or [www.consumer.gov](http://www.consumer.gov)

Internal Revenue Service (IRS) 1-800-829-0433  
(Tax Fraud Hotline)

Social Security Administration (1-800-269-0271  
(Fraud Hotline) [www.ssa.gov](http://www.ssa.gov)

FBI [www.fbi.gov](http://www.fbi.gov)

Internet Fraud Complaints [www.ifccfbi.gov](http://www.ifccfbi.gov)

Postal Inspection Service 1-877-987-3728  
(Stolen Mail) [www.usps.com/postalinspectors](http://www.usps.com/postalinspectors)