HAVERFORD
QUALITY INVESTING

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Compromised E-Mail or Identity Theft

The following are some actions to consider in the event of a compromised e-mail account or other identity theft:

- Close the account and start over with something new and report the incident to your service provider.

- Report the incident to banks and credit card companies and obtain new account numbers as necessary and appropriate.

- Check in with the three major credit bureaus. You can alert them to put a "fraud alert" on your file and place a security freeze your credit if necessary. An initial fraud alert is free and will remain on your credit report for at least twelve months. This alert informs creditors of potential fraud on your report and requests that creditor contact you prior to establishing accounts in your name.

  Consider placing a security freeze on your credit. This will prohibit the credit reporting agency from releasing any information from your credit report without written authorization. Please note you must freeze your credit with each individual credit bureau:

  1. Equifax: https://www.equifax.com
  2. Experian: https://www.experian.com
  3. TransUnion: https://www.transunion.com

- Report suspicious activity or any suspected identity theft to proper law enforcement authorities. Below are a few resources listed in case of identity theft. To report identity theft, contact your state attorney general and the Federal Trade Commission (FTC) by calling 877-ID-THEFT or visiting www.identitytheft.gov

- Change ALL passwords; create longer and stronger passwords; do not use real words, add/mix symbols, capitals and lower-case letters.

- Change answers to security questions.

- Check that the anti-virus software on your computer is active and up-to-date.

- Visit www.annualcreditreport.com to obtain a free copy of your credit report from the three major credit bureaus.

- The Internet Crime Complaint Center ("IC3") is a partnership between the FBI and the National White Collar Crime Center. You can take further steps by submitting a complaint via this website to report online internet crimes. Visit www.ic3.gov

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