



KCSO IDENTITY THEFT KIT

This Kit will provide information to assist you in filing an Identity Theft report.

If you have access to a computer with internet connection and a valid email address:

- Go to the Kern County Sheriff's Website at www.kernsheriff.com
- Click on the button labeled "Online Reporting"
- Read the introduction page, then select the appropriate online report.
- When you submit your report, you will be issued a Temporary Report Number.
- Your report will be reviewed by Sheriff's Office staff.
- Once the report is approved, a permanent Sheriff's Report Number will be issued, and you will receive an e-mail with a copy of the report attached.

Mail your completed Identity Theft Kit, a copy of your report, and all supporting documents to:

Kern County Sheriff's Office
1350 Norris Rd
Bakersfield, California 93308
Attn: Financial Crimes Unit

Re: (Your case number)

If you do not have access to a computer with internet connection:

- Complete the Identity Theft Kit.
- Call the Communications Center at (661) 861-3110 and a deputy will be dispatched to your home.
- Provide the deputy with the completed Identity Theft Kit and all supporting documents.



KCSO IDENTITY THEFT REPORT

KERN COUNTY SHERIFF'S OFFICE

Case Number: _____ Date: _____

Name _____
(last) (first) (middle)

Address _____

Phone Number _____ Cell Phone Number _____

Description of what happened: _____

Use additional pages if required

Making your way through the system as an identity theft victim can be a lengthy and confusing process. As you contact **law enforcement, creditors and financial institutions** it is **important** that you keep a record of each person you speak to. Include their name (first and last) or first and ID number, phone number along with the date and time.

DO NOT use this kit for check or credit card fraud. Identity Theft involves the attempt to take over your account or to fraudulently **create new accounts** against your name.

Step One

Now that you have obtained the Identity Theft Report, you should report the incident to the fraud department of the three major credit bureaus.

- Provide the event report number to the credit bureau and ask for a “**fraud alert**” to be placed on your credit report.
- Order a copy of your credit report so you can review it to see if any additional fraudulent accounts have been opened in your name or if any unauthorized charges have been made to other accounts.
- Request a victim’s statement that asks creditors to contact you prior to opening new accounts or making changes to any existing accounts.

Contact information for the three major credit bureaus is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 303074-0241
To order your report : 1-800-685-1111
To report fraud: 1-800-525-6285
Fax: 800-255-0056
www.equifax.com

Trans Union

Fraud Victim Assistance
P.O. Box 6790
Fullerton, Ca. 92634-6790
E-mail: fvas@transunion.com
To order your report: 1-800-888-4213
To report fraud: 1-866-887-2673
Fax: 877-553-7803
www.transunion.com

Experian

P.O. Box 9532
Allen, TX 75013
To order your report: 1-888-397-3742
To report fraud: 1-888-397-3742
Fax: 800-972-0322
www.experian.com

- You should also file an identity theft report with the Federal Trade Commission (FTC). The FTC can be reached at 877-438-4338 or www.ftc.gov/idtheft.

STEP TWO

- Contact the fraud department of each of your creditors that are affected by the fraud.
- Get copies of the altered information for each of your compromised accounts (credit cards, utilities, cable bills etc.) and call the fraud department of each credit account.
- Get copies of recorded phone numbers, addresses or computer IP addresses that were used by the perpetrator to alter your account.
- Report the incident to each creditor, even if your account at that institution has not been tampered with. Close the accounts that you believe have been compromised.
- Send a copy of both the completed Form A and the Identity Theft Report to each creditor and retain a copy for your records.
- Make copies of the attached, Form A. **The Form A is required** to obtain the records needed to **conduct an investigation**. Failure to send a completed Form A to the creditors, or to obtain the requested records, will result in no investigation.
- **Remember** to keep a written record of each person you speak to. If they insist on using only their first name ask them for their employee number and obtain the phone number for that specific person (not a general number). This includes each creditor, law enforcement officer and all others.

STEP THREE

- Once all the requested documents have been received, assemble copies of the Sheriff's Office Identity Theft report, copies of each completed Form A, and copies of all documents you received from your creditors and call the Sheriff's Office 661-391-3110 or mail the documents to:

Kern County Sheriff's Office

1350 Norris Rd

Bakersfield, California 93308

Attn: Financial Crimes Unit.

RE: (your case number)

**** If your area is serviced by a Sheriff's Office substation, use the correct Substation address.**

- If a business tells you they can only send the information to the Sheriff's Office, provide them with the Sheriff's Office address and your case number.
- Remind everyone you speak to, to put YOUR Sheriff's Office case number on the envelope and the documents they send.
- Upon receipt of all the requested records this department will evaluate your case for further investigation.
- If you have any problems with your creditors or the businesses providing the requested information contact:

**Office of Privacy Protection,
California Department of Consumer Affairs**

400 R Street, Suite 3000

Sacramento, California 95814

866-785-9663 or 918-323-0937

privacy@dca.ca.gov.

If you have any problems or questions concerning the **Kern County Sheriff's Office Identity Theft Kit**, please call 661-391-7530, between **8AM to 4PM** any day of the week.

We have included an Identity Theft Victim's Worksheet for your convenience in documenting your contact with law enforcement and your creditors (Banks, Credit Card Issuers, Utility Companies, etc).

REMEMBER !!!!!

Make **copies** of the blank "Form A." You will need one for each business you have to contact.

Make a **copy** of the completed "Form A" **before** mailing it to each business. (You will also need to provide a copy to the Sheriff's Office if you receive business records and turn them over to us.)

If you have any questions please call (661) 391-7530, between 8 AM and 4 PM, any day of the week.

INFORMATION TO GET FROM BUSINESSES

A Criminal Investigation can not be started until documentary evidence is submitted.

Documentary evidence are the records that most businesses keep, which provide useful leads (information) specific to the transaction.

Documentary Evidence includes;

- Telephone caller ID information.
- Internet Protocol (IP) Address, time, date, and time zone of computer used to communicate over the internet.
- Addresses the suspects used to have account records sent to.
- License Plates
- Signature Documents
- Business Notes documenting conversations, phone numbers, and names.
- Invoices, orders, other documents which show changes of address, telephone numbers, names, and ship to addresses or names.
- Bank account numbers, credit card or checking account numbers used in conjunction with the fraud.
- The purchase receipts and information which shows what was fraudulently purchased, where it was purchased and the date and time it was purchased.

Although still important in a investigation, Documentary Evidence IS NOT;

- Surveillance video (unless you know the person in the photograph).
- The bill by which you discovered the fraud.
- The notice of payments due or account collections notice.
- Or, your credit report.

Documentary evidence must be requested by **YOU** from **EACH** business your account or personal information was used at. Some businesses will send the information to you directly, while others will only send it to the Sheriff's Office.

Be sure to;

- **Clarify** with the business where they will send the information and when.
- Write down the name and direct phone number of the person you spoke to.
- Write down any reference number the business uses to track your claim.

To assist you, the Kern County Sheriff's Office has developed a Identity Theft Kit. This kit contains a **Form A** which you can send to each business to request the evidence. The kit also serves as a crime report . Also in the kit is a form to help you keep track of who you have been talking to. Be sure to tell the business your Sheriff's Office case number must be on any documents sent to the Sheriff's Office.

Be sure to mention to the business that you need any records that may include;

- Telephone caller ID information
- Internet Protocol (IP) Address, time, date, and time zone of computer used to communicate over the internet
- Invoices, orders, other documents which show changes of address, telephone numbers, names, and ship to addresses or names.
- Receipts

Further information about Identity Theft can be found at:

<http://sdeweb/Investigations/Detective/BurglaryTheft/IDTheft/Pages/default.aspx>

FORM "A"

Crime Victim Instructions: Complete this form and date it. Then send a copy of this form attached to a copy of the Kern County Sheriff's Office Identity Theft Report to each business that your information has been used.

Report Number: _____

IDENTITY THEFT VICTIM'S REQUEST FOR FRAUDULENT TRANSACTION/ACCOUNT INFORMATION

Made pursuant to section 609(e) of the Fair Credit Reporting Act. (15 U.S.C. 1681g), California Financial Code sections 4002 and 22470, Civil Code section 1748.95 and Penal Code section 530.8

TO: _____ **FAX:** _____

ACCOUNT NO.: _____ **REFERENCE NO.:** _____

FROM: _____

I am a victim of Identity theft. I am formally disputing a transaction or an account that I have learned has been made, opened or applied for with you. I did not make this transaction or open or apply for account and have not authorized anyone else to do so for me. You may consider this transaction or account to be fraudulent. Below is my identifying information. I have filed a report of identity theft with my local police department and a copy is attached. Under Federal and California laws, creditors and other business entities must provide a copy of application and business transaction records relating to fraudulent transactions or accounts opened or applied for using an identity theft victim's identity.

A copy of the relevant Federal and California law is enclosed. The victim is generally permitted to authorize your release of the account information to a specified law enforcement officer. I am designating the investigation listed below as additional recipients of all account information and documents. I authorize the release of all account documents and information to the law enforcement officer designated. I am requesting that you provide copies of the following records related to the disputed transaction or account:

- Application records or screen prints of Internet/phone applications.
- Statements of charges, records of conversations, and records of changes to accounts.
- Payment/charge slips.
- Investigator's Summary.
- Delivery addresses with delivery dates or expected deliveries and description of products sent.
- Any other documents associated with the account including IP addresses and caller ID telephone numbers captured by the business.
- All records of phone numbers or computer IP addresses used to activate the account or used to access the account.

Name: _____ **Social Security Number:** _____

Address: _____

Phone: _____ **Fax / E-mail Address:** _____

Employer: _____ **Phone:** _____

Designated Police Department: KERN COUNTY SHERIFF'S OFFICE Attn: Financial Crimes Unit

1350 Norris Rd Bakersfield, CA 93308 Fax: 661-391-7416

Signed: _____ **Date:** _____

Note to Victim: If a business refuses to give you the fraudulent account information, please contact the California Office of Privacy Protection by phone at 866-785-9663 or 916-323-0637, email at privacy@dca.ca.gov, or by mail to Office of Privacy Protection, California Department of Consumer Affairs, 400 R Street, Suite 3000, Sacramento, CA 95814.

