



**SPECIAL REPORT:  
IDENTITY THEFT, FINANCIAL FRAUD  
and CYBER-CRIME – PROBLEMS,  
SOLUTIONS and MITIGATION  
STRATEGIES**

*Revised and Updated Frequently*

**November 2, 2024**

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<sup>1</sup> <http://www.magnusomnicorps.com/home.html>

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If your identity has been stolen and or your financial accounts tampered with, report it to the police and go to these websites and report it:

**U.S. Federal Trade Commission:** <https://www.identitytheft.gov>  
**U.S. Dept. of Justice Elder Fraud Hotline:** <https://www.justice.gov/stopelderfraud>  
**Federal Bureau of Investigation:** <https://www.ic3.gov>  
**National Center for Victims of Crime, Financial Fraud Victim Recovery Checklist:** <https://victimsofcrime.org/victim-recovery-checklist/>

See the **ID THEFT REMINDER TIP SHEET** in the **APPENDICES** section for more instructions on how to secure your life

**\*\*\* Credit Freezes are Now Free! Krebs On Security, 9-18-2018<sup>3</sup> \*\*\*\*\***

See **“Biggest Data Breaches of All Time”** in **Appendices** section for the latest breaches.

Be sure to read up on the infamous **Equifax/Exactis data breaches** in the **Appendices** section.

Here are some good links to the latest statistics on ID Theft:

- [Facts & Statistics: Identity Theft and Cyber-Crime<sup>4</sup>](#)
- [2024 Identity Theft Statistics<sup>5</sup>](#)
- [What are the Odds of Getting Your Identity Stolen? – Identity Force<sup>6</sup>](#)
- [U.S. Identity Theft – The Stark Reality – Aite Group, 2021<sup>7</sup>](#)
- <https://informationisbeautiful.net/visualizations/worlds-biggest-data-breaches-hacks/>
- <https://www.consumeraffairs.com/finance/identity-theft-statistics.html>

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<sup>3</sup> <https://krebsonsecurity.com/2018/09/credit-freezes-are-free-let-the-ice-age-begin/>

<sup>4</sup> <https://www.iii.org/fact-statistic/facts-statistics-identity-theft-and-cybercrime>

<sup>5</sup> <https://www.consumeraffairs.com/finance/identity-theft-statistics.html>

<sup>6</sup> <https://www.identityforce.com/blog/identity-theft-odds-identity-theft-statistics>

<sup>7</sup> [https://feedzai.com/aptopees/2021/04/20210305\\_U.S.-Identity-Theft\\_The-Stark-Reality\\_Report.pdf](https://feedzai.com/aptopees/2021/04/20210305_U.S.-Identity-Theft_The-Stark-Reality_Report.pdf)



## 1. INTRODUCTION

First, let me be perfectly clear: If you don't read this manual, understand the criminal threats that I discuss within and take the simple steps that I have so painstakingly laid out to protect yourselves, you **WILL** be a victim of this crime and it **WILL** affect you severely. Apologies for sounding so dire, but this kind of crime is THAT prevalent and THAT serious and in this case, a small ounce of prevention is literally worth a TON of cure. Think about it!

Everyone's heard that there are only 2 things certain in life, death and taxes. However, I would now argue that there are now 3: Death, taxes and your identity or other financial information will be stolen or somehow compromised. **Bottom line:** Almost all our personal and financial information is "out there" (and for sale on the [Dark Web](#)<sup>8</sup>) and it's not a matter of if identity theft will happen to you, it's just a matter of when (see "**Biggest Data Breaches of All Time**" list in the **Appendices section** of this report). To make matters worse, victims aren't being notified that their information has been compromised by these companies who lost it for weeks, months or even years after the fact and by that time, it is way too late! So, it is critically important to understand how our information is compromised and take **proactive** and **precautionary** steps to **prevent** it and **protect** ourselves. This report will help you do that.

The quickest and easiest way to see if some of your information has **possibly** been compromised is to enter your email in this website: <https://havebeenpwned.com/> They will tell you if your email address has been compromised, during which breach that loss occurred and what other related information **may** have been disclosed. Keep in mind, this is not 100%; no database is.

We see and hear the stories in the news on almost a daily basis about the latest computer hacking breach of thousands, millions and even a billion individuals' personal information records and online account login credentials. In late 2016 during the general election, government officials at the highest levels were found to be using insecure communications systems, compromising classified material and one high-ranking official fell for an e-mail phishing scam, allowing hackers to steal highly sensitive data. Unscrupulous employees at one of the oldest and largest financial firms in the world were creating thousands of bogus accounts, to generate commissions. In late 2017, Equifax, one of the big 3 credit reporting agencies suffered a breach exposing 143 million individuals' credit files, etc., etc., and more bad news

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<sup>8</sup> <https://www.experian.com/blogs/ask-experian/what-is-the-dark-web/>

resulting from that breach continues to trickle out as recently as May, 2018. See a longer, but by no means all-inclusive, list of breaches on the [Breaking News page of my website](#)<sup>9</sup>. Inasmuch, you'd be hard pressed to today to find someone who hasn't heard about identity theft or someone who's been a victim of it or some other, similar financial crime or scam. And with the rise of Covid, it has only made this type of crime significantly worse.

And just because you may have no web presence, i.e., no online accounts, this does not mean that your information is safe – far from it. [See this article](#)<sup>10</sup> from cyber-security expert Brian Krebs at Krebs on Security.

Identity theft is still one of the fastest growing crimes in the U.S. with almost 18 million people ([1 million are children, each year](#)<sup>11</sup>) having their identities stolen last year alone according to the U.S. Department of Justice. Of those, 15 million credentials have been used fraudulently, totaling approximately \$50 billion in losses annually. I even recently heard on the radio that 1 in 4 people suffered some kind of identity theft in 2015. And more people are being affected every year and no one is immune, not even the newly-born or even the deceased!

The Washington Examiner released a story on 9/27/2015 summarizing a recent U.S. Department of Justice report from their statistics branch on identity theft in 2014 ([Summary here](#)<sup>12</sup> and [full report here](#)<sup>13</sup>). Please take a few minutes to read the [brief article here](#).<sup>14</sup> Here are just a couple of the staggering statistics from the article: About 7% of all persons over 16 years of age in the U.S. were victims of identity theft. While 87% contacted their financial institutions to report problems, less than 10% reported it to police. It is **very important** to report such incidents to law enforcement – they use this information not only to identify and prosecute the specific criminals, but also in many other ways that are critically important to fighting this type of crime.

Again, the fact of the matter is that our personal information is out there and it isn't that hard to obtain by people who don't have our best interests in mind, if you know what I mean. And to make matters worse, we've also all heard the news stories about some negligent employee who lost a laptop or computer disk or thumb drive with anywhere from thousands to millions of

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<sup>9</sup> <http://www.magnusomnicorps.com/breaking-news.html>

<sup>10</sup> <https://krebsonsecurity.com/2018/06/plant-your-flag-mark-your-territory/>

<sup>11</sup> <https://clark.com/consumer-issues-id-theft/identity-theft/kids-identity-theft-what-to-do/>

<sup>12</sup> [http://www.bjs.gov/content/pub/pdf/vit14\\_sum.pdf](http://www.bjs.gov/content/pub/pdf/vit14_sum.pdf)

<sup>13</sup> <http://www.bjs.gov/content/pub/pdf/vit14.pdf>

<sup>14</sup> <http://www.washingtonexaminer.com/17.4-million-americans-hit-by-identity-theft-in-2014/article/2572908>



customers' unencrypted personal information files on the device(s). Or, there's the proverbial "bad apple in the barrel" - an unscrupulous employee who has access to sensitive personal information and simply steals people's identities that way – known as **employee access identity theft**. I address that briefly in **section 10., FINAL THOUGHTS**.

We lock our homes when we leave and we lock our cars when we get out of them – we generally understand physical security. But, public awareness to the threats of white collar crime, including identity theft, financial fraud, and other related cyber-crimes, is growing but not to the degree it should and knowledge of strategies to avoid it is even less common, hence, this special report – there are many simple and free steps you can take to protect yourself and mitigate any losses.

Thanks to my company, the generosity and incredible efforts of our law enforcement community and several financial institutions, I am fortunate enough to be able to attend meetings and seminars with a variety of the local, state and federal law enforcement agencies involved in fighting white collar crime, which, for a variety of reasons, continues to grow.

One of the main reasons for this, I believe, is that criminals are always looking for quicker and easier ways to make money (they always take the path of least resistance) and are turning to the Internet and identity theft as opposed to previous "traditional" methods such as property crimes (burglary) and robbery.<sup>15</sup> (Note: Just in June, 2015, there have been articles published indicating that we are seeing a surge in violent crime, as reported in this [Wall Street Journal article](#).<sup>16</sup> However, other articles, such as [this one in the Washington Post](#),<sup>17</sup> contradict that assertion. And now this latest one from [Reuters](#)<sup>18</sup> seems to confirm the increase as does this [CNN story](#)<sup>19</sup> which cites this report from the [Major Cities Chiefs Association](#)<sup>20</sup>. Since empirical evidence is slow to be compiled, I'll leave it up to you to read the articles and make your own decisions and crime trends can vary greatly from jurisdiction to jurisdiction for a variety of reasons. Even though there may be an upswing in violent crime over the past couple of years,

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<sup>15</sup> For more information on crime statistics, see the **U.S. Dept. of Justice's Bureau of Justice Statistics website:** <http://www.bjs.gov/>

<sup>16</sup> <http://www.wsj.com/articles/explaining-away-the-new-crime-wave-1434319888>

<sup>17</sup> <https://www.washingtonpost.com/news/the-watch/wp/2015/06/08/theres-no-evidence-of-a-new-nationwide-crime-wave/>

<sup>18</sup> <http://www.reuters.com/article/2015/08/03/us-usa-police-summit-idUSKCN0Q81RB20150803>

<sup>19</sup> <http://www.cnn.com/2016/07/25/politics/violent-crime-report-us-cities-homicides-rapes/>

<sup>20</sup> <https://assets.documentcloud.org/documents/2832727/MCCA-Violent-Crime-Data-1st-Quarter-2016-2015.pdf>

the trend over the past 30 years has been significantly downward.) **Feb. 2017 Update:** The violent crime spike is now confirmed: [Washington Post article](#)<sup>21</sup>, [Breitbart article](#).<sup>22</sup>

Among the other reasons for this apparent shift, I believe, are that many states, but not all, have **finally** adjusted their laws to allow citizens to carry a variety of weapons to defend themselves. Also, technology and competition in the marketplace has made property monitoring/alarm systems much more flexible, user-friendly and definitely more affordable – such as [Nest](#)<sup>23</sup>, [SimpliSafe](#)<sup>24</sup>, [Arlo](#)<sup>25</sup>, [Ring](#)<sup>26</sup>, [Security by You](#)<sup>27</sup>, [Blink](#)<sup>28</sup>, [Lighthouse](#)<sup>29</sup> and many others. Prices and features vary widely, so do your homework, [read this review article](#)<sup>30</sup> and then do a search for “DIY home security” for more information before making an investment in a system. One feature I would definitely want is cellular backup in the event your Wi-Fi/Internet connection goes down.

The media rarely reports this and statistics vary widely here, but firearms are used to successfully defend persons and property at rates between 10 to 70 times greater than they are used to take lives, either purposefully or accidentally. Recently (early 2018) uncovered evidence from [suppressed CDC \(Centers for Disease Control\) survey data](#)<sup>31</sup> show that guns were used **defensively** by victims 3.6 times as often as they were offensively by criminals, which translated into approximately 2.6 million defensive uses. Inasmuch, criminals know these facts and are taking steps to avoid direct confrontations with armed citizens or being caught on camera and apprehended by the police as a result. Also, despite the significant and record increase in per capita firearms ownership and issuance of concealed carry permits and 16 states now allowing law-abiding citizens to carry a firearm without a permit, over the past 10 years, firearms-related injuries, crimes and deaths have continued decline significantly.<sup>32</sup> Also

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<sup>21</sup> <https://www.washingtonpost.com/news/post-nation/wp/2016/09/26/violent-crime-and-murders-both-went-up-in-2015-fbi-says/>

<sup>22</sup> <http://www.breitbart.com/big-government/2017/01/13/fbi-largest-cities-saw-21-6-percent-spike-in-murders-in-first-half-of-2016/>

<sup>23</sup> <https://nest.com/alarm-system/overview/>

<sup>24</sup> <http://simplisafe.com/>

<sup>25</sup> <http://arlo.com/en-us/>

<sup>26</sup> <https://ring.com/>

<sup>27</sup> <https://www.securitybyyou.com/>

<sup>28</sup> <https://blinkforhome.com/>

<sup>29</sup> <https://www.light.house/>

<sup>30</sup> <http://www.reviews.com/home-security-systems/diy/>

<sup>31</sup> <http://www.breitbart.com/big-government/2018/04/21/unpublished-cdc-study-confirms-2-million-annual-defensive-gun-uses/>

<sup>32</sup> For more information on firearms statistics, see the **U.S. Dept. of Justice Special Report on Firearms Violence from 1993-2011, #NCJ 241730, issued May, 2013.** (<http://www.bjs.gov/index.cfm?ty=tp&tid=43>)

see this [2015 report on conceal carry permit holders from the Crime Prevention Resource Center](#).<sup>33</sup>

If carrying a firearm, or **any** defensive weapon for that matter, is something you have been considering, I urge you to check your state laws (usually start with the attorney general's office), get legal, get insured (yes, insured) and get as much training and education as you can! There is **much, much more** to being a safe, responsible and effective gun owner than just buying a gun and getting your carry permit. See the paper "[Questions You Need to Ask Yourself Before Getting Your Carry Permit and Cost Considerations](#)" on the [Firearms page of my website](#)<sup>34</sup> for more information. Remember, **any** use of force against another person may expose you to criminal and or civil charges. Consult an attorney if you have questions!!!

And on a side note, if you think the Founding Fathers didn't mean for the 2<sup>nd</sup> Amendment to apply to the average citizen, I challenge you to [watch this 4-minute excellent explanation of it by UCLA Law Professor, Eugene Volokh](#)<sup>35</sup> and these videos: [Is Gun Ownership a Right?](#)<sup>36</sup> and [What Should We Do About Guns?](#)<sup>37</sup> Also read Federalist Papers [#29](#)<sup>38</sup> and [#46](#)<sup>39</sup>. And see the [Firearms page of my website](#)<sup>40</sup> for much more info and resources and my exhaustive commentary on this issue in the [5/26/2022 Blog entry on my website here](#)<sup>41</sup>.

This age of rapidly changing technology in which we live and access to information of all kinds has been both a blessing and a curse – this new interconnectivity has made us vulnerable and information we used to keep locked up in a safe or locked desk drawer, we now put up on social media or store in "the cloud." Compounding the problem is the ever-increasing rate at which technology is becoming integrated into our daily lives. In some cases, we have no choice but to use it to access goods and services and if we don't understand it and how to protect ourselves against technology-related crimes, our risk of being victimized greatly increases.

At any given time, there are hundreds, if not thousands of all kinds of scams and fraud going on out there. The sources of this kind of crime crosses the spectrum from small, one-person

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<sup>33</sup> [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2629704](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2629704)

<sup>34</sup> <http://www.magnusomnicorps.com/firearms.html>

<sup>35</sup> <https://www.youtube.com/watch?v=rEqGBOt32NM>

<sup>36</sup> <https://www.prageru.com/videos/gun-ownership-right>

<sup>37</sup> <https://www.prageru.com/videos/what-should-we-do-about-guns>

<sup>38</sup> <https://www.congress.gov/resources/display/content/The+Federalist+Papers#TheFederalistPapers-29>

<sup>39</sup> <https://www.congress.gov/resources/display/content/The+Federalist+Papers#TheFederalistPapers-46>

<sup>40</sup> <http://www.magnusomnicorps.com/firearms.html>

<sup>41</sup> <https://www.magnusomnicorps.com/blog-commentary.html>

operations to sophisticated international crime syndicates and their targets are just about anyone, any business or any governmental organization.

Unfortunately, more and more seniors are being targeted today because of their relative unfamiliarity with technology, general trusting nature, cordiality of their generation and, for the most part, because they have more disposable income than most other groups – they hold approximately 70% of the country's wealth and usually have some kind of monthly income source. The losses annually to seniors nation-wide is estimated to be somewhere between \$3 - \$30 billion annually! Seniors grew up when they never locked the doors to their houses or cars and always answered the phone. For the most part, people could be trusted back then, but no longer. To make matters worse for seniors, they often suffer from alienation or isolation and the scammers capitalize on “**the power of loneliness,**” as an FBI agent described it in a recent meeting I attended. Also, they don't report these crimes because they feel ashamed, embarrassed or guilty that they were duped by a scammers slick manipulation skills and fear that their family members will think they can no longer manage their finances correctly, ultimately leading to a loss of independence when a family member steps in to essentially take over their lives.<sup>42</sup>

But make no mistake, **it matters not** your age, level of education, sophistication, technical expertise, socio-political status, etc., **anyone can become a victim** to this type of crime, even the newly-born or recently-deceased. Yes, it's true.

If you become a victim of identity theft, depending upon the degree of it, it can, and usually does, throw your whole life into a complete tailspin. Trust me when I say that our law enforcement agencies at all levels and financial institutions are working as quickly and diligently as they can to address it. If it happens to you, it will seem as if the authorities are not doing anything to help, but please understand the methods used by criminals are so diverse and this type of crime and fraud are so pervasive in our society today that law enforcement agencies are overwhelmed by it and simply don't have the staff necessary to address it as quickly as they would like. To make matters worse, many of these crimes originate from overseas and with the help of technology and the non-cooperation of foreign governments, resolving these crimes can sometimes be nearly impossible. Therefore, it is imperative that the public at large take steps to

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<sup>42</sup> <http://newsok.com/article/5544433>

protect themselves from this kind of crime. **You are your own first responder.**<sup>43</sup> [And see this article from Police One.](#)<sup>44</sup>

Again, it is **crucial** that we be **ever-vigilant** and take **proactive** steps to safeguard our personal and financial information, both physically and in cyberspace. I've been receiving an unusually high number of calls from friends and clients who have either had their identities and or financial information compromised and they want to know what to do to fix it and how to prevent further incidents. Look folks, **no one** else is going to protect your personal information as well as you are, so **just do it!**

So, let's begin:

In the course of our daily activities, we may write a check at the grocery store, charge a meal, rent a car or hotel room, apply for a store credit card to get an instant discount, get cash from an ATM, etc., and most of the time we don't give a thought to these types of routine transactions, but, there are others who might.

The identity theft crime can be simple or complex in nature:

**Simple:** A thief just physically steals your credit card or checkbook and uses those items to pay for goods and services until you get the account(s) closed.

**Complex:** Bit by bit and piece by piece, the thief goes about building a profile of you, gathering certain portions of your personal information, from various sources which I will discuss in detail below. Once a single account is created, it helps them build the credibility of their false identity. As they continue to build their false identity, it enables them to commit even more crimes and fraud in your name. And, with a fake driver's license, he/she may actually pose as you in order to apply for credit, loans, open bank accounts in your name, rent apartments, file bankruptcy, file false tax returns (to get refunds), take money from your accounts, or even get a job. They claim they have moved and provide an alternate address to receive the goods and or services. Significant amounts of money can be stolen from the victim for months or even years before the victim becomes aware of a problem. And there is also something called **affinity crime** (aka

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<sup>43</sup> *Credit to my friends at Conceal & Carry, Inc. Kansas City's conceal and carry specialists.*  
(<http://ccw-kc.com/>)

<sup>44</sup> <https://www.thetruthaboutguns.com/2019/03/john-boch/police-one-the-public-must-assume-a-role-in-their-own-defense/>

**cultivating the halo effect**) – it is another complex strategy criminals use and I address it in detail below in section 2.F.

There are countless other methods criminals use to obtain your personal information and there are numerous, excellent websites that go into much greater detail about all of them than in this report. Please go to the [Helpful Info & Links](#)<sup>45</sup> section of my website for a list of sites that I've found to be very helpful. The purpose of this report is not to try to touch on every one of the methods criminals use, but rather to explain, in general, some of the more prominent ones right now and provide you with a few easy steps you can take to help protect your critical information and limit your exposure to fraud.

Please keep in mind that none of these methods are iron-clad guarantees to preventing criminal activity, but they may help in deterring it. Remember, criminals are always looking for an easy mark, so if they run into resistance, they may move on to another target or person. By taking a few simple steps which I describe below, you may just provide the resistance that makes the criminal move on to the next person and leave you alone.

If you find discrepancies on your credit report or have any other credit problems, you have specific rights under these federal laws to protect you, among other federal and state laws:

[Fair Credit Reporting Act \(FCRA\)](#)<sup>46</sup>

[Fair and Accurate Credit Transactions Act \(FACTA\)](#)<sup>47</sup>

[Fair Debt Collections Practices Act](#)<sup>48</sup>

[Fair Credit Billing Act \(FCBA\)](#)<sup>49</sup>

[Equal Credit Opportunity Act](#)<sup>50</sup>

Go to the [Federal Trade Commission's website](#)<sup>51</sup> and the [Consumer Financial Protection Bureau](#)<sup>52</sup> to find out more about these laws and go to the respective credit agency's website and follow their instructions to file a dispute.

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<sup>45</sup> <http://www.magnusomnicorps.com/helpful-info---links.html>

<sup>46</sup> <http://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0111-fair-credit-reporting-act.pdf>

<sup>47</sup> <https://www.privacyrights.org/facts-facta-fair-and-accurate-credit-transactions-act>

<sup>48</sup> <https://www.ftc.gov/system/files/documents/plain-language/fair-debt-collection-practices-act.pdf>

<sup>49</sup> <https://www.ftc.gov/sites/default/files/fcb.pdf>

<sup>50</sup> <https://www.consumer.ftc.gov/articles/0347-your-equal-credit-opportunity-rights>

<sup>51</sup> <http://www.ftc.gov>

<sup>52</sup> <http://www.consumerfinance.gov>

If you are a victim of identity theft, or any theft for that matter, time is of the essence and you will want to file a report with your local police, federal law enforcement, U.S. Postal Service, the state attorney general's office and the Federal Trade Commission (more on that below). Again, all of the aforementioned organizations are inundated and overwhelmed with such claims and you may have to enlist the assistance of a private investigator and or attorney to assist you.





## **2. HOW YOUR INFORMATION IS COMPROMISED & DEFENSIVE STRATEGIES**

First, see the **Appendices** section below for this fantastic list from the Acuant Corporation: **101 Ways Your Identity Can be Stolen and Exploited**. Also see noted consumer advocate Clark Howard's article, [How Spammers Get Your E-Mail Address](#)<sup>53</sup>.

Also, see this great guide from AARP defining all the terms you hear in the news: [Fraud Speak: Learn the Lingo to Beat Scammers](#)<sup>54</sup>.

**A. DIRECT THEFT:** Your wallet, purse, non-password protected computer, cellular phone, etc., are stolen from your house, your person, your car, etc., and they contain your credit cards, ID, etc., which the criminal can use to access your data and or accounts.

### **Defense:**

Obviously, keep your wallets and purses secure. **NEVER** leave them in your car at any time for any reason. Period. And, for that matter, do not leave anything of value in plain sight inside your car. Also, and I see this quite a bit – people leaving their work credentials hanging on a lanyard from their rear-view mirror. Do not do this!! No matter how insignificant (from a security aspect) you think your job or your company is, those ID credentials are valuable to a thief, especially if your ID contains a magnetic strip that allows you to access locked areas with valuable and or high-pilferage items. I also see this – people hanging stethoscopes and handcuffs from the rear-view mirrors. What harm could there be in that, you ask? Other than being somewhat pretentious and a flying-object hazard in a crash, a thief might look at that stethoscope and rationalize that the driver is some kind of medical professional, therefore there may be medical supplies or even prescription drugs in the vehicle. As for the handcuffs, the thief may rationalize that the driver is connected to law enforcement and therefore, there may be weapons, ammunition, police radios or other things of value inside the vehicle. In both cases, just the visible presence of those seemingly innocuous items put your vehicle at a higher break-in risk than others.

And while I've got your attention, if you have a handicapped placard, **TAKE IT DOWN BEFORE OPERATING THE VEHICLE!!** Driving with it hanging on the rear-view mirror creates a huge, dangerous blind spot which is why the police will probably give you an expensive ticket for

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<sup>53</sup> <https://clark.com/consumer-issues-id-theft/how-spammers-get-your-email-address>

<sup>54</sup> <https://www.aarp.org/money/scams-fraud/info-2017/fraud-scam-speak-terminology-guide.html>

obstructed driving if they pull you over for some other reason. In some states, they may just pull you over for that reason alone.

When leaving your car, even if just for a minute to run into the convenience store to pick up a newspaper, roll up all the windows, close the sunroof, turn it off and lock the doors.

Ladies, when shopping, keep your purse snapped or zipped closed and be sure to use the baby seat straps in the cart to wrap around the purse handle and **never** walk away or turn your back on your cart. A better solution is to use an inexpensive carabiner (get them in the camping section of the store) to secure your purse handle to the cart – thieves cannot easily cut through those or your purse handles they way the can the built-in seat straps.

When you leave home, be sure **ALL** your doors and windows are locked, including the door that goes from the living area to the garage. If you have a pet door or any other small door to the house, seal it up – criminals have been known to use small children to break into houses through these openings.

Never leave your garage door open unless you are in the garage or in direct line-of-site of it all the time!

In your homes, keep any important items and valuables well-hidden, locked up in a safe, or in a locking fire file cabinet.

Keep a list of all the items you carry in your wallet or purse that are of a financial or personal information nature, i.e., credit card numbers, checking account numbers, etc. and the respective customer service numbers, so, if they are stolen, you can contact the issuers immediately and get the accounts closed and cards re-issued. And **NEVER, EVER** carry your Social Security card in your wallet! You should have that number memorized by now, anyway. I've seen websites that suggest that you photocopy the contents of your wallet – you have to be extremely careful about this because most copiers these days, especially the large, commercial variety at copy stores, store the images they scan on an internal hard drive. The problem is, these hard drives are seldom wiped before the copier is sold or scrapped, so all your information may still be there for the taking by whomever purchases the copier. CBS' 60 Minutes did a report on this in April, 2010 entitled "***Copy Machines, A Security Risk?***" You can watch it at [CBS' website](http://www.cbsnews.com/video/watch/?id=6412572n)<sup>55</sup>

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<sup>55</sup> <http://www.cbsnews.com/video/watch/?id=6412572n>

or on [YouTube](#).<sup>56</sup> I also have those videos linked up on my website on the [Audio and Video page](#).<sup>57</sup>

From a personal safety standpoint, we must be ever-aware of our surroundings. Stay away from areas known to have high crime. Most local TV stations have “crime tracker” sections on their websites. Also see the [Helpful Info and Links page on my website](#).<sup>58</sup> Don’t go out late at night to any store unless it’s an absolute necessity and if you must, take someone with you or, if you must go alone, notify a relative, neighbor or friend and set up a time for you to check in.

**B. SKIMMING/SHIMMING:** This comes in a variety of forms and is one of the most prevalent way thieves steal your information: A small device, about the size of a deck of cards, criminals use to copy (aka cloning) the information from the magnetic strip off the back of your credit card, or in the case of shimming, the new chip embedded in the card. They then use the information to manufacture a duplicate card with a magnetic strip with your information that can then be used/swiped in any terminal to charge goods and services. Skimming/shimming can happen at any time when you hand your credit card to an individual who may have a skimming/shimming device on their person or nearby, say, for example, an unscrupulous server at a restaurant. Also, skimming/shimming devices can be hooked up to gas pumps, ATM’s or other similar type terminals where credit cards are swiped, including on terminals inside stores, such as in self-checkout lines. The device is left in place and captures the information from every credit card’s magnetic strip or chip that is swiped in the terminal. Depending upon how long the device is left in place, it can capture hundreds or thousands of account numbers. Skimming devices are usually placed **inside** the gas pump or ATM, so usually there is no easy way for you to see if there is one there. Shimming devices are usually inserted from the outside and no access to the internal workings of the machine are necessary. I’ve been told by security people who service ATM’s that sometimes these devices are so sophisticated that even they don’t know that they are there. **UPDATE:** New shimmers are becoming very sophisticated, so much so that they can now capture info of the new chips, including PIN numbers and they are so thin, small and easy to install that they are not only being found in gas pumps and ATM’s, but also point-of-sale terminals in grocery stores, self-checkouts, etc. [See this article from Kim Komando](#)<sup>59</sup>.

Another form of skimming involves a chip that is imbedded in some credit cards. This chip allows the cardholder to just tap the card on the terminal or just wave it over the terminal in

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<sup>56</sup> <http://www.youtube.com/watch?v=z147s6eNZp8>

<sup>57</sup> <http://www.magnusomnicorps.com/audio---video.html>

<sup>58</sup> <http://www.magnusomnicorps.com/helpful-info---links.html>

<sup>59</sup> <https://www.komando.com/happening-now/459420/scam-alert-new-way-crooks-are-stealing-credit-card-info>

order to make the purchase. This works because of a small ‘RFID’ (Radio Frequency Identification) chip imbedded in the card. This chip gives off a weak radio signal that contains the card’s account information which is transmitted to the terminal when the card is in proximity of the terminal. It’s a pretty neat idea on the surface, but a boon to criminals who, once again, can skim the information from the card, but the twist here is that they only have to be close to you to get the information off the card. They walk by you with a skimming device in their pocket and the device intercepts the signal being broadcast by your card(s) and then they have your information. Not all credit cards have these chips and many institutions are rapidly phasing them out in favor of the new “EMV”-chipped cards – it just depends on the bank or issuer, but you can tell if your card has an RFID chip by looking for a symbol similar to the one below. The letters “RFID” may not be present, but usually the “wave” symbol is.



We did have high hopes that the new chip & pin cards (picture below) would significantly decrease these particular vulnerabilities and in some aspects they do, however, they are not a panacea according to this August 15, 2015, [article from Krebs on Security](#).<sup>60</sup> So, you must continue to be vigilant in the locations you swipe your cards and protect your pin when entering it, when required. [Here is a good article](#)<sup>61</sup> that explains the new EMV-chipped cards, but unfortunately, U.S. retailers have been very slow to upgrade their technology to take advantage of all the security features that this chip allows.

**UPDATE: 11-06-2022:** New “Tap to Pay” or “Contactless” cards are now coming out. Assuming the terminal where you are trying to pay is compatible, you do not have to swipe or insert these cards into a terminal, which makes them just about the safest form of payment currently available. Whereas they still work like the RFID cards described above, each transaction creates a unique number for that specific purchase. Without an RFID blocking wallet or purse, thieves can still get within close physical contact of you and intercept the information the card is broadcasting, however, without more information of physically having the

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<sup>60</sup> <http://krebsonsecurity.com/2015/08/chip-card-atm-shimmer-found-in-mexico/>

<sup>61</sup> <http://www.nerdwallet.com/blog/top-credit-cards/nerdwallets-best-emv-chip-credit-cards/>

card, the chances of them being able to use your card for fraudulent purposes is almost nil. Here's a couple of good articles that explain this further.

[What is a Contactless Credit Card? Forbes 10-3-2022](https://www.forbes.com/advisor/credit-cards/contactless-credit-cards/)<sup>62</sup>

[Are Contactless Credit Cards Secure? Wallethub 10-22-2022](https://www.wallethub.com/answers/cc/contactless-credit-card-security-2140695570/)<sup>63</sup>



### **Defense:**

Use cash only at restaurants or any other place where you may have to hand your credit card (any kind) to an employee where they will leave your line of sight.

Some types of skimming (or shimming in the case of the new chip & pin cards) are almost impossible to defend against, so if you use your card in gas pumps and ATM's, get one or two cards that you **only** use for those purposes that way if it is compromised, you will still have other cards to operate with.

Before swiping or inserting your card in any device, check put your fingers in the slot to see if anything is loose on the terminal or in the slot – that is usually an indication of some kind of tampering, but it is **not** an absolute test of terminal security. If there are any stickers on the pump or device around the card slot, press on them to see if they are possibly covering up a hole where scammers may have cut to install a skimming device. Also, you can use [this trick with your smartphone](#)<sup>64</sup> to detect the presence some skimming devices.

When swiping your card, if you have to enter a PIN, cover up the keypad with your other hand so that any clandestinely-placed cameras will not be able to record your numbers. Also, AFTER entering your pin, place your fingers/hand over the entire keypad for a few seconds to mask any residual infra-red/thermal patterns that could give away your PIN to someone using new smartphone thermal image scanning technology.

<sup>62</sup> <https://www.forbes.com/advisor/credit-cards/contactless-credit-cards/>

<sup>63</sup> <https://wallethub.com/answers/cc/contactless-credit-card-security-2140695570/>

<sup>64</sup> <https://www.komando.com/happening-now/414515/detect-hidden-credit-card-skimmers-with-this-smartphone-trick/all>

If you have an RFID-chipped credit card, purchase a signal-blocking protective sleeve and place your card(s) in it and **NEVER** hand it to anyone – skimming devices can be hidden anywhere and all they need to do is get the card near it. Or, there are purses and wallets that have the shielding built in. See the **WEBSITE RESOURCES** section below and check online for these items. Better yet, just ask the issuer if they can give you a card without the RFID chip.

Also, many gas stations and convenience stores offer their own pre-pay approval cards that you can swipe and which will allow you to fill first and then go inside to pay with cash. And, many stations are now starting to use safety seals on their pumps as an added layer of security, so be sure to look for some kind of tape or seal across the seam of the front of the machine and ensure that it is intact and hasn't been tampered. If not, go to another pump and report the compromised pump to the station attendant. Note that this is not a panacea for this particular issue as it doesn't protect against unscrupulous employees who have access to new seals and the inside of the pumps.

Keep in mind that almost no amount of physical security/checking will help if the software in the PoS (point of sale) terminal in which you swiped your card has been hacked or infected with malware. Recall that is what happened with the Target breach in 2013. [Article 1](#)<sup>65</sup>. [Article 2](#)<sup>66</sup>. Again, this is why you should have multiple, dedicated-use credit cards.

Finally, the newest and probably best way to avoid this type of crime is to use the latest payment services on your smart device such as [Android \(now Google\) Pay](#)<sup>67</sup>, [Apple Pay](#) or [Apple Cash](#)<sup>68</sup>, and [Walmart Pay](#)<sup>69</sup>, at retail locations that accept them.

### C. PHONE SCAMS:

Here are just a few and for more details in each category, [see this page at the Federal Trade Commission's website](#)<sup>70</sup>:

Arrest Warrant

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<sup>65</sup> <http://www.pcworld.com/article/2087240/target-pointofsale-terminals-were-infected-with-malware.html>

<sup>66</sup> <https://krebsonsecurity.com/2014/01/a-first-look-at-the-target-intrusion-malware/>

<sup>67</sup> <https://pay.google.com/about/>

<sup>68</sup> <https://www.apple.com/apple-pay/>

<sup>69</sup> <https://www.walmart.com/cp/walmart-pay/3205993>

<sup>70</sup> <https://www.consumer.ftc.gov/features/scam-alerts>

Cars, Bogus Sales  
Computer  
Credit Card Debt Consolidation  
Credit Card Loan Offers  
Debt Relief  
Door-to-Door Scams  
Education  
Energy Savings  
Extended Car Warranties  
Fake Charities  
Fake Checks  
Foreclosures  
Free Prizes  
Free Trial Offers  
Free Vacations  
Funerals  
Going Into Business  
Granny Scam  
Health  
Home Repair Scams  
Identity Theft  
Immigration  
Imposter  
Investment  
IRS Calls  
Jobs  
Law Enforcement Calls  
Love/Romance Scam (aka “Catfishing” – but usually starts through online dating services)  
Lottery Winnings/Sweepstakes Giveaways ([It is illegal to play foreign lotteries in the U.S.](https://www.fbi.gov/newsroom/news-releases/lottery-winnings-sweepstakes-giveaways-it-is-illegal-to-play-foreign-lotteries-in-the-u-s))<sup>71</sup>  
Loans  
Medical Alert Scams Targeting Seniors  
Money Transfers  
Mortgages  
Mystery/Secret Shoppers

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<sup>71</sup> [https://archives.fbi.gov/archives/news/stories/2006/august/lotto\\_scams080906](https://archives.fbi.gov/archives/news/stories/2006/august/lotto_scams080906)

Online Dating/Romance Scams (aka Catphishing)

Phishing

Phone Fraud

Phony Debt Collectors

Shopping

Text messages: Amazon, Walmart, etc., package pick-up/delivery

Text messages: Your receipt number won free gift card

Text messages: Lottery winner

Travel

Weight Loss

Work-at-Home

Obviously, these are simply too numerous to go in to, but usually involve someone calling or texting you and using some kind of elaborate ruse to get you to divulge a portion or all of your personal information that may be needed to access one or more of your accounts. They may sound **VERY** convincing because they have scoured the Internet (social media) and built a profile of you and your family and may even pose as a family member to lure you into the scam. You'll hear me repeat this, but stop sharing **everything** about your life with the public through social media websites!! If you must use them, enable strict privacy/security/sharing protocols!!

**Rule 1:** Most cell phones and home phones have caller ID now – if you don't recognize a number, **DON'T ANSWER THE PHONE!** I can't emphasize this enough! If it is a legitimate call, they will leave a message and you can call them back at your convenience after you have verified the number. If it is a computer-generated and or robo-call, solicitation, or scammer, picking up the phone will only indicate that you **will** pick up the phone and the calls will increase as your number gets passed around on the "suckers list." [Read this article about "One Ring" scams<sup>72</sup>](#).

I've heard stories of people who like to "play" with these callers and engage them – **do not do this** – remember you are dealing with criminals and you do not want to aggravate them and risk inviting more annoyance calls to you at the least or even worse kinds of harm to you, your family or your property.

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<sup>72</sup> <http://www.wsbradio.com/news/news/local/one-ring-scam-spreads-nationwide/nrLb3/>



Another note on caller ID: Unfortunately, advances in technology allow scammers to “spoof” just about any phone number from any area code, including legitimate numbers, and attach names of legitimate companies, so you must be extra vigilant to ensure the whomever is calling you is in fact who they say they are. [According to this June 17, 2017 article](#)<sup>73</sup> from Krebs on Security, the FCC is working to implement new rules to stop this.

To quickly check a number, simply enter it (without any dashes) into your favorite Internet search engine such as Google, Yahoo, etc. and if it is bogus, you will see numerous links pop up stating that fact.

**Rule 2** is just do **not** give out confidential information over the phone unless you initiated the call and know you are calling a legitimate number of a bank, service provider, etc., and you got that phone number from an official source that you trust such as the number on the back of your credit card and or your bank or credit card statement, utility bill, etc.

One of the popular scams right now is some person calls claiming to represent some official federal, or state governmental agency (and even law enforcement) or service provider such as a utility company and demands you provide payment or law enforcement will issue a warrant for your arrest and they will be arresting you immediately if you don't pay right now. The electric company is not going to send the police to arrest you for failing to pay your bill. And if there is a warrant out for your arrest, trust me, the police probably already know where you are and they are not going to tell you that they are coming to arrest you. However, if there is a warrant or warrants for you for something such as parking tickets, failure to appear for jury duty, etc., the police may call you and ask you to come in to see the judge. Also, I have been hearing reports of these scammers actually coming to people's homes and knocking on your door. Do not answer the door; legitimate agencies (with the exception of uniformed law enforcement in an officially-marked vehicle) will not come to your home.

**Rule 3** is the first sign of a scam is an absolute sense of emergency/urgency with the caller demanding that you provide some kind of personal information or take some kind of action to make a payment to them immediately.

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<sup>73</sup> <https://krebsonsecurity.com/2017/06/got-robocalled-dont-get-mad-get-busy/>

**Defense:**

It is very rare that any of your service providers – banks, city-state-federal government, utilities, etc., will call you about your account; they will send you a letter. If they do, they will already have your information and will just ask you an absolute bare minimum of information to verify your identity and in almost no instance should they ever ask for your full Social Security Number or even the last 4 digits of your SSN. I have had my bank's fraud department call me when there were some suspicious charges made to my card. Instead of asking me for personal information, they recounted the recent charges I had made and their approximate amounts and asked me to confirm them and then they asked me about the charges in question. If your account is password protected, you can ask **them** to provide you with the password – more on that below.

If you are ever in doubt of the caller's identity or authenticity, politely say that you appreciate them contacting you, but for security purposes, you are going to call them back on the number you have from your credit card, monthly statement, etc., which you know is valid. If it is a legitimate call, they will understand and hang up, but if they persist in trying to get any personal information and or are rude or threatening, that is a good indication something may be amiss – hang up immediately and contact the authorities and entity they are impersonating.

**Smishing (aka SMS Phishing)** – If you use text messaging on your cellular phone, be aware that scammers are now using this method to get money from you. Most cellular carriers offer a “parental control” or similar type function where a password is required to be entered before any purchases/charges to your account can be made via the text messaging functions. Contact your respective cellular carrier for more information. Also, forward spam text messages to 7726 with the word SPAM included – this gives it to a consortium of carriers that use the information to try to block future spamming.

See section **4. CUTTING DOWN ON TELEMARKETER CALLS** below for more info.

**Romance/Love Scam (aka Catphishing) note:** I singled out this because even though it usually starts online, it quickly moves to the phone and this particular scam has a high potential to compromise significant amounts of your personal information, your physical safety and possibly get you unwittingly involved in illegal activities.

There are a lot of lonely hearts out there and also a lot of smooth talkers waiting to befriend them for nefarious purposes, so be very careful!! Consider that the potential love interest probably already knows a lot about you from your profile, so they can easily say everything you like/want to hear. They can build elaborate online profiles, mask their identities using pictures of other people, use untraceable, online phone numbers, and come up with elaborate stories of family and business histories to tug at your heart strings and convince you that they are genuine and quickly and deeply imbed themselves into your life. Believe me, some of them are so good that if they weren't criminals, they'd have "PhD" after their names and operating legitimate counselling practices. Really, they are that good at social engineering. There are many red flags for this, but again, they usually want to get off the dating website and go "direct contact" as quickly as possible. Eventually, they may want you to do something, such as send or forward some money (under your name) to a sick relative or other distressed family member via Western Union or other service or pick up packages at a local retailer and then have you mail them somewhere else and again, under your name...and they will make these requests with a level of urgency and that is because they have probably obtained the money or goods with a stolen credit card and they are trying to stay ahead of the system. If you do any of these things and suspect you may have done something illegal, you should contact law enforcement immediately and make a report – you do not want to innocently get caught up in a money laundering or stolen goods operation. [Romancescams.org](http://www.romancescams.org)<sup>74</sup> is a great website for more information. [GetSafeOnline.org](http://www.getsafeonline.org) has an excellent section for online dating safety as does [Lifewire](http://www.lifewire.com)<sup>75</sup>.

#### **D. E-MAIL SCAMS (aka PHISHING, SPEAR PHISHING, etc.):**

See noted consumer advocate Clark Howard's article, [How Spammers Get Your E-Mail Address](http://www.clark.com/consumer-issues-id-theft/how-spammers-get-your-email-address)<sup>76</sup>. If you are on the Internet and use e-mail, you probably have these things in common with most people:

- You have purchased something online through a major seller such as e-Bay, Walmart, Amazon, etc.
- You have a PayPal account or accounts.
- You subscribe to multiple newsletters – political, financial, hobbies, cooking, etc.
- You receive updates, coupons, special promotion sales, etc., from entities with whom you have done business.

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<sup>74</sup> <http://www.romancescams.org/>

<sup>75</sup> <https://www.lifewire.com/online-dating-security-tips-2487806>

<sup>76</sup> <https://clark.com/consumer-issues-id-theft/how-spammers-get-your-email-address>

- You receive dozens of non-personal e-mails daily

This scam is similar to phone scams, but they come through the e-mail. In some cases, you may receive an e-mail from what appears to be a legitimate friend or entity with whom you do business when in fact it is an elaborate hoax.

If the e-mail has “hooked” you and you click on a link within the message, it either directs you to a very official-looking, but bogus website where you enter the personal information they need, or the link in the e-mail or the website itself installs some kind of Trojan virus or other malware on your computer that gives the criminals access to your system and therefore, your sensitive financial information.

A new trend I’ve been seeing recently (mid-2018) are e-mails that say, “Confirm Subscribe,” “Confirm Unsubscribe,” “Update Your Contact Info,” etc.

Because of the common factors mentioned above and since we receive so much message traffic as a result, it’s hard to keep track of everything, so it is highly likely we would get a legitimate e-mail from any of those entities asking us to confirm a subscription – almost all follow the same protocol, ostensibly out of safety precautions. Unfortunately, the scammers have now latched on to that methodology to get us to once again, click on something in that message that may install some kind of malware or re-direct our browser to a bogus website meant to capture your personal information.

More on computer security in **section 6.** below.

### **Defense:**

This follows the phone scam methodology, however, it is even rarer that the institutions with which you do business will e-mail you something requesting your account info – they already have it. If you suspect foul play, call the numbers you have on file and **do not click on any links inside the suspect e-mail or respond to it in any way.** You can delete it, however, I would suggest that you hold onto it in case law enforcement and or your financial institution need to examine the file. If you are concerned about even having it on your computer, at least print off a copy of it and save it in case it is needed by law enforcement.

If you suspect the message may be authentic, open another tab in your browser and carefully type in the address (URL) of the company/entity in question and log in to your account to see if there are any messages from the company about a need to update your information. By going directly to the source (company homepage), you avoid the potential for scam websites.

Another way to check is in the e-mail, put the mouse pointer over (hover) the link they want you to click, but **do not** click on it. Somewhere on the browser page, usually in the lower left-hand corner, the actual URL of the link will appear. If it is a strange sequence of characters that makes no sense and doesn't have the company's primary address in it, it may be bogus.

Also, many of us have received e-mails from friends whose addresses we recognize and, as is most common, they say they're stuck somewhere outside of the U.S., have lost their wallet and passport and need you to send money. Or, the message has no text, just a single, strange-looking link that makes no sense, such as <http://www.1aseRtz.com/XDTPdsoet/asdiuf.htm> . If you click on the link, it can allow any variety of viruses and malware into your computer which can allow access to your data or even destroy your computer. **Do not click on the links and delete these kinds of messages and then empty them from your Trash folder/Recycle Bin.**

See section “**8. OTHER COMPUTER INTERNET SECURITY**” below.

#### **E. REGULAR “SNAIL MAIL” SCAMS**

Even in this high-tech age, because the Post Office has become compromised, this crime is at an all-time high and is still a criminal favorite and involves the curbside mailbox at your residence (aka the Red Flag Gang or Porch Pirates – the ones who follow delivery trucks around and steal packages off your doorstep) and the curbside drop-off Blue Boxes. Postal Carriers around the country have been robbed at gunpoint and the thieves just want their mail and their keys, so they can access even more people's mail. Again, this can be an elaborate hoax similar to what is described in **D.** above, but usually criminals are looking to get their hands on any pre-approved credit offers you may receive, bank or credit card statements and slips, utility bills, etc., or, if you place outgoing mail in that box, checks that they can “wash” or use the account and routing numbers to make counterfeit checks, etc. In the larger scheme, they can use the information they glean from your mail to reverse social engineer your life and steal your identity, hijack your bank accounts and more. Since many people still conduct their personal financial business through the regular mail, this can obviously be a treasure trove of information

for identity thieves. Thieves can also profile you from a variety of angles just by looking at your mail. For example, if receive mailings from your church, they can find out the regular service times, stake out your house, find out when you go to services and then burglarize it. Just think about all the different pieces of mail you receive and what it might indicate to a criminal. Furthermore, a new twist is Change of Address forms – criminals are using these to re-route your mail to their address so they can use those pre-approved credit applications they stole from your curbside mailbox to get the new credit cards routed to their address. This is why signing up for Informed Delivery is imperative these days. More info on that service below.

We're all aware of the phone scams about the IRS calling or Social Security, etc. Well, criminals have become so sophisticated with computers that they are now sending official-looking correspondences to people to obtain information, payments, etc. In the recent past, we were all told that if any of these government entities needs to conduct official business with you, they won't call; they will send a letter. That is still true. But now, we have to be doubly diligent and verify that anything we receive in the mail is also a legitimate correspondence from the respective agency requesting contact.

Also in this category is trash, yes, trash. Thieves have been known to pick up your bags of trash in order to glean any of the aforementioned items that you may have thrown out. Remember, in most jurisdictions and instances, it is legal to go through someone else's trash.<sup>77</sup> The legality comes into question when the trash may be set out in a gated community where it is on private property. Contact a lawyer if you have questions about this. Also, thieves rifle through dumpsters (a.k.a. dumpster diving) in apartment complexes, industrial areas, medical and office buildings in search of your items with your personal information on it.

### **Defense:**

Go to the closest, **official, United States Postal Service (USPS) post office** and rent a box. Re-route any critical mail - statements of any kind - to it. I even recommend this to people who live in apartment complexes and have locking mail boxes that are in central kiosks – the potential for your mail to get lost or placed in the incorrect box is just too great. If you need to send mail out, deposit it **only inside an official USPS postal facility during business hours**. There have been instances of criminals fishing mail out of the blue boxes or stealing the blue boxes, so it is preferable that you deposit the mail inside the post office, if at all possible. If you cannot get to the Post Office, ask a trusted relative or neighbor to take it for you.

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<sup>77</sup> [\*United States Supreme Court Case, California v. Greenwood, 486 US 35, May 15, 1988\*](#)

If necessary, you can get a lockable curbside mailbox at your residence, however, most of the ones I've seen aren't that secure; they only serve to "keep the honest people honest," for the most part.

Alternately and **ideally**, if you are comfortable and proficient with the computer, you can go "paperless" and get all your statements online and pay your bills online or, for simplicity purposes, you can just have the bill auto-drafted from your account every month. The drawback to that practice is that your bank account information now resides on their servers and if they have a breach, then your information is compromised. If the billing entity allows, you can use a credit (**not debit**) card to auto-pay those bills, however, sometimes there is an extra charge to use a credit card, and, once again, your information is resident on their system. The best practice is to go paperless, wait for billing e-mail to hit your Inbox, login to your account and pay your bill at that time (not auto-drafted). If you do use a credit card to auto-draft pay your bills, use a dedicated card for those bills and one that will never be swiped in a Point-of-Sale terminal like at the grocery store or at a gas pump where a skimmer device may be present.

Also, the USPS rolled out (in early 2018) a new service called [Informed Delivery](#)<sup>78</sup>, and should be available in most areas now. This service sends you an e-mail with pictures of mail and packages that are scheduled to be delivered to you. This is a great service and should help cut down on this kind of crime because you will now know what is coming in your mail and when to expect it.

I will address more about cutting down on the junk mail below.

Regarding the bogus mailings, you will have to go online or to an actual phone book, confirm the number of the government entity requesting contact and confirm (by calling them) that they did actually send you a correspondence and the info they are requesting is legitimate.

**Basically, you have to double check everything these days!**

Regarding the trash issue, invest in a good, cross-cut (not strip) shredder and shred anything that has your name, address and any other type of personal information on it. Be sure to open anything that looks like junk mail before just throwing it in the trash since many times these can be pre-approved credit, insurance offers or even other legitimate mail. Expect to spend about

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<sup>78</sup> <https://informeddelivery.usps.com/>

\$100 for a really good, heavy duty shredder. It is worth the extra money to buy a good one. Sam's and Costco have good ones for reasonable prices.

In the following sections, I will address ways you can reduce your digital and paper trail, effectively denying criminals even the most basic informational starting points needed to steal your identity.

#### **F. AFFINITY CRIME (aka Cultivating the Halo Effect) & CONTRACTORS:**

This is a terrible crime and frequently perpetrated against seniors. It's unfortunate that in this day and age we have to be suspicious of someone offering to do something nice for us for free, but here's a scenario: Your friend down the street told you about her exterminator and what a nice man he was, so, when you discovered an ant problem, you didn't hesitate to call him. He arrived and sprayed for ants, but while he was spraying, he noticed that you had a dripping faucet and offered to fix it for you for free. Then, on his way out, he offers to do any other handyman work you may have in the future. Sounds harmless enough, right? Then, a while later, you work up a list of things that need work and call the very nice exterminator/handyman to come fix them. While he is in your house and you are not watching, he sees your wallet out on the table and quickly takes a peek at your credit card and gets the number and security code and then uses it to make purchases online.

In general, if you have any kind of work done by a contractor, be sure to verify his or her credentials. Any legitimate contractor should be more than happy to provide you with the following items along with the respective websites and or phone numbers that you can call to verify the information:

- State business license or registration number
- Proof of business liability & Worker's Comp insurance (carrier, phone number, policy number, coverage amount, copy of policy)
- Business address and phone number
- Official ID card and or driver's license

It is very important that the contractor have insurance in the event he or she damages your property or if he or she is injured while working on your property and sues you for medical expenses. (And be sure you are adequately insured, as well, just in case the contractor isn't. Contact your homeowner/renter insurance policy company/agent for more information and I



suggest that everyone have a “**personal excess liability policy**” aka “**umbrella policy**” for the autos and homes. This is additional liability insurance over and above what is provided in your basic policy and usually offers coverage in increments of \$1 million at very reasonable rates.)

And just because the contractor pulls up in some fancy-painted vehicle with numbers plastered all over it, don't assume that they are legitimate, especially if they are not based in your state. In states that have frequent weather damage, it is not uncommon to see out-of-state contractors/vehicles after a weather event. However, most states require out-of-state contractors to at least register with the respective regulatory agency prior to conducting business in the state. Again, ask for all documentation – legitimate contractors know this is an issue and should be well-prepared to provide you with the information you request. Additional tips:

- Beware of contractors going door-to-door soliciting business after a storm or offering to repair your driveway/seal cracks
- Get multiple estimates, but first make sure they are free!
- Never give them any money up front!
- Ask for references from work completed recently and preferably within your immediate area
- Get a written contract that clearly spells out start and finish dates, specific work to be done, complete costs within a certain +/- percentage, satisfaction guarantee, conflict resolution options, etc.
- Most jurisdictions require building permits, so ensure the contractor has one before they start work and verify it with the issuing agency
- Report fraud to your state's Attorney General's office, law enforcement, and the respective licensing authority
- Don't be afraid to ask a knowledgeable friend for help with this process!
- Get the license plate number and vehicle description of the contractor's vehicle

Also, I'm sure most of you have seen and heard the ads on TV and radio for websites that list verified service contractors. Even though they say the contractors are verified, I would still confirm their credentials to ensure they are still valid and up-to-date. Also check [the Better Business Bureau's Scam Tracker website](https://www.bbb.org/scamtracker/us)<sup>79</sup>.

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<sup>79</sup> <https://www.bbb.org/scamtracker/us>

**Finally, a very important point:** If contractors, real estate agents, etc., are going to be in your home and even if you are going to be present, lock up all valuables, jewelry, firearms, prescription medications, banking/financial statements with account numbers, etc. Also, if you have children in your home or who visit your home or have individuals with mental health issues (including dementia) in your home or who visit your home, it is imperative that you secure your firearms and medications so that they cannot be accessed by unauthorized persons. Check the laws in your respective jurisdiction – some have specific requirements for securing firearms and penalties can be very high for negligence. See the [Firearms page of my website](#)<sup>80</sup> for more resources.

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<sup>80</sup> <http://www.magnusomnicorps.com/firearms.html>



### 3. CUTTING DOWN ON JUNK (SNAIL) MAIL and JUNK E-MAIL

The sale of mailing/marketing lists in this country is not just big business, it's a **HUGE, multi-BILLION dollar per year** business!!! Your name and address lands on these lists no matter how hard you try to keep it off. It's called your “**digital exhaust**” or “**digital footprint.**”

Anytime you make a purchase in a store or online with a credit card or other electronic device, subscribe to a magazine, enter a contest or sweepstakes, fill out a slip for a drawing at the mall, etc., you drop little pieces of information about where you go, what you like, what you buy, etc., and land you land on a list. Most companies you do business with and even some government agencies sell your information to these marketing firms, also known as “**data brokers.**”

Another huge source for generating lists is when you fill out a product warranty card or register your product online. If you fill these cards out, only include the bare minimum data so they can contact you in case of a recall. Do not fill out any of the additional, optional demographic information which will be used to really target you for all kinds of advertising and look for any boxes on such forms to check off that allow you to **opt-out** of any advertising. Also, if you include your e-mail on any of these items, I strongly suggest you set up a separate e-mail account at Yahoo, Gmail, Hotmail, etc., that you only use for this type of activity because it will limit your personal e-mail account from being inundated with spam. Gmail seems to be one of the best at filtering out spam at the server level, but they have gotten worse over time and have been found to be filtering out politically **incorrect** e-mails, etc., by sending them straight to the Junk folder instead of your Inbox..

Another way to **significantly reduce** your digital footprint is to use a **VPN (Virtual Private Network)**. When enabled, this software, which you can easily put on any Internet connected smart device or Wi-Fi router, masks your personal IP (Internet Protocol) address and encrypts all data between your device and the server with which you are communicating. Even your ISP (Internet Service Provider) will not know what websites you visit and the ability of these data brokers to collect your personal information via cookies, etc., will be significantly reduced. [Here's a good article](#)<sup>81</sup>. [Nord](#)<sup>82</sup> and [ExpressVPN](#)<sup>83</sup> are a couple of the best ones as of this writing (11/2022).

Approximately once a year, you will probably receive a privacy notice (usually included with your bill or statement) from your bank, insurance company, credit card providers, etc., that explains

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<sup>81</sup> <http://www.greycoder.com/best-vpn-service/>

<sup>82</sup> <https://nordvpn.com/>

<sup>83</sup> <https://www.expressvpn.com/>

how and what they do with your personal information. Read these carefully and follow the instructions to minimize how they share your information.

People are surprised to find out that the big three credit reporting agencies, the ones that maintain our credit files, sell our information which is where many pre-approved credit and insurance offers come from, as well as other junk mail. The good news is, you can put a stop to this by calling one central number set up the credit reporting agencies to do this: Call **1-888-5OPT-OUT (1-888-567-8688)** and follow the prompts or [go here](#).<sup>84</sup> More info on this including other steps you can take are at the [Federal Trade Commission's website](#).<sup>85</sup>

Also, on the [Digital Advertising Alliance's website](#)<sup>86</sup>, go to the **DAA Resources for Consumers** section and follow instructions to limit you advertising exposure.

Also see Clark Howard's ["4 Ways to Opt Out of Junk Mail" article](#)<sup>87</sup> here.

However, there are more insidious forces at work when it comes to collecting, compiling and sharing information on our daily habits. Many websites, social media websites, brick-and-mortar businesses, etc., make money by selling their customer information to data collection/sales and marketing firms that re-sell your information to other businesses for the purpose of pitching their products and or services to you. For example, have you ever wondered how your auto insurance company knows how much you drive your car? Well if you have your oil changed at a dealership or other participating lube shop, they report all the information regarding that service purchase (including your mileage) into a database that sells it to other companies, including your insurance company. This is just the tip of the iceberg. On the majority of consumers, these databases can contain millions of data points on each individual...yes millions! Again, when you do business with someone and especially when you sign a service contract, for example, with a cell phone company, in the fine print, in most cases, you are automatically **opted in** to information sharing and you will not be allowed to do business with that entity unless you sign that contract. This is why you cannot fully eliminate all junk mail and telemarketer calls. And this is why you also should not be sharing everything about your life on social media – how many of you have security questions on websites that reference your dog's name, where you went to school, etc.? And have you ever mentioned those things on social

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<sup>84</sup> <http://www.optoutprescreen.com>

<sup>85</sup> <http://www.ftc.gov/privacy/protect.shtm>

<sup>86</sup> <http://digitaladvertisingalliance.org/>

<sup>87</sup> <https://clark.com/consumer-issues-id-theft/mailings-solicitations/unwanted-mail-marketing/opting-out-of-assorted-junk-mailings/>

media? If so, I strongly suggest you go to those websites and change your security question(s) to something you know you haven't ever shared on social media. I'm sure you're starting to get the picture now.

#### 4. CUTTING DOWN ON TELEMARKETER & FRAUDULENT CALLS

**Latest:** [According to this article from AARP](#)<sup>88</sup>, scam calls are bad, but getting much worse! In 2017, only 3.7% of calls were fraudulent, but this year (2018) it's reached 29.2% and expected to rise to 44.6% in 2019! UPDATE: That 44.6% estimate is now up to 50%!

According to [this article from CBS News](#)<sup>89</sup> on August 3, 2016, in the past 4 months, American households received approximately 10 billion robocalls and as such, complaints to the Federal Trade Commission (FTC) are up 50% this year. According to this June 17, 2017 [article from Krebs on Security](#)<sup>90</sup>, the FCC is working to change the rules to put a serious dent in robocalls, but change is slow. Recently, 35 states; attorneys general sent a letter to the FCC calling on the Commission to adopt new rules to allow telephone service providers to block robocalls and spam phone calls. [See article here](#)<sup>91</sup>.

The Federal Government has created the National Do Not Call Registry - a free and easy way to reduce (but won't fully eliminate) the telemarketing calls you get at home. To register your land line, [go here](#)<sup>92</sup> or call **1-888-382-1222** from the phone you want to register. You should receive fewer telemarketing calls within three months of registering your number. It will stay in the registry for five years or until it is disconnected or you take it off the registry. After five years, you will be able to renew your registration.

Remember that **legitimate** businesses honor the Do Not Call Registry list; but the scammers **do not** and with the help of technology, in many cases, they can remain one step ahead of the authorities which means completely eliminating calls from scammers is nearly impossible.

It's also pretty much impossible to eliminate all sales calls since so many groups (political, charitable, official government) are exempt, including any business with which you have conducted business within the previous 18 months. Also, with the advent of VoIP (Voice over Internet Protocol) and other phone number-spoofing computer software and computer servers

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<sup>88</sup> [https://www.aarp.org/money/scams-fraud/info-2018/scammer-calls-increasing.html?cmp=EMC-DSO-NLC-MONY--FWN-MCTRL-100918-F1-](https://www.aarp.org/money/scams-fraud/info-2018/scammer-calls-increasing.html?cmp=EMC-DSO-NLC-MONY--FWN-MCTRL-100918-F1-3282178&ET_CID=3282178&ET_RID=23171899&mi_u=23171899&mi_ecmp=20181009_MONEY_member_Control_Winner_340000_466203&encparam=L9t%2fZAs4XXRW6mFEjDaF3QLZHcLHF%2f5PE4vpbln04l%3d)

[3282178&ET\\_CID=3282178&ET\\_RID=23171899&mi\\_u=23171899&mi\\_ecmp=20181009\\_MONEY\\_member\\_Control\\_Winner\\_340000\\_466203&encparam=L9t%2fZAs4XXRW6mFEjDaF3QLZHcLHF%2f5PE4vpbln04l%3d](https://www.aarp.org/money/scams-fraud/info-2018/scammer-calls-increasing.html?cmp=EMC-DSO-NLC-MONY--FWN-MCTRL-100918-F1-3282178&ET_CID=3282178&ET_RID=23171899&mi_u=23171899&mi_ecmp=20181009_MONEY_member_Control_Winner_340000_466203&encparam=L9t%2fZAs4XXRW6mFEjDaF3QLZHcLHF%2f5PE4vpbln04l%3d)

<sup>89</sup> <http://www.cbsnews.com/news/new-technology-provides-a-solution-for-annoying-robocalls/>

<sup>90</sup> <https://krebsonsecurity.com/2017/06/got-robocalled-dont-get-mad-get-busy/>

<sup>91</sup> <https://nakedsecurity.sophos.com/2018/10/12/35-state-attorney-generals-tell-fcc-to-pull-the-plug-on-robocalls/>

<sup>92</sup> <http://www.donotcall.gov>

based outside of the U.S., it is pretty easy for telemarketers to get around U.S. regulations, but there are still a few steps you can take to decrease, but not eliminate these calls.

Even though several federal and state laws and regulations prohibit marketing companies from calling cell phone numbers, I believe it is a good idea to be proactive and register your cell number anyway. With people dropping their land lines in record numbers and everyone going wireless, I have no doubt that marketing firms will exert extreme pressure on our legislators to change the law and allow access to this information eventually. You can read more about this at [Snopes.com](http://Snopes.com).<sup>93</sup> I recently heard rumors that carriers are going to give cell phone numbers to telemarkets – this is **STILL NOT TRUE** – [see Snopes article on May 1, 2018 here](#)<sup>94</sup>.

Any numbers you register should flow down to your respective state's do-not-call list. If you continue to receive calls from the same non-exempt entity after 3 months and you have asked them to stop calling you, you should file a complaint with your respective state's attorney general's office, consumer affairs department and the [Do Not Call Registry's Complaint line](#)<sup>95</sup>.

Also, you can have your landline phone number unlisted/unpublished. Believe it or not, they actually charge an extra monthly fee of \$5 or more for this service.

And consider the [NoMoRobo](#)<sup>96</sup> services for landlines and cell phones mentioned above in the CBS News article or [Hiya](#)<sup>97</sup> app for smartphones mentioned in [this video](#)<sup>98</sup> by consumer expert Clark Howard. Also, there is the [TrueCaller app](#)<sup>99</sup> and the free app for mobile phones from AT&T called [Call Protect](#)<sup>100</sup>. AT&T customers with digital landline phones can now use the [\\*61 feature](#)<sup>101</sup> to block up to 100 calls and call blocking can also be managed online by logging in to your account. Check with your respective carriers for similar features – most offer them. Also try [Robokiller](#)<sup>102</sup>.

Most smartphones allow you to block callers/numbers quickly and easily right on your phone – no other 3<sup>rd</sup> party apps or fees required, but the apps help pre-screen out known spam numbers

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<sup>93</sup> <http://www.snopes.com/politics/business/cell411.asp>

<sup>94</sup> <https://www.snopes.com/fact-check/cell-phone-numbers-given-telemarketers/>

<sup>95</sup> <https://complaints.donotcall.gov/complaint/complaintcheck.aspx>

<sup>96</sup> <https://www.nomorobo.com/>

<sup>97</sup> <https://hiya.com/>

<sup>98</sup> <http://www.clark.com/new-app-alerts-you-when-a-scammer-is-calling>

<sup>99</sup> <https://www.truecaller.com/>

<sup>100</sup> <https://www.att.com/offers/call-protect.html>

<sup>101</sup> <https://www.att.com/esupport/article.html#!/u-verse-voice/KM1041912>

<sup>102</sup> <https://www.robokiller.com/>



so the calls never come through to begin with and they offer other features to help you report spam calls, helping out other consumers. Every carrier has some way for you to block numbers.

Get more info at the [FCC's robocall resource page here](#)<sup>103</sup>. Here's a great article from Kim Komando that gives specific instructions: [7 ways to finally end robocalls, May 20, 2018](#)<sup>104</sup>

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<sup>103</sup> <https://www.fcc.gov/consumers/guides/stop-unwanted-calls-texts-and-faxes>

<sup>104</sup> <https://www.komando.com/columns/458656/7-ways-to-finally-end-robocalls>



## 5. PROTECTING YOUR BANK ACCOUNTS AND CREDIT

Call or go to your bank or other financial institution where you have your checking, savings, etc., accounts and have them place passwords and or security questions on your accounts. Anytime anyone goes to do anything with your account, including you, they will be required to provide the password before the teller or other representative will proceed with any transactions. Then, call your credit card issuers and do the same thing. This a free and simple step that adds an additional layer of security to your accounts and prevents anyone, no matter how much of your personal information they have, from gaining access to **certain aspects** of your account. However, if someone steals you credit card or clones it, it will not prevent them from making charges to your account until you direct the bank to close the account it.

If you bank online, some banks allow you to set up alerts for specific transaction events. For example, you can set an alert on your account whereby you will be notified via e-mail and or text message if a cash withdrawal is made from your account for over \$100.00 (or whatever amount you designate). Another example is setting an alert on your credit card for any transactions that are made overseas or online or from an ATM, etc. This is a great, usually **free** service that you should use.

If you want to be sure that no one, including you, can apply for credit or loans in your name, you can freeze your credit with each the big 3 credit reporting agencies. *(Note that a “freeze” should not be confused with a newly-offered service from credit reporting agencies called a “credit lock.” They are not the same and a “lock” does not provide the same level of security that a “freeze” does.)* You go to their websites and follow the links to freeze your file - it usually costs \$10 per agency. Once you have set up your account, you can unfreeze your account at any time for a \$10 charge and then refreeze it when you are ready for another \$10 charge and sometimes the re-freeze is free. **Freezing your credit file may** prevent some businesses, employers, utilities, etc., from performing “soft hit or pull” inquiries on your credit file – it depends upon state laws and whether you have an existing account/relationship with the inquiring entity. [Here’s a good article](#)<sup>105</sup> that explains soft and hard pulls. **A word of caution:** Keep in mind that in some instances, while your credit is frozen, the card issuer may decline to provide you with a replacement card if you call in to report it lost, damaged or stolen. This happened to me with a card I rarely used. The card was damaged and they wouldn’t replace it for me until I unfroze my credit, so, I just waited until the card expired and they automatically sent me a new one. That is

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<sup>105</sup> <https://www.nerdwallet.com/blog/finance/credit-report-soft-hard-pull-difference/>

fine, as long as you don't need to use the card and have others on which to fall back (which you should). Be sure to get clarification from the card issuer regarding their policy under similar circumstances. Also, having your credit file(s) frozen may impact your ability to establish online accounts with Social Security and Medicare and DoD/VA eBenefits, requiring you to unfreeze it/them first. In this case and in light of the 2017 Equifax breach, I advise against unfreezing your credit unless absolutely necessary which means you will have to go to your local Social Security office and they can provide you with a special, one-time account activation code so that you will not have to unfreeze your credit to establish a "mySocialSecurity" online account. Some tips before going to the Social Security office: Be sure you take all your necessary documents AND a valid (not expired) state or federal ID. Go online and set up an appointment time, if possible. If you cannot do that, get there early (because they close at noon for lunch), sign in at the kiosk and get your number ticket. You will have to go through the equivalent of an airport-style security check, so leave any weapons (even if you are a state concealed carry permit holder), pepper spray, knives, metal items, etc., at home (not in your car; you're on federal property and that's not allowed).

Alternately, you can have a **fraud alert** placed on your file. This will alert anyone wishing to grant you credit to take additional identity verification steps before approving you. Again, the limiting factor here is just how vigilant the respective retailer/lender is when it comes to verifying your identity when they see a fraud alert on your file – some are and some aren't. Note that this is not as strong a protection as freezing your credit. A new service being offered by the credit reporting agencies is a "**credit lock.**" This is **NOT** the same or as secure as a "**credit freeze.**" Go to the respective credit reporting agencies' websites for more information on the differences between these services. Here's a brief [article from Nerdwallet](#)<sup>106</sup> explaining the differences.

**A strong word of caution:** Be sure you keep those passwords and PINs in a very safe place – you don't want them falling into the wrong hands or, if you simply lose them and haven't committed them to memory, accessing your account will be very difficult if not impossible. **BE VERY CAREFUL!!** I strongly suggest using a digital password manager like **Dashlane**, etc., and **ALWAYS** use two-step login (aka 2 factor authentication or 2FA) with **EVERY** online account you have – **THIS IS AN ABSOLUTE MUST DO!!!** More on those topics below.

And when traveling, be sure to call your credit card issuer(s) ahead of time and notify them of your itinerary. With some issuers, you can do this online. If you do not, you could run into

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<sup>106</sup> <https://www.nerdwallet.com/blog/finance/credit-lock-and-credit-freeze/>

difficulty making purchases because due to rampant credit card fraud and identity theft, banks and other issuers will suspend an account if purchases are made that are outside your home area or don't correspond to your usual purchasing habits. And, they may or may not contact you immediately when suspending your account, leaving you in the lurch and very confused about what has gone wrong.

More information at the respective agencies' websites:

<http://www.experian.com/>

[http://www.equifax.com/home/en\\_us](http://www.equifax.com/home/en_us)

<http://www.transunion.com/>

<https://www.nctue.com/consumers>

**IMPORTANT UPDATE! 8-7-2021** – Apparently there is another, more obscure credit reporting agency called the **National Consumer Telecommunications and Utilities Exchange** (NCTUE) that is used to process credit applications for cell phone service and increasingly utilities and cable services. Its database is managed by Equifax, BUT, if you have your credit frozen with Equifax, it does **NOT** translate over to the NCTUE database, so you have to call them or go online and freeze your credit there, as well. Previously, freezing it was much more complicated (you can read about it in [this article from Krebs on Security](#)<sup>107</sup>), but I suspect public and political pressure and laws forced them to rectify this – now it is exceptionally easy. I strongly urge any cell phone user to take the additional steps to protect yourself, especially if you use your phone to receive 2FA (two-factor authentication, aka, 2-step login) login codes. Also see, [“This Equifax Credit Database Can Boost Your Risk of Phone Fraud.”](#)<sup>108</sup>

**IMPORTANT UPDATE! 12-08-2022** – Besides the Big 3 and the NCTUE credit reporting agencies, there are many other “specialty reporting agencies” that the general public is not aware of but nevertheless can affect your ability to access goods and services. [Here's a good list of all consumer credit reporting agencies](#)<sup>109</sup> from the U.S. Consumer Financial Protection Bureau (CFPB). And a couple of other good related articles:

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<sup>107</sup> <https://krebsonsecurity.com/2018/05/another-credit-freeze-target-nctue-com/#more-43713>

<sup>108</sup> <https://www.cbsnews.com/news/equifax-managed-nctue-credit-database-can-boost-your-risk-of-phone-and-utility-fraud/>

<sup>109</sup> [https://files.consumerfinance.gov/f/documents/cfpb\\_consumer-reporting-companies-list.pdf](https://files.consumerfinance.gov/f/documents/cfpb_consumer-reporting-companies-list.pdf)

[What are specialty consumer reporting agencies and what kind of information do they collect? – CFPB 09-0-1-2020](#)<sup>110</sup>

[How to See What 5 Data Reports Reveal About You – Nerdwallet, 10-27-2021](#)<sup>111</sup>

It is highly advisable that everyone review their credit reports from each agency at least annually. A change in federal law (**FACTA** – see below) a few years ago requires each agency to provide the consumer with one free credit report every 12 months. If you have been a victim of fraud, then you can get it free if you are still within the 12-month window. The **ONLY** official website to this is <http://www.annualcreditreport.com>. There are many other websites with similar sounding names, but they **require** you to sign up for credit monitoring, etc. The official website is 100% free and no obligation whatsoever – it will take you to the websites of the major credit reporting agencies where you can request your report. However, when going through the process of requesting your reports, be sure you don't inadvertently click, check or opt-in for any credit monitoring services that might be **offered** (but not required). If you find discrepancies on the report or have any other credit problems, you have specific rights under these federal laws to protect you, among other federal and state laws:

[Fair Credit Reporting Act \(FCRA\)](#)<sup>112</sup>

[Fair and Accurate Credit Transactions Act \(FACTA\)](#)<sup>113</sup>

[Fair Debt Collections Practices Act](#)<sup>114</sup>

[Fair Credit Billing Act \(FCBA\)](#)<sup>115</sup>

[Equal Credit Opportunity Act](#)<sup>116</sup>

Go to the [Federal Trade Commission's website](#)<sup>117</sup> and the [Consumer Financial Protection Bureau](#)<sup>118</sup> to find these laws and go to the respective credit agency's website and follow their instructions to file a dispute.

Here's another strategic tip: Credit reporting agencies are supposed to share information, so, theoretically, your report should reflect the same information with each agency. Therefore, if

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<sup>110</sup> <https://www.consumerfinance.gov/ask-cfpb/what-are-specialty-consumer-reporting-agencies-and-what-kind-of-information-do-they-collect-en-1813/>

<sup>111</sup> <https://www.nerdwallet.com/article/finance/consumer-data-reports>

<sup>112</sup> <http://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0111-fair-credit-reporting-act.pdf>

<sup>113</sup> <https://www.privacyrights.org/facts-facta-fair-and-accurate-credit-transactions-act>

<sup>114</sup> <https://www.ftc.gov/system/files/documents/plain-language/fair-debt-collection-practices-act.pdf>

<sup>115</sup> <https://www.ftc.gov/sites/default/files/fcb.pdf>

<sup>116</sup> <https://www.consumer.ftc.gov/articles/0347-your-equal-credit-opportunity-rights>

<sup>117</sup> <http://www.ftc.gov>

<sup>118</sup> <http://www.consumerfinance.gov>

you want to check your credit 3 times a year for free, simply order your report from a different agency every 4 months.

Also, there is a new, free credit service called [Credit Karma](http://www.creditkarma.com).<sup>119</sup> This site gives you access to information about your credit report and TransUnion credit score as well as tons of great information to help consumers better manage, repair and improve their credit. They also offer a smart phone application. Another similar service is [Credit Sesame](http://www.creditsesame.com).<sup>120</sup> Note that you cannot access these services if your credit is frozen.

FYI, all three credit reporting agencies score your credit with a number from 0 to approximately 850 (I've also heard 930, but couldn't verify that number with a credible source.). They do so by using different models and calculations, which is why your score will probably vary slightly among agencies. The gold standard by which your credit used to be judged was known as your "FICO" score – not to be confused with FICA taxes. However, that is no longer the case and you just have to ask the lending institution, credit card issuer, etc., which agency's score they use as it varies widely. If you are interested in knowing your FICO score, [you can purchase it here](#).<sup>121</sup> I have heard of some outfits that offer it for free now. Also be aware that there can be approximately 50-60 different scores depending upon what kind of loan you are applying for. For example, you have a different score for an auto loan than what you may have for a home mortgage or credit card advance. See **Section 9.** below for more information on credit.

If you are concerned about using your credit card online, some banks and credit card issuers allow you to go to their websites, login to your account and create a single-use, unique credit card number for that specific transaction only, so you are not entering the number that is actually on your card. Also, if you are concerned that your computer may be infected with a virus, some security software suites, such as [Bitdefender Total Security](https://www.bitdefender.com/solutions/total-security.html)<sup>122</sup> or [Norton 360 Deluxe](https://us.norton.com/)<sup>123</sup>, have a "virtual keyboard" that pops up on the screen and allows you to type in information into online forms such that the specific information cannot read or tracked by malware such as Trojans or keyloggers.

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<sup>119</sup> <http://www.creditkarma.com>

<sup>120</sup> <http://www.creditsesame.com>

<sup>121</sup> <http://www.myfico.com>

<sup>122</sup> <https://www.bitdefender.com/solutions/total-security.html>

<sup>123</sup> <https://us.norton.com/>





## 5A. PROPERTY (REAL ESTATE TITLE) THEFT

Yes, it's true. This is something of a new crime in the past few years where the thief uses a fraudulently notarized and signed "Quit Claim Deed" to transfer your property's title over to him/her or some other entity. Some county assessors have implemented their own, free "lien alert system" that property owners can sign up for, which I highly recommend. However, if your county doesn't offer this service, there is a private, fee-based service called [Home Title Lock](https://www.hometitlelock.com/)<sup>124</sup> – they advertise all over TV and radio, so you've probably seen/head their ads. I do not have any personal experience with their service, nor do I know anyone who has, but it might be worth researching if you are concerned about this type of crime,....and you probably should be.

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<sup>124</sup> <https://www.hometitlelock.com/>



## **6. PROTECTING CHILDREN FROM IDENTITY THEFT**

Shockingly, children are over 50 times more likely to have their identities stolen than adults ([over 1 million children per year fall victim](#))<sup>125</sup> and the main reason is because their credit history is usually a clean slate and more than likely, any fraudulent activity with their credit files won't be noticed until they reach their latter teenage years when they are applying for college, jobs, loans, financial assistance, etc., and by that time, their credit histories can be severely damaged.

Theft of their identities originates with a family member in approximately 30% of the cases.

Children are particularly easy targets because usually no one thinks to watch their credit.

Children's identities can be easily compromised because so many people have access to their personal information, usually at educational facilities. Almost all the information necessary to steal an identity is in the child's school records – date of birth, address, SSN, etc., so the criminal can use that information to begin submitting false tax returns and building a completely bogus identity and credit history which they can use.....and abuse.

**FERPA**, the federal [Family Educational Rights and Privacy Act](#)<sup>126</sup> protects the privacy of student records and gives parents the right to opt-out of sharing contact or other directory information with 3<sup>rd</sup> parties including other families.

Also, 22 states have laws that allow parents to freeze a child's credit.

The U.S. Government's Federal Trade Commission has an excellent [website that covers child identity theft](#).<sup>127</sup> And here's a good [article from Krebs's on Security](#)<sup>128</sup> about this and another from [Kim Komando](#)<sup>129</sup>.

Also, if you are going to sell your house, you should remove pictures of the children or anything else that may have identifying information about them. Remember, most real estate companies

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<sup>125</sup> <https://clark.com/consumer-issues-id-theft/identity-theft/kids-identity-theft-what-to-do/>

<sup>126</sup> <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

<sup>127</sup> <http://www.consumer.ftc.gov/articles/0040-child-identity-theft>

<sup>128</sup> <http://krebsonsecurity.com/2016/01/the-lowdown-on-freezing-your-kids-credit/>

<sup>129</sup> <http://www.komando.com/happening-now/467928/babies-personal-information-sold-on-the-dark-web>

will post pictures of your home on the Internet for marketing purposes and there will be strangers in your house during open houses and showings.



## **7. PROTECTING AT-RISK SENIORS FROM IDENTITY THEFT**

As I've mentioned at numerous places in this report, for a variety of reasons, seniors, as a group, are sadly the victims of this type of crime and other scams and fraud at a rapidly growing rate. Elder financial (& other forms of) abuse is such a concern that the United Nations designated June 15<sup>th</sup> as World Elder Abuse Awareness Day. 47% of seniors are abused by a caregiver or caregivers, often times they are family members, and the abuse can take countless forms from simple to complex and the annual financial impact approaches \$3 billion dollars. It is difficult for the untrained to recognize some of this abuse, so if you suspect it, contact the police or adult protective services. The National Adult Protective Services Association (NAPSA) has some [excellent resources](#)<sup>130</sup> and the [National Center for Victims of Crime-Financial Crime Resource Center](#)<sup>131</sup>.

All the tips I've mentioned thus far and below apply to seniors, as well, but I'd like to address those who are in long term care communities – independent living, residential care, assisted living, skilled nursing, long term skilled nursing, etc.

People in these settings are particularly vulnerable because so much of their personal and financial information is exposed to so many sets of eyes, not to mention their personal effects – more on that in a minute. If you are a caregiver, custodian, guardian, spouse, trustee, etc., it is very important that you monitor the person's financial accounts and credit reports for suspicious activity. In fact, I would suggest that anyone in a long-term care community have their credit reports frozen as well as taking the other precautionary steps outlined in this report.

I was recently at an assisted living community and a staff member, who knows what I do, related an incident to me regarding a group who was invited in by another community to speak to the residents about their potential eligibility to receive government assistance through the Veteran's Aid and Attendance Program, a legitimate government program that provides a generous monthly stipend to veterans or their spouses for the purpose of helping defray the skyrocketing costs of long term care. Applying for this benefit is complicated, time-consuming and tedious. This group, a "financial planning firm" offered "free assistance" to the residents with determining their eligibility, but of course, the residents had to provide a lot of sensitive personal information to help the firm's staff process their applications. If you've read this report from the beginning, you know where I'm going with this. The long term care community's staff

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<sup>130</sup> <http://www.napsa-now.org/policy-advocacy/exploitation/>

<sup>131</sup> <http://victimsofcrime.org/our-programs/financial-crime-resource-center>

had not vetted this “financial planning firm” and their staff was vacuuming up the residents’ personal data to be used for other than legitimate and altruistic purposes. In cases such as this, a resident’s personal information could be used for identity theft or just to pitch additional financial planning services and investment products to them, which they may or may not need, but, in many cases, there are no real “gatekeepers” for these residents to ensure that their best interests and personal information were protected and used properly.

To be fair, I have heard of other such financial planning firms who do offer this much-needed service to seniors and do so with the utmost professional care and due diligence when handling sensitive personal information. Note: If this is the first time you’ve heard of the VA Aid & Attendance program and are interested in more information, go to the [VA’s official website for the program here](#)<sup>132</sup> or contact your local VA office for assistance ([VA Facility Locator](#))<sup>133</sup>.

Now, to avoid such situations, it is important that you communicate to the resident and the long term care community’s staff that they are not to provide any third party vendors with any of the resident’s personal information without prior approval of whomever is the resident’s designated fiduciary.

Regarding security of personal effects, every long term care community requires new residents sign a waiver limiting the community’s liability for lost or stolen valuables. Again, sadly, theft of valuables (rings, ear rings, watches, necklaces, etc.) is a stark reality in these communities where many have a rapidly-revolving employee door. Inasmuch, I recommend that any valuables be photographed and inventoried and appraised, where appropriate. Also, check with your insurance agent as you may want to take out a rider for very expensive items such as diamond rings, furs, etc. To help secure such items, I suggest a small security safe/cash box such as those offered by [First Alert](#)<sup>134</sup> and various other manufacturers – Walmart and office supply stores usually have good selections. When choosing one, be sure the person who will be using it has the manual dexterity and strength to open the safe – some have heavy doors and complicated locks. Some offer keys, combinations or both. The [First Alert 2060F](#)<sup>135</sup> is a good model.

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<sup>132</sup> <http://benefits.va.gov/pension/>

<sup>133</sup> <http://www.va.gov/directory/guide/division.asp?dnum=3>

<sup>134</sup> <http://www.firstalert.com/products/safes-cash-boxes>

<sup>135</sup> <http://www.firstalertstore.com/store/products/2060f-first-alert-78-cu-ft-theft-digital-safe.htm>

For more information, please see my special report, ***Long-Term Care from the Inside Out*** on the [Publications page of my website](#)<sup>136</sup>.

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<sup>136</sup> <http://www.magnusomnicorps.com/publications.html>





## 8. OTHER COMPUTER, SMART PHONE/DEVICE & INTERNET SECURITY

What I am about to say next is going to sound harsh and I apologize for it being so, but I am only looking out for your best interest: If, after reading this section, you are saying to yourself, I have no idea what all this technical computer mumbo-jumbo is that he is talking about, then you probably shouldn't be using a computer or smart device for any kind of shopping, banking, medical account management, or any other activity that involves the potential for some hacker to access and steal your critical personal/financial information. Get someone to help you implement the tips I have here and if necessary, take some classes at local vo-techs to help you get up-to-speed with technology. Many offer them at very reasonable prices and at convenient times. Also, some offer classes specifically designed for complete novices and seniors. Class schedules can usually be found at the entrances/exits of most grocery stores. Many cities have private computer clubs that offer such classes at very low cost, too – check at your local library or community center for more information.

Most people's computer, tablet and or cell phone is a treasure trove of sensitive personal information, therefore, it is imperative that you password protect those devices and physically secure them. Speaking of that, since you will have a lot of passwords, etc., to keep track of, I suggest a password manager program such as [Dashlane](https://www.dashlane.com)<sup>137</sup>, [1Password](https://1password.com/)<sup>138</sup>, [OnePass](https://onepass.tech)<sup>139</sup>, [KeePass](https://keepass.info/)<sup>140</sup>, etc. Most offer free options for one device, but charge to install the software on multiple devices and keep the information synchronized – a very handy service and worth the small annual fee.

Also, obviously if you are carrying around this much personal information in your smartphone, you need to have it secured – the last thing you need at this point is deal with a **huge** case of identity theft. I recommend using an alpha-numeric password only. Yes, I know there are fingerprint and facial recognition options available, and those are very convenient, but those have obvious vulnerabilities. With an alpha-numeric passcode, you **must** enter it. Also, without a court order, current law prevents law enforcement from compelling you to speak or provide the passcode, but they can get your fingerprint or hold the phone up to your face. Think about it.

UPDATE: Laws are changing – please read this article: [Feds Can't Force You To Unlock Your](#)

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<sup>137</sup> <https://www.dashlane.com>

<sup>138</sup> <https://1password.com/>

<sup>139</sup> <https://onepass.tech>

<sup>140</sup> <https://keepass.info/>

[iPhone With Finger Or Face, Judge Rules](#)<sup>141</sup>. This is just one ruling in one jurisdiction and it may or may not hold in your area. I suspect this particular issue will eventually make it to the U.S. Supreme Court, but until they rule on it, I advise you to keep using an alpha-numeric passcode to secure your devices.

Another new reason to only use an alpha-numeric passcode – “deep fakes.” Technology has now advanced where computers can generate artificial fingerprints that work as a “master key.” Remember the saying, “I don’t believe anything I hear and only half of what I see?” Well, hold on: To make matters worse, this technology can also very convincingly manipulate audio and video of real people making it appear that they are saying or doing things they didn’t actually do. It is the next generation in disinformation.

[Fake fingerprints can imitate real ones in biometric systems – research](#)<sup>142</sup>

[Researchers Develop Artificial Fingerprints, Claiming They Could Hack into a Third of Smartphones](#)<sup>143</sup>

[Deep Fake Technology Outpacing Security Countermeasures](#)<sup>144</sup>

[Deep Fakes: A Looming Challenge for Privacy, Democracy and National Security \[with remarks by Senator Marco Rubio \(R-FL\)\]](#)<sup>145</sup>

[Why Deepfakes are a Real Threat to Elections and Society](#)<sup>146</sup>

Here’s perhaps the most famous, or infamous, case so far, but you can see the potential for how dangerous this technology can be: [Seattle’s Fox Affiliate, Channel Q13, Aired Doctored Footage of President Trump’s Oval Office Speech](#)<sup>147</sup>

You also need to have your smartphone’s information backed up – most operating systems have a way for you to do that. Of course, any place you back it up should also be secured with a passcode or other device and that device should also be backed up, especially if it is a laptop or external hard drive.

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<sup>141</sup> <https://www.forbes.com/sites/thomasbrewster/2019/01/14/feds-cant-force-you-to-unlock-your-iphone-with-finger-or-face-judge-rules/>

<sup>142</sup> <https://www.theguardian.com/technology/2018/nov/15/fake-fingerprints-can-imitate-real-fingerprints-in-biometric-systems-research>

<sup>143</sup> <https://www.cnbc.com/2018/12/28/research-claims-fake-fingerprints-could-hack-a-third-of-smartphones.html>

<sup>144</sup> <https://www.biometricupdate.com/201812/deep-fake-technology-outpacing-security-countermeasures>

<sup>145</sup> <https://www.heritage.org/homeland-security/event/deep-fakes-looming-challenge-privacy-democracy-and-national-security>

<sup>146</sup> <https://www.techrepublic.com/article/why-deepfakes-are-a-real-threat-to-elections-and-society/>

<sup>147</sup> [https://www.washingtonpost.com/nation/2019/01/11/seattle-tv-station-aired-doctored-footage-trumps-oval-office-speech-employee-has-been-fired/?noredirect=on&utm\\_term=.d8e4a7a73429](https://www.washingtonpost.com/nation/2019/01/11/seattle-tv-station-aired-doctored-footage-trumps-oval-office-speech-employee-has-been-fired/?noredirect=on&utm_term=.d8e4a7a73429)

**It is also imperative that you keep your computer system clean. In other words, you need start with a system that you are relatively sure has not been compromised, have installed a very good software security suite (anti-virus, firewall, anti-malware), have all the computer's operating system's latest and greatest patches and security updates installed and your Wi-Fi network is secured.**

It is crucial that anyone who uses a computer use and keep their security software up-to-date. I recently stopped in Best Buy and asked their Geek Squad what they recommended and they said any of the top-rated software products and preferably one that is a “suite” of products which includes the anti-virus, firewall, and anti-malware functions. [Bitdefender Total Security](https://www.bitdefender.com/solutions/total-security.html)<sup>148</sup> consistently gets top ratings every year. Norton and McAfee are pretty good, too. Keep in mind that you must buy the latest version of the software package whenever it is released (or renew your annual subscription) – just updating the virus definitions and renewing your account annually sometimes isn't enough – you need the latest software “engine” to keep ahead of the criminals. Yes, I know there are several good, free programs out there, but the adage, “You get what you pay for” applies here, or, as I like to also say, “You don't get what you don't pay for.” Think about it. [Here's the latest security software reviews \(February 9, 2023\)](https://www.pcmag.com/picks/the-best-security-suites?test_uid=05n7gTzbSo0Sh5pVEDJnCi&test_variant=b)<sup>149</sup>. And yes, I know Microsoft Defender is free with Windows systems, but it never takes top ratings as it isn't nearly as robust as the security software suites you pay for.

Another **critical** step is that you ensure you have installed the latest security patches, drivers and updates to your computers' and smart devices' operating systems (Windows or Apple iOS), Wi-Fi routers' firmware and software, and whatever Internet browser(s) you are using. With the computers' operating systems, you can usually set the systems to automatically download and install these updates. (*Note: In Windows 10, I have found that these updates sometimes do not download automatically, even when clearly set to do so, so be sure you go in and manually check for updates at least weekly, usually on a Wednesdays as Windows sends out updates on Tuesdays. If you don't know how to manually check for updates, just search the Internet for, “how to check for Windows updates.”*) Here's why you **must** do this: When a software company releases a patch, it indicates to would-be hackers that there was a problem/vulnerability in the system's software and by examining the patch, hackers can find the vulnerability and begin to exploit it on systems that haven't been updated/don't have the new patch installed.

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<sup>148</sup> <https://www.bitdefender.com/solutions/total-security.html>

<sup>149</sup> [https://www.pcmag.com/picks/the-best-security-suites?test\\_uid=05n7gTzbSo0Sh5pVEDJnCi&test\\_variant=b](https://www.pcmag.com/picks/the-best-security-suites?test_uid=05n7gTzbSo0Sh5pVEDJnCi&test_variant=b)

As you know, to access most of your online accounts, you have to provide your e-mail address (usually) and a password. For starters, use strong passwords, i.e., things that no one could guess or reverse engineer (say with information from your social media postings) – combinations of random letters, numbers and symbols and not something like “password.” Hopefully everyone knows about this by now, but if you don’t [here’s a great article](#)<sup>150</sup> about how important it is to have strong passwords. See this [article from Kim Komando](#)<sup>151</sup> about the new (2017) password creation protocols. Also, never use the same password for more than one account, especially if for popular websites like Gmail, Amazon.com, iTunes, Yahoo, etc. If thieves can crack one, then they know that chances are good you may have an account with another popular website and probably use the same password with it. Many websites, especially e-mail and banking websites, have secondary levels of security you can enable, i.e., two-factor authentication (aka two-step login aka 2FA) – it is **imperative and critical** that you employ this security step for **ALL** your online accounts. **Re-read that sentence and take heed until it sets in!!! I can’t emphasize this enough!!** For example, with most popular online e-mail providers like Gmail and Yahoo, after you enter your password to access your e-mail account, you can require it to prompt you to ask you a security question to which only you know the answer, or, you can have it send you a random 6-digit number via text message to your cell phone (or automated call to your land line with a number or to your e-mail) which you have to enter to gain access to your account. It is very important to do this in light of all the different cloud-based e-mail addresses that have been compromised over the past couple of years. And be sure to read this article: [Plug the Security Holes in Your Two-Factor Authentication](#)<sup>152</sup>. And regarding security questions, again, don’t use anything for an answer that could be reverse engineered from your social media postings such as your pet’s name, etc.

If you are the ONLY person who uses your computer, you can operate it as the administrator, but, if anyone else uses your computer, like the children or grandchildren, you should set up separate profiles for each person – by doing so, you can limit their access to system resources and their ability to make changes to your system, i.e., install or remove software, change passwords, etc.

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<sup>150</sup> <http://www.dailymail.co.uk/sciencetech/article-2331984/Think-strong-password-Hackers-crack-16-character-passwords-hour.html>

<sup>151</sup> <https://www.komando.com/tips/417563/youve-been-doing-your-passwords-all-wrong-fix-them-with-these-new-tricks/all>

<sup>152</sup> [http://lifelifehacker.com/plug-the-security-holes-in-your-two-factor-authenticati-1798403323?rev=1503606340330&utm\\_campaign=socialflow\\_lifelifehacker\\_facebook&utm\\_source=lifelifehacker\\_facebook&utm\\_medium=socialflow](http://lifelifehacker.com/plug-the-security-holes-in-your-two-factor-authenticati-1798403323?rev=1503606340330&utm_campaign=socialflow_lifelifehacker_facebook&utm_source=lifelifehacker_facebook&utm_medium=socialflow)

If you have Wi-Fi in your home, most of them have the network password on the device. It is very important that you remove that password and then go into the router's management software and change the password. This will prevent any unauthorized users from gaining access to your Wi-Fi signal and using your bandwidth or worse, hack into your computer. Again, like your computer, you can set up a "guest user" password for friends and family who come over and want to connect to the Internet via your Wi-Fi signal. Also, for security purposes, don't forget to frequently open the router's software program and check for firmware and software updates. Even with this, your router is subject to what is called DNS hijacking and if that happens, criminals can watch everything you do on the computer and capture all your keystrokes. Read [this article from Kim Komando](#)<sup>153</sup> and use the [free tool at F-Secure's website](#)<sup>154</sup> to check for vulnerabilities. And while you're at it, go to [Gibson Research Corporation Security's website and use their free tool](#) to test your firewall for vulnerabilities. Here's another [article from Kim Komando](#) explaining that.

Also, for convenience purposes, I know many people who store user ID's and passwords in their Internet browsers (on smart phones & tablets, too) so they don't have to repeatedly enter them. This poses a **huge** security risk in the event your computer gets infected with a Trojan virus or some other type of spyware or malware that allows a hacker into your system or if the computer physically gets stolen. All browsers are different, so go the Help section of your respective browser to find out how to delete saved information in your browser and prevent it from doing so in the future. If this is an issue for you, there are many slick (and some free) password managers out there which can solve this problem for you – here are a couple of excellent articles to help you decide which one would be best for you:

[Lifehacker – Faceoff: The Best Password Managers Compared](#)<sup>155</sup>

[Lifehacker – The Five Best Password Managers](#)<sup>156</sup>

Following above, don't write your passwords down and keep the list in a location someone could easily find. Just writing them down is a bad idea anyway. Ditto for saving them in a file that you stash in your e-mail account or file in a cloud-based file sharing service you might use for back-up, etc. Get a good password manager program that encrypts your data.

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<sup>153</sup> <https://www.komando.com/cool-sites/312613/test-your-router-to-see-if-its-been-hacked-heres-how>

<sup>154</sup> <https://campaigns.f-secure.com/router-checker/>

<sup>155</sup> <http://lifehacker.com/lifehacker-faceoff-the-best-password-managers-compare-1682443320>

<sup>156</sup> <http://lifehacker.com/5529133/five-best-password-managers>

Physical security: Many laptops and desktops have a slot where you can attach a steel cable locking device to it – Kensington is a popular manufacturer or just search for “laptop security cable.”

For cell phones, tablets and other smart devices, there are numerous applications that can help protect your information on them and help you remotely locate and or wipe them clean if they are stolen. Go to the respective device’s application store and search for “security.” Also, most of us have heard of [LoJack](#)<sup>157</sup> to help police locate stolen vehicles, well, they now have it for computers, as well. And be sure to read [this important article from Kim Komando](#)<sup>158</sup> about “drawing pattern” screen locks.

Do not charge your device by plugging in to any USB port in a public place – the port could be compromised and hackers could access your data. This is known as “**juice jacking.**” Instead, get an portable battery pack (juice pack) that are available just about everywhere and in various shapes, sizes, prices and mAH (milliamp hour) capacities) to give your device a boost when it is running low on power. [Here’s a good article about this from CNN Money](#)<sup>159</sup>. Personally, I don’t even take my A/C - USB adapter and plug it in to any public electrical outlets to charge my phone.

You can get applications (apps) for your smartphones, tablets and other smart devices from a variety of sources, but be sure you only get them directly from official, reliable sources such as the Google Play website or Apple App store so you don’t introduce any malware into your device.

Also, for your computer, there are tens of thousands of freeware and shareware programs, utilities, games, etc. You must be extremely careful when installing such software onto your system. Go to reliable, independent review source such as [CNET’s Download website](#)<sup>160</sup> and look up the software and read the official and user reviews to see if the software you are considering installing has caused problems for other users.

Keeping up with all this technology and the threats to your device and personal information is daunting, however, there are some great websites that focus directly on consumer technology and safety and I suggest your subscribe to their e-mails to get the latest alerts and fixes.

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<sup>157</sup> <https://lojack.absolute.com/en>

<sup>158</sup> <http://www.komando.com/tips/322577/one-big-pass-code-mistake-phone-and-tablet-owners-make/all>

<sup>159</sup> <http://money.cnn.com/2017/02/15/technology/public-ports-charging-bad-stop/>

<sup>160</sup> <http://download.cnet.com>

[Kim Komando](#)<sup>161</sup>

[Krebs on Security](#)<sup>162</sup>

[Kurt the Cyberguy](#)<sup>163</sup>

[TWiT](#)<sup>164</sup>

Here's another twist on the phone scam from **section 2.C.** above: Scammers/hackers call and tell you they have detected a problem with your computer and need you to go to a certain website, click on a link and install some software so they can access your computer and repair it. This happened to a client of mine (twice) – she was lured in because the name of the “technical service” calling sounded very similar to that popular, nationwide electronics store that has the well-known computer repair department....and she had purchased the computer from that store and had their computer department set it up. Another angle on this is where you click on something in an e-mail and it installs malware on your computer and either immediately or delayed, a very official-looking pop-up appears informing you that your system has been infected with a (named) virus and you need to call the number (of an official-sounding company) in the pop-up to get assistance. When you call the number, they will get you to give them remote access to your computer, spend several hours “fixing” your computer and then sock you with a hefty charge. If you don't have a credit card, they may even ask you to write a check, put it on your scanner and then they can get an image of it and then they really go to town on your account!

[GetSafeOnline.org](#)<sup>165</sup> is an incredible website on this subject.

#### **A. REMOVING YOUR NAME FROM INTERNET DIRECTORY WEBSITES:**

Most of us have tried to find friends and relative via such popular websites such as those listed below, among many, many others. If you wish to shrink your online exposure, aka your “digital footprint,” you can have your contact information removed from these sites. The procedure varies for each one and finding the instructions to do so at each site can sometimes be difficult. Therefore, if you want to remove the information, I suggest you start by using Google or Bing and search for phrases such as, “How do I delete myself from Spokeo?” or “How do I remove

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<sup>161</sup> <http://www.komando.com/>

<sup>162</sup> <http://www.krebsonsecurity.com/>

<sup>163</sup> <http://www.cyberguy.com/>

<sup>164</sup> [https://twit.tv/shows?shows\\_active=1](https://twit.tv/shows?shows_active=1)

<sup>165</sup> <https://www.getsafeonline.org/>



my name from the Whitepages?” etc. If that doesn’t work, just go to the respective website and search through the Help section.

[www.411.com](http://www.411.com)

[www.beenverified.com](http://www.beenverified.com)

[www.familytreenow.com](http://www.familytreenow.com)

[www.intelius.com](http://www.intelius.com)

[www.lookup.com](http://www.lookup.com)

[www.lookupanyone.com](http://www.lookupanyone.com)

[www.mylife.com](http://www.mylife.com)

[www.peekyou.com](http://www.peekyou.com)

[www.peoplefinder.com](http://www.peoplefinder.com)

[www.peoplefinders.com](http://www.peoplefinders.com)

[www.peoplelookup.com](http://www.peoplelookup.com)

[www.peoplesmart.com](http://www.peoplesmart.com)

[www.phonebook.com](http://www.phonebook.com)

[www.pipl.com](http://www.pipl.com)

[www.privateeye.com](http://www.privateeye.com)

[www.public-records-now.com](http://www.public-records-now.com)

[www.publicrecords.com](http://www.publicrecords.com)

[www.radaris.com](http://www.radaris.com)

[www.spoke.com](http://www.spoke.com)

[www.spokeo.com](http://www.spokeo.com)

[www.usa-people-search.com](http://www.usa-people-search.com)

[www.usidentify.com](http://www.usidentify.com)

[www.ussearch.com](http://www.ussearch.com)

[www.veromi.com](http://www.veromi.com)

[www.wink.com](http://www.wink.com)

[www.whitepages.com](http://www.whitepages.com)

[www.zabasearch.com](http://www.zabasearch.com)

Yes, there are some services such as [Deseat](https://www.deseat.me/)<sup>166</sup>, [Reputation Defender](https://www.reputationdefender.com/)<sup>167</sup>, [RemoveYourName](http://www.removeyourname.com/)<sup>168</sup>, [Delete Me](http://www.removeyourname.com/)<sup>169</sup>, [ManageYOURiD](https://www.manageyourid.com/)<sup>170</sup> among others that claim to be able to do this for you for a fee,

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<sup>166</sup> <https://www.deseat.me/>

<sup>167</sup> <https://www.reputationdefender.com/>

<sup>168</sup> <http://www.removeyourname.com/>

but I do not have any experience with them. Read this article from [CNET: 6 Ways to Delete Yourself from the Internet-Oct. 20, 2016](#).<sup>171</sup>

Here's a great article from Kim Komando on this topic: [Remove yourself from people search sites, August 11, 2018](#)<sup>172</sup>

Also, keep in mind that if you haven't taken the steps I have outlined to limit your exposure (**see sections 4. and 11.**) and prevent your data from being sold to marketing firms, chances are that your information will re-appear on these websites at some point, so go through the list and check periodically.

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<sup>169</sup> [https://www.abine.com/deleteme/landing.php?utm\\_medium=blur-offer](https://www.abine.com/deleteme/landing.php?utm_medium=blur-offer)

<sup>170</sup> <https://www.manageyourid.com/>

<sup>171</sup> <https://www.cnet.com/how-to/remove-delete-yourself-from-the-internet/>

<sup>172</sup> <https://www.komando.com/cool-sites/7766/remove-yourself-from-people-search-sites>



## 9. WHAT TO DO IF YOU BECOME A VICTIM

If your identity has been stolen and or your financial accounts tampered with, report it to the police and go to the [Federal Trade Commission's Identity Theft Resource Center website](#)<sup>173</sup> immediately for step-by-step instructions on what to do next. Also see [Financial Crimes Victim Recovery Checklists](#)<sup>174</sup>

First let me repeat this from the **INTRODUCTION** section. If you become a victim of identity theft, depending upon the degree of it, it can and usually does throw your whole life into a complete tailspin. Again, trust me when I say that our law enforcement agencies at all levels and financial institutions are working as quickly and diligently as they can to address it. If it happens to you, it will seem as if no one is doing anything to help, but please understand this type of crime and fraud are so pervasive in our society today that law enforcement agencies are overwhelmed by it and simply don't have the staff necessary to address it as quickly as they would like. Therefore, it is imperative that the public at large take steps to protect themselves from this kind of crime. You must be your own first responder!

Recovering from ID theft/fraud starts with filing the correct reports with the respective federal, state and local law enforcement agencies – you will have to decide whom to contact depending upon the nature of the crime, but you almost always must at least contact the 3 main credit reporting agencies, your respective financial institutions and your local law enforcement authorities. Inasmuch, please understand that recovering any stolen funds may or may not be possible and if you've sent money overseas, chances of recovery are practically nil. However, by reporting the crime, you are helping to "get the word out" and may help law enforcement arrest the perpetrators and save others from falling victim in the future. A number of government agencies track scams and investigate scam-based crimes.

As you go through the process of addressing your identity theft, document everything you do – everyone you speak with, times, dates, specific conversation details, etc. And be sure to let whomever you are speaking with know which other agencies you have already notified. After you speak with someone, ask for a name and address to send a follow-up letter to document the conversation.

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<sup>173</sup> <https://www.identitytheft.gov/>

<sup>174</sup> <http://victimsofcrime.org/docs/default-source/financial-fraud/victimrecoverychecklists.pdf?sfvrsn=4>

**One of the best places to start with a good system to walk you through the process is the [U.S. Government's Federal Trade Commission's Identity Theft Center](#).**<sup>175</sup>

**To file fraud reports with the big 3 credit reporting agencies or place account freezes:**

Experian Fraud Division  
1-888-397-3742

Equifax Fraud Division  
1-800-525-6285

TransUnion Fraud Division  
1-800-680-7289

NCTUE (National Consumers Telecom and Utilities Exchange) Fraud Division  
1-866-349-3233

#### **Driver's License Number Fraud**

Notify your state's Department of Motor Vehicles. [Find your DMV here](#).

<sup>176</sup>

#### **Social Security Number Fraud**

Notify the Federal Trade Commission at 1-877-ID-THEFT (1-877-438-4338)  
and 800-269-0271

<http://oig.ssa.gov/report>

#### **Passport Stolen/Fraud**

Contact the U.S. State Department, Passport Services Department

<http://travel.state.gov/content/passports/english/passports/lost-stolen.html>

<http://travel.state.gov/content/passports/english/passports/information/where-to-apply/agencies.html>

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<sup>175</sup> <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>

<sup>176</sup> <http://www.dmv.org/>

## **Mail Fraud**

Visit the U.S. Postal Service® Website, Government Services:

<https://postalinspectors.uspis.gov/>

<https://postalinspectors.uspis.gov/forms/MailFraudComplaint.aspx>

If financial loss was involved via an Internet scam, report to:

## **Internet Fraud**

Internet Crime Complaint Center (IC3): <http://www.ic3.gov/>

Federal Trade Commission: <https://www.ftccomplaintassistant.gov> 1-877-FTC-HELP (1-877-382-4357)

For significant financial losses report to the U.S. Secret Service:

[http://www.secretservice.gov/field\\_offices.shtml](http://www.secretservice.gov/field_offices.shtml)

Resources for victims of international fraud:

<http://travel.state.gov/content/passports/english/emergencies/scams/resources.html>

### **IF YOU HAVE CREDIT PROBLEMS OR ARE DENIED CREDIT:**

A quick word on credit: I have run across several young people lately who have been taught in their “financial literacy” class in high school that they should pay cash for everything and do not get a credit or debit card. While I agree that you should avoid going into debt at all costs, (and do not have a debit card) having a credit history is almost imperative in today’s economy. You cannot rent a car or get a hotel room without a credit card and I think you would have a very difficult time booking passage on any common carrier, especially aircraft, with just cash. Furthermore, having a good credit score gets you better interest rates on loans, insurance, etc. And what if you have an emergency, such as a car breakdown, and don’t have enough cash to cover repairs, but need that car to get back and forth to a job or take the kids to school, etc.?? See what I mean? You can have credit, just understand how it works, the penalties for non or late payments and use it judiciously.

If you are denied credit (have a loan application denied) for any reason or if a lender took adverse actions against you such as increasing your interest rate based on your credit report,

you have rights under the federal law's [Equal Credit Opportunity Act \(ECOA\)](#)<sup>177</sup> to know exactly why the lender took such actions.

The **ECOA** also spells out your rights against discrimination when it comes to applying for credit. It is very important that everyone know and understand these rights. [You can read about your rights against credit discrimination here.](#)<sup>178</sup>

So, if you are denied credit or have other adverse actions resulting from your credit report, the lender is required to:

- Tell you it denied your application (or took other adverse actions)
- Provide you the numerical credit score it used in taking the adverse action and the key factors that affected your score
- Give you the name, address, and telephone number of the credit reporting company/agency that provided the report
- Tell you about your right to get a free copy of your credit report from the credit reporting company that provided it within 60 days of your adverse action notice
- Explain the process for fixing mistakes or adding missing items to your report

Under the ECOA, you may not be discriminated against by creditors/lenders because of these factors:

- Race
- Color
- Religion
- National origin
- Sex (gender)
- Marital status
- Age, unless the applicant is not legally able to enter into a contract
- Receipt of income from any public assistance program
- Exercising in good faith a right under the Consumer Credit Protection Act (such as disputing information in your credit report)

This also means that a creditor/lender may not use any of the above reasons to:

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<sup>177</sup> <http://www.consumer.ftc.gov/articles/0347-your-equal-credit-opportunity-rights>

<sup>178</sup> <http://www.consumerfinance.gov/fair-lending/>

- Refuse you credit if you qualify for it
- Discourage you from applying for credit
- Provide you credit on terms that are different from the terms given to someone else who is similarly situated to you, such as having similar creditworthiness
- Close your existing account

Don't ignore mistakes on your credit report. If there are mistakes (inaccurate information) on it that caused a denial or change in your credit status that resulted in you not receiving the best interest rates/terms available, be sure to dispute the inaccurate information and get it corrected. [Info on how to do that is here.](#)<sup>179</sup>

If you find any other discrepancies on your credit report or have any other credit problems, you have specific rights under these federal laws to protect you, among other federal and state laws:

[Fair Credit Reporting Act \(FCRA\)](#)<sup>180</sup>

[Fair and Accurate Credit Transactions Act \(FACTA\)](#)<sup>181</sup>

[Fair Debt Collections Practices Act](#)<sup>182</sup>

[Fair Credit Billing Act \(FCBA\)](#)<sup>183</sup>

[Equal Credit Opportunity Act](#)<sup>184</sup>

Go to the [Federal Trade Commission's website](#)<sup>185</sup> and the [Consumer Financial Protection Bureau](#)<sup>186</sup> to find out more about these laws and go to the respective credit agency's website and follow their instructions to file a dispute.

If you need assistance repairing your credit, first, beware of places that claim to be able to “magically” eliminate all your debts – if it sounds too good to be true, it probably is. Repairing your credit will take **time** and **effort** on your part. You will want to contact an [NFCC \(National Foundation for Credit Counseling\)](#)<sup>187</sup> – affiliated non-profit credit counseling office. [Here is a link](#)

<sup>179</sup> <http://www.consumerfinance.gov/askcfpb/314/how-do-i-dispute-an-error-on-my-credit-report.html>

<sup>180</sup> <http://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0111-fair-credit-reporting-act.pdf>

<sup>181</sup> <https://www.privacyrights.org/facts-facta-fair-and-accurate-credit-transactions-act>

<sup>182</sup> <https://www.ftc.gov/system/files/documents/plain-language/fair-debt-collection-practices-act.pdf>

<sup>183</sup> <https://www.ftc.gov/sites/default/files/fcb.pdf>

<sup>184</sup> <https://www.consumer.ftc.gov/articles/0347-your-equal-credit-opportunity-rights>

<sup>185</sup> <http://www.ftc.gov>

<sup>186</sup> <http://www.consumerfinance.gov>

<sup>187</sup> <https://www.nfcc.org/>



[to their affiliate office locator page](#)<sup>188</sup>. In many cases, they go by the name "Consumer Credit Counseling Services of (name of your city, state or region) office. Also, see the [U.S. Department of Justice's webpage](#)<sup>189</sup> on this including a list of approved credit counseling services. And [here](#)<sup>190</sup> is some good information from the Federal Trade Commission on choosing a credit counselor. Also read this article from [Clark Howard: Do You Still Have to Repay Your Debts If They're Sold to a Collection Agency?](#)<sup>191</sup>

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<sup>188</sup> <https://www.nfcc.org/locator/>

<sup>189</sup> <https://www.justice.gov/ust/credit-counseling-debtor-education-information>

<sup>190</sup> <https://www.consumer.ftc.gov/articles/0153-choosing-credit-counselor>

<sup>191</sup> <https://clark.com/story/pay-off-debt-forgiven/>



## 10. FINAL THOUGHTS

I'm sure you're wondering why I didn't address credit and bank monitoring services – there are many out there and it's almost impossible to miss their ads on TV and popular radio talk shows. I have no personal experience with such services (since I use my bank's free services) nor do I know anyone who has, so I'll leave it up to you to make a decision on them, but do perform the appropriate due diligence before deciding to sign up. And if you do sign up, be sure to test the system. For example, if you have set a \$200 per day ATM withdrawal limit on your bank account, try withdrawing more than that amount to see if you get an alert from your service. As I understand it, these systems are dependent upon the bank and the service's computers "talking" with each other and if any changes are made in the bank's system and they don't notify the service provider of the changes, then you may not get an alert. And remember, credit monitoring is just that, monitoring; it won't necessarily **prevent** the malicious activity from occurring. And you can take many preventative steps on your own and at no cost, such as fraud alerts, credit locks, credit freezes, and banking and credit e-alerts that you can place on your account(s) for free with your financial institutions, all of which I've outlined in this report.

Dave Ramsey, noted national financial educator and nationally syndicated radio talk show host endorses a [plan from Zander Insurance Company](#).<sup>192</sup> I have no personal experience with this plan, but it might be worthwhile looking in to.

In the **INTRODUCTION** section, I briefly touched on the information age and ***employee access identity theft***. Being in security and private investigations, I know a little bit about background checks and enough to know that not all companies are as thorough as they should be, ***in my opinion***, when it comes to checking employees' backgrounds. And, believe it or not, legislation and regulations have been proposed to restrict employers' abilities to conduct background checks for individuals applying for "low-risk" positions, a.k.a. "**Ban the Box**" laws. And, for the purposes of some job positions and housing evaluations, there are legal restrictions as to how far back you may look into an individual's background or what information you may use for certain evaluation purposes. Even if companies use background checking services, do they really know how thorough that service is? Keep in mind that no database is 100% complete or accurate because not all jurisdictions report into the central databases and if they do, sometimes they aren't able to do so in a timely fashion, or sometimes errors occur when keying in the information, or sometimes people and records simply fall through the cracks for other

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<sup>192</sup> <http://www.zanderins.com/idtheft/idtheft.aspx>

reasons. Sadly, due to budgetary constraints, our law enforcement departments and court systems just don't have all the manpower and resources they absolutely need. In order to thoroughly check a person's background, you need to know every address where they've lived for as far back as possible in their history and then go to each respective jurisdiction and check with the local authorities and other sources, as well. Of course, that usually requires the resources of a licensed private investigator with access to several different, proprietary databases and \$200 or more from the inquiring party and even they are limited by law as to what information they can access and provide to the client. Obviously, in our revolving-door employment society, that is not a very financially feasible option for most businesses and probably not absolutely necessary except with certain security-sensitive jobs/fields. Employment law and background checks are very tedious things and are always changing, so be sure to check with your company's human resource department and/or lawyer to ensure you stay within the limits of the law and your company's policies, even if accessing any publicly-available court records online.

With that in mind, back to the credit and bank monitoring services: Of course, what information you share with these services is completely up to you. I think most of them are probably just fine, however, ***I am of the opinion*** that no one entity should have that much unfettered access to your personal information except you and probably your spouse. Personally, I do not want that much information housed at any one central location where a hacker could possibly get to it or an employee could inadvertently lose or otherwise compromise it or just outright steal it. I don't care how rigorous their security protocols are; I've seen too many lapses and again, we've all seen and heard the stories in the news about companies that "lose" customers'/clients' account data and then fail to make the compromise known to the general public for weeks, months or even years! And in the latter part of 2016 we saw that no one, not even our highest government officials and systems are invulnerable to hacking. If that doesn't convince you that your sensitive personal information is **not** safe out there in cyberspace, I don't know what will.

Also, with regards to your sensitive documents – marriage license, real estate deeds/titles, original birth certificates, passports, etc. – these items should not be kept in one place in your home. If you haven't figured it out by now, identity theft is a HUGE and growing crime, so burglars are sometimes just stealing file cabinets because they know that they usually contain treasure troves of information that they can sell and or exploit. For these documents and other valuables, the best thing to do is put them in a safety deposit box at the bank. Seal them in Ziplock-style plastic bags in case there happens to be a water leak in the bank's vault. Also,

shop around – rental fees for boxes vary greatly and most only require that you open a very basic checking account with a very small minimum deposit in order to rent a box. If you are placing expensive jewelry in the box, check with your insurance agent as you may need to adjust your coverage.

Below in **section 12., INTERNET RESOURCES**, is a list of websites that I have found to be helpful. While the list is by no means all-inclusive, they are some of the most comprehensive sources I've found on the subject matter, but new ones are always popping up. Be sure to frequently check the [Helpful Info & Links page of my website](#)<sup>193</sup> for additional resources and updates to this report.

When it comes to cutting down on the junk mail and telemarketer calls, be patient - sometimes it can take several months for you to see a reduction, but it will work and I speak from experience.

A couple of the time-tested adages that can be applied to this subject are:

***“If it sounds too good to be true, it probably is.”***

***“There is no free lunch.”***

***If you didn't enter the contest, you can't win. (Foreign lotteries are illegal in the U.S.)***

***“When in doubt, check it out.”***

***“Think before you click!”***

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<sup>193</sup> <http://www.magnusomnicorps.com/helpful-info---links.html>



## 11. IDENTITY THEFT PREVENTION CHECKLIST:

Yes, this list appears long, but most of the items are easy to take care of and in many cases, you only have to do them once. The rest are just daily habits you to which you will have become accustomed.

Because of the massive (1 billion) Russian gang password breach in 2014, the U.S. Government's OPM (Office of Personnel Management) breach in 2015, Yahoo breach in 2016, the Equifax breach in 2017, and many, many other breaches, we must all remain vigilant with our online accounts and activities. I am advising my clients to:

### IN GENERAL:

- Our lives and society in general have become so complicated with all the rules and regulations, etc., that mistakes and omissions are rampant, causing ripple effects of strife in your daily lives. Inasmuch, **you** must be your own personal auditor. In other words, **you** must follow-up on everything to ensure the actions you expected to be performed by another party or parties has/have actually occurred. I'm talking about things as simple as going online to see if checks for your bills have cleared to logging in to your service provider accounts to ensure that your accounts have been properly credited. This is true even if you pay your bills electronically or by auto-draft – sometimes the bank or the service provider has a hiccup in their system. Or, if you still get paper bills through the mail, pay attention to when they usually arrive and call your service provider if they do not – someone may have gone to the Post Office and submitted a change of address form so they can get your mail at their address. And if you do any corresponding that involves the use of a fax machine, you **MUST** follow-up immediately to ensure the intended recipient received the information. I recommend against faxing any documents with personally sensitive information on them.
  
- Minimize the identification information and the number of cards you carry. Take only what you'll actually need. Don't carry your Social Security card, birth certificate, or passport, unless absolutely necessary; your state-issued driver's license usually suffices for most identification needs.

- Get a state-issued ID card (not driver's license) and keep it in a safe place, not in your wallet or purse with your driver's license. In case you lose your driver's license or let it expire, this is one of the most widely, and sometimes only, other accepted form of ID, with the exception of a U.S. Passport, which I also recommend everyone have. See the **Safety & Security** section, **Traveling** subsection of the [Helpful Info & Links page on my website](#)<sup>194</sup> for info about how to get a Passport and or Passport Card. State ID's are often free for seniors.
  
- Sign up for e-mail and or text alerts from [Krebs on Security](#)<sup>195</sup>, [Kim Komando](#)<sup>196</sup> and [AARP's Fraud Watch Network](#)<sup>197</sup>. These three are the best at giving everyone the earliest possible "heads-up" to data breaches and other elements of financial fraud and give you tips to secure your electronic life.
  
- Do not use your mother's maiden name, your birth date, the last four digits of your Social Security Number, or a similar series or sequence of numbers as passwords for anything.
  
- Do not give out personal information over the phone, through the mail, or over the Internet unless YOU have initiated the contact and are absolutely certain you know with whom you're dealing. Identity thieves will pose as bank representatives, Internet service providers (ISP's), and even government and law enforcement officials and have elaborate ruses to get you to reveal identifying information.
  
- Do not put specific birth and death dates in any obituaries or online in social media. Yes, even the dead can be victims of posthumous identity theft and it can wreak havoc on the decedent's estate when it comes to closing it out and cause countless problems for survivors who may be depending upon proceeds from the estate. Remember, in most states, wills are a matter of public record and criminals scour obituaries to perpetrate crimes on the decedent's estate and survivors. Also, if you are a named family member in an obituary and the service dates and times are listed, be sure to have someone watch your house while you are away at the service and do not leave any valuables in your car at the funeral home, church or wherever the services are being held. <http://www.fightidentitytheft.com/posthumous-idtheft>

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<sup>194</sup> <http://www.magnusomnicorps.com/helpful-info---links.html>

<sup>195</sup> <http://www.krebsonsecurity.com>

<sup>196</sup> <http://www.komando.com>

<sup>197</sup> <https://www.aarp.org/money/scams-fraud/about-fraud-watch-network/>



- Establish online accounts with the [IRS](#)<sup>198</sup>, [Social Security Administration](#)<sup>199</sup>, [Medicare](#)<sup>200</sup> and [eBenefits \(for DoD/Veterans\)](#)<sup>201</sup> and [USPS](#)<sup>202</sup> before someone else does it for you!
- There are many websites out there that appear to be official, U.S. government-operated websites, but unless they have the **.gov** extension in the URL, they are not! There is one exception, the United States Postal Service's website is: <https://www.USPS.com>
- Under no circumstances send or receive critical correspondences (bills, bills with checks, account statements, etc.) at your residential curb-side mailbox – get a box at the nearest, official United States Postal Service substation and, if available in your area, sign up for [USPS's Informed Delivery service](#)<sup>203</sup>. Do not put outgoing mail in USPS curbside blue boxes, even outside the Post Office – they are no longer safe – place outgoing mail **inside an official Post Office substation and only during business hours.**
- Go to your local banking branch, sign up for online banking and pay all bills electronically if at all possible.
- Double check for authenticity any snail mail correspondence from official government agencies, utilities, etc., requesting information, payments, etc. Get a legitimate phone number, call them and check to see if they did in fact send you a letter regarding your account. Double check everything!
- Your tax returns pose a huge risk. If a criminal gets them, they have all the information they need to wreak havoc on your life. If you mail your taxes, be sure to send them via certified, return-receipt mail. I use to do this for all my correspondence to the IRS and state tax commissions, but went all electronic years ago since the Postal Service has been compromised.

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<sup>198</sup> <http://www.IRS.gov>

<sup>199</sup> <https://www.ssa.gov/myaccount/>

<sup>200</sup> <https://www.mymedicare.gov/>

<sup>201</sup> <https://www.ebenefits.va.gov/ebenefits/homepage>

<sup>202</sup> <https://www.usps.com>

<sup>203</sup> <https://informeddelivery.usps.com/>

- Spend the money to buy a good, large, cross-cut shredder (Sam's and Costco have them for reasonable prices.) Shred any and all documents with financially or personally-sensitive information. This includes pre-approved credit or insurance offers – very important to shred those.
  
- Do not print your phone number, Social Security Number, or driver's license numbers on checks or receipts. It should be extremely rare that any non-governmental entity would need your SSN. Exceptions would probably be your employer, bank and medical provider. If a business requests your SSN, give them an alternate number or ask them to assign you an alternate number and explain why. If a government agency requests your SSN, there must be a privacy notice accompanying the request.
  
- Exercise caution when using ATMs, phone cards or any other activity with a credit-type card where you need to enter a PIN. Someone may look over your shoulder (known as "shoulder surfing") to get your PIN numbers, possibly giving them access to your accounts. Cover the keypad with your other hand when entering your PIN in case of hidden cameras. Also, AFTER entering your pin, place your fingers/hand over the entire keypad for a few seconds to mask any residual infra-red/thermal patterns that could give away your PIN to someone using new smartphone thermal image scanning technology. And always save your ATM receipts so you can reconcile them with bank statement – don't throw them away. Be sure to "logoff" your ATM when you are finished – do not walk away from the machine until you have selected something to the effect that you do not want any more transactions.
  
- Do not use your mother's maiden name as a security confirmation question – with the Internet and genealogy websites, maiden names are too easy for criminals to discover now. Use a unique password or PIN, etc.
  
- Keep confidential information in a secure location such as a bank safe deposit box or a locking fire file cabinet and don't share the information with anyone – things such as PINs, passwords, SSN's, driver's license numbers, account numbers, answers to security challenge questions, etc.

- Do not leave your purse or wallet unattended in your car for any amount of time. And do not leave any valuables in plain sight in your car. And don't forget to close your sunroof when you park your car.
- Do not leave ID credentials, stethoscopes or handcuffs hanging from your car's rear-view mirror.
- Do not answer the phone if you don't recognize the number on the caller ID. If you do and it is a scammer, do not engage or otherwise taunt them; just hang up.
- Do not answer/open your door unless you are expecting someone and always ask who it is before you open it or look through the peep-hole.
- If you have contractors come in to your house or do any work for you, be sure to verify their credentials.
- Secure all firearms, jewelry, medications in your home such that they are not accessible by unauthorized persons, children, contractors, individuals with dementia or other mental health issues.
- Do not give your keys (car, home, office, etc.) to anyone you don't absolutely trust. There are new apps for smart phones that take a picture of your key and then a new key can be made at a variety of self-kiosks in retail stores, just by uploading that picture from the smart phone.

### **FOR CREDIT CARDS AND OTHER FINANCIAL:**

- Physically secure and protect your credit cards, checks and any other financial instruments with critical personal information.
- Make a list of all your credit card numbers and customer service contact numbers and keep them in a safe place such as a safe deposit box at the bank. (Do not photocopy

them or any other sensitive information on a public copying machine! [Watch this video](#)<sup>204</sup> about the risks.

- When writing out checks, to prevent “check washing” fraud, use only pens with special “check fraud prevention” ink. There are lots of gel ink pens out there, but if it doesn’t say “anti-fraud ink” on the packaging, then it is not. These pens are sold just about everywhere and you can always find them at office supply stores. **Uni-Ball® 207™ Retractable Fraud Prevention Gel Pens.**
- Contact your bank(s) and have them set passwords and or security questions on your checking and savings (and any other) financial and or investments accounts.
- Password protect credit card accounts.
- If you bank online, set up security (e-mail and or text message) alerts for certain types of transactions.
- Monitor your bank accounts and credit card accounts very closely. Save your receipts and reconcile your credit card statements at the end of every month just like you do your checking accounts. Watch out for charges (aka “soft hits”) for \$1 or \$10 – an indication that someone may have your credit card number and is testing to see if they can use it effectively and without you noticing.
- If you use a debit card, think again - read Kim Komando's articles, [Worst Places to Swipe Your Debit Card](#)<sup>205</sup> and the [One Essential Thing You Need to Know to Protect Your Debit Card](#)<sup>206</sup> and Clark Howard’s [9 Places You Should Never Use A Debit Card](#).<sup>207</sup> Cancel it and go back to using a regular credit card, or in some instances, you may be able to have the bank disable the debit feature of the card so it will only function as a true credit card and not be able to access your bank account directly.

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<sup>204</sup> [http://www.youtube.com/watch?feature=player\\_embedded&v=z147s6eNZp8](http://www.youtube.com/watch?feature=player_embedded&v=z147s6eNZp8)

<sup>205</sup> <http://www.komando.com/tips/245380/3-worst-places-to-swipe-your-debit-card>

<sup>206</sup> <http://www.komando.com/tips/247376/the-one-essential-thing-you-need-to-do-now-to-protect-your-debit-card/all?auth=checked>

<sup>207</sup> <http://www.clarkhoward.com/5-more-places-you-should-never-use-debit-card>

- ❑ In certain cases, you may want to place fraud alerts, lock or freeze your files with the big 3 credit reporting agencies. [Clark Howard, noted consumer advocate, has a great page on his website with instructions on how to do this.](#)<sup>208</sup> [Here's another good article](#)<sup>209</sup> from the U.S. PIRG Education Fund. Children are one of the highest risks for identity theft, so consider freezing their credit files. Here's a good [article from Kreb's on Security](#)<sup>210</sup> about this and another from [Kim Komando](#)<sup>211</sup>.
  
- ❑ Get **(100% free, no obligation, no credit card required)** copies of your credit reports at: [AnnualCreditReport.com](#).<sup>212</sup> This is the **ONLY** government-approved site established in conjunction with the big 3 credit reporting agencies – there are many others with similar names, but this is the **ONLY** one. If there are discrepancies, address them immediately. You have specific rights under the law. Every credit agency should have instructions on how to dispute questionable items on your report(s). If you are offered credit monitoring products/services during the process, you are **NOT** required to sign up for or purchase them to get your reports. Remember, if you have frozen your accounts, you will have to unfreeze them temporarily to get your reports – there is usually a nominal charge or sometimes no charge to unfreeze your account.
  
- ❑ When swiping your card, if you have to enter a PIN, cover up the keypad with your other hand so that any clandestinely-placed cameras will not be able to record your numbers. Also, **AFTER** entering your pin, place your fingers/hand over the entire keypad for a few seconds to mask any residual infra-red/thermal patterns that could give away your PIN to someone using new smartphone thermal image scanning technology.
  
- ❑ Have dedicated-use credit cards – for example, one that you **only** use to swipe in machines (gas pumps, retail purchases, etc.), another **only** for restaurant purchases, another for **only** online purchases, another for **only** recurring payments (cable, utilities, phone bill, etc.) This way, if any one gets compromised, it won't wreak total havoc on your purchasing abilities.

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<sup>208</sup> <http://clark.com/personal-finance-credit/credit-freeze-and-thaw-guide/>

<sup>209</sup> <https://pirg.org/edfund/resources/identity-theft-is-soaring-reduce-your-risk-dramatically-by-simply-freezing-your-credit-files/>

<sup>210</sup> <http://krebsonsecurity.com/2016/01/the-lowdown-on-freezing-your-kids-credit/>

<sup>211</sup> <http://www.komando.com/happening-now/467928/babies-personal-information-sold-on-the-dark-web>

<sup>212</sup> <http://www.annualcreditreport.com>

- Use cash at high-fraud risk locations such as restaurants, gas pumps, 3<sup>rd</sup> party ATM's. Even better, use services such as Android Pay (now Google Pay, Apple Pay/AppleCash, Walmart Pay whenever possible.
  
- When traveling, be sure to call (or go online) your credit card issuer(s) ahead of time and notify them of your itinerary. If you do not, you could run into difficulty making purchases because due to rampant credit card fraud and identity theft, banks and other issuers will suspend an account if purchases are made that are outside your home area or don't correspond to your usual purchasing habits. And, they may or may not contact you immediately when suspending your account, leaving you in the lurch and very confused about what has gone wrong.
  
- Establish a savings account with your bank and have all direct deposits made to that account, not your checking, then you can transfer funds over to your checking account as needed. Why? If your checking account is compromised, you will have to contact all direct deposit institutions and update your information and that usually requires using regular mail, which can take several days and possibly create delays in you receiving money you need to cover bills, loans, insurance policies, etc.
  
- Put valuable papers (marriage licenses, property deeds, birth certificates) in a bank safety deposit box.

## **CUTTING DOWN ON JUNK MAIL, TELE-MARKETER CALLS AND LIMITING YOUR EXPOSURE.**

- Have your phone number unpublished/unlisted. There will probably be a fee for this.
  
- Place your cellular and land line phone numbers on the [National Do-Not-Call Registry](http://www.donotcall.gov).<sup>213</sup> Remember, there are exemptions – charitable and political organizations, companies with whom you currently do business and companies with whom you have done business in the past 18-months are still allowed to contact you.

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<sup>213</sup> <http://www.donotcall.gov>

- Contact your cellular provider and enable Parental Controls and or set a password to limit the ability to make charges/purchases/donations via text messaging.
- Forward spam text messages to 7726 with the word SPAM included – this gives it to a consortium of carriers that use the information to try to block future spamming.
- Call [1-888-5-OPT-OUT \(1-888-567-8688\)](tel:1-888-5-OPT-OUT)<sup>214</sup> and follow the prompts. This will prevent the credit reporting agencies from selling/sharing/distributing your personal information to marketing companies and as such, in time, will greatly reduce (but not completely stop) your junk mail including such identity-theft high risk items such as pre-approved credit and insurance offers and unsolicited telemarketing calls and e-mail, etc. You can confirm the veracity of this number by going to the [U.S. Government's Federal Trade Commission's website](#)<sup>215</sup> and searching on the site for the phone number.
- Stop annoying and sometimes fraudulent robocalls with this service for landlines and cell phones: [NoMoRobo](#)<sup>216</sup> or [Hiya](#)<sup>217</sup>. Also for mobile phones, [TrueCaller](#)<sup>218</sup> or AT&T's free service app, [Call Protect](#)<sup>219</sup>. Also try [Robokiller](#).<sup>220</sup>
- Do not disclose your credit card number to an Internet vendor unless their website is encrypted and secure. Look at the first part of the web address in your browser; it should read **httpS://**.
- Do not receive critical mail in your residence's curbside mailbox, rent a post office box at an official United States Postal Service (USPS) facility. If available in your area, sign up for the [USPS' Informed Delivery service](#)<sup>221</sup>
- When you order new credit cards in the mail or previous ones have expired, watch the calendar to make sure you get the card within the appropriate time. If the card is not received within that time, call the credit card issuer immediately to find out if the card has

<sup>214</sup> <https://www.ftc.gov/search/site/1-888-5-opt-out>

<sup>215</sup> <http://www.ftc.gov>

<sup>216</sup> <http://www.nomorobo.com>

<sup>217</sup> <https://hiya.com/>

<sup>218</sup> <https://www.truecaller.com/>

<sup>219</sup> <https://www.att.com/offers/call-protect.html>

<sup>220</sup> <https://www.robokiller.com/>

<sup>221</sup> <https://informeddelivery.usps.com/>

been sent. If you don't receive the card, check with the U.S. Post Office to make sure a change of address was not filed.

- Pay attention to your billing cycles. Write on a calendar the dates when respective bills usually arrive. Follow up with creditors if bills don't arrive on time. A missing credit card or other bill could mean an identity thief has taken over your account and changed your billing address.
- Cancel all credit cards that you have not used in the last six months. Open credit is a prime target.
- Do not post your real birth date on any unofficial documents such as social media websites, etc.
- Stop sharing everything about your life on social media!!** Especially things such as when and where you are going on vacation or any other items that could be used to social engineer a scam against you. If you have no idea what I'm talking about, Google it! Don't "check-in" at restaurants or other places – thieves will then know you're away from home. And be sure to review the privacy settings on your social media accounts and tighten them up – don't make everything available to the general public – that's a recipe for complete disaster!
- Any official communications you have, especially with the government (taxes, etc.) and or court/legal system, should be sent via certified return-receipt mail.
- Write to Direct Marketing Association, Mail Preference Service, PO Box 9008, Farmingdale, NY 11735 to get your name off direct mail lists. [More info here.](#)<sup>222</sup>
- On the [Digital Advertising Alliance's website](#)<sup>223</sup>, go to the **DAA Resources for Consumers** section and follow instructions to limit your advertising exposure.

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<sup>222</sup> <http://www.ftc.gov/privacy/protect.shtm>

<sup>223</sup> <http://digitaladvertisingalliance.org/>



- Seniors, if you are fortunate enough to have a TRIAD/SALT program in your area (through your sheriff's office), **get involved!!** [See the \(unofficial\) TRIAD page on my website](#)<sup>224</sup> for more information.
- If you need resources to assist with all this, please check the [Helpful Info and Links page on my website](#).<sup>225</sup>

## COMPUTER RELATED:

- Change passwords on critical accounts regularly and every account should have its own unique password – no duplicates!!! **ALWAYS** enable two-factor authentication (aka two-step login aka 2FA) (see **Section 8.** above).
- Use strong passwords. See these articles from Kim Komando: [Article 1](#)<sup>226</sup>, [Article 2](#)<sup>227</sup>, [Article 3](#)<sup>228</sup>..
- Password protect your computer. If you know how, set a boot-up password, too. Use biometric authentication if your device has that technology. Ideally, use both a password and biometric authentication.
- Set up guest-user profiles to prevent others from accessing your system and making changes, installing/removing software, changing passwords, etc.
- If you have Wi-Fi set up in your house, be sure you have changed the password on your Wi-Fi router from the password that it came with from the manufacturer and which is printed on the unit itself. Set up a “guest-user” password for friends and family to control bandwidth usage and system access.
- Read [this article from Kim Komando](#)<sup>229</sup> and use the [free tool at F-Secure's website](#)<sup>230</sup> to check your Wi-Fi router for vulnerabilities. And while you're at it, go to [Gibson Research](#)

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<sup>224</sup> <http://www.magnusomnicorps.com/oklahoma-county-triad.html>

<sup>225</sup> <http://www.magnusomnicorps.com/helpful-info---links.html>

<sup>226</sup> <https://www.komando.com/tips/417563/youve-been-doing-your-passwords-all-wrong-fix-them-with-these-new-tricks>

<sup>227</sup> <https://www.komando.com/tips/9092/dont-make-these-common-mistakes-with-your-passwords/all>

<sup>228</sup> <https://www.komando.com/tips/370729/3-proven-formulas-for-creating-hack-proof-passwords/all>

[Corporation Security's website and use their free tool](#) to test your firewall for vulnerabilities. Here's another [article from Kim Komando](#) explaining that.

- Password protect your cellular phones and tablet devices.
- Physically secure your computer – most computers have built-in slots for attaching safety cables, aka Kensington Lock slots. Also consider LoJack for your computer, especially if it is a laptop.
- Personally-sensitive information (account numbers, password files, medical and other financial information, etc.) should be stored in an encrypted, secure virtual vault – there are many great software products out there for this like [Dashlane](#)<sup>231</sup>, [1Password](#)<sup>232</sup>, [OnePass](#)<sup>233</sup>, [KeePass](#)<sup>234</sup>, etc. See [PC Magazine's Best Password Managers for 2023](#)<sup>235</sup>.
- Do not use your mother's maiden name, your birth date, the last four digits of your Social Security Number, or a similar series or sequence of numbers as passwords for anything.
- For account security questions, do not select questions where the answer could easily be obtained via Internet records, social media, etc.
- Ensure you are running the **LATEST PAID** version of a software security **suite** (anti-virus, anti-malware, anti-spyware, firewall) from dependable outfits such as [Norton 360 Deluxe](#)<sup>236</sup> or [BitDefender Total Security](#)<sup>237</sup>. At the very least, purchase the latest software suite annually and or renew your subscription and be sure you enable automatic daily updates to the program. **Note:** I don't care what anyone says, if you are using free software, it often lacks critical features to keep you safe. Remember, you get what you pay for and you **DON'T** get what you **DON'T** pay for. The \$80 - \$100 per year you have to pay for a subscription is a small price considering the damage that can be done to your personal and financial life without it.

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<sup>229</sup> <https://www.komando.com/cool-sites/312613/test-your-router-to-see-if-its-been-hacked-heres-how>

<sup>230</sup> <https://campaigns.f-secure.com/router-checker/>

<sup>231</sup> <https://www.dashlane.com/>

<sup>232</sup> <https://1password.com/>

<sup>233</sup> <https://onepass.tech>

<sup>234</sup> <https://keepass.info/>

<sup>235</sup> <https://www.pcmag.com/picks/the-best-password-managers>

<sup>236</sup> <https://us.norton.com/products/norton-360-deluxe>

<sup>237</sup> <https://www.bitdefender.com/solutions/total-security.html>

- Back up your computer files on a cloud service such as, iDrive, Carbonite, etc. External hard drives and flash drives in your home are okay, but they are vulnerable to the same virus infection, hacking, physical damage, theft and crashes as your computer.
  
- Use your computer's operating system's utilities to make back-ups of all your system's critical software, i.e., bootable disks. Your anti-virus software will usually have a similar utility – be sure you make those disks, as well.
  
- Remove all documents with personally-sensitive information from your hard drive before discarding your computer or sending it in for repair. When disposing of a computer, remove the hard drive and destroy it. I use a sledge hammer for this.
  
- Do NOT store/save user ID's and passwords in your computer's Internet browser and remember to uncheck the "remember this computer" box when logging in to websites that require a user ID and password and that is especially true if you are using a public computer, such as at the library. Use a third-party password manager.
  
- DO NOT store/save credit card/payment info on merchants' websites – their security isn't always the best and they get hacked frequently and sometimes it can be weeks or months before they notify customers of a breach. I know this can be a pain, but instead, use a password manager, like [Dashlane](#)<sup>238</sup>, [1Password](#)<sup>239</sup>, [OnePass](#)<sup>240</sup>, [KeePass](#)<sup>241</sup>, etc., which will auto-fill those fields when you are ready to make a purchase and keep your information encrypted and safe until you need it.
  
- LOG OUT/LOG OFF when finished using any accounts to which you had to log in.
  
- Clean you Internet browser's cache (and your system) frequently with a program like [Piriform's CCleaner](#),<sup>242</sup> etc. The free version is fine. When going through the installation process (with this or any other freeware program), select the "custom or advanced

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<sup>238</sup> <https://www.dashlane.com/>

<sup>239</sup> <https://1password.com/>

<sup>240</sup> <https://onepass.tech>

<sup>241</sup> <https://keepass.info/>

<sup>242</sup> <https://www.piriform.com/ccleaner/download>

installation” and un-check/de-select any other freeware, like browsers, toolbars, etc., that may be offered.

- CRITICAL:** Ensure you have installed the latest security patches, drivers and updates to your computers’ and smart devices’ operating systems (Windows or Apple iOS), Wi-Fi routers’ firmware and software, and whatever Internet browser(s) you are using and **especially:** Java ([check version here](#))<sup>243</sup>, Adobe Flash ([check version here](#))<sup>244</sup>, Adobe Shockwave ([check version here](#))<sup>245</sup>. In most cases, the latter three aren’t needed anymore, anyway, but some website content may not run without it – you can usually allow their usage on a case-by-case basis – look for the icons in your browser’s address bar and right-click on them for options. This also goes for your smartphones and tablets.
  
- Only download apps, freeware, shareware and other software from reliable sources. Check it out at review sites such as [CNET’s Download Center](#).<sup>246</sup>
  
- Do not charge your device by plugging in to any USB port in a public place – the port could be compromised and hackers could access your data.
  
- When using public computers, such as at the library or using public Wi-Fi hotspots, such as at your favorite coffee shop or restaurant, unless you know how to secure your connection, **DO NOT** log in to any of your accounts while using these methods to connect to the Internet as your login credentials could easily be compromised. Rather, a safer way is to disconnect/turn off your Wi-Fi and connect to the Internet via the cellular network or consider purchasing your own, portable Wi-Fi hotspot device (and most smartphones have this capability – called “tethering,” but that is usually an additional expense to your cell phone bill and uses your data plan). Also, you can also get a VPN (Virtual Private Network) service that will encrypt your communications when using a public Wi-Fi network and even your home network. [Here’s a good article](#).<sup>247</sup> Note that there is usually a monthly fee for this service, but it is very reasonable considering the amount of security it provides. It is available for laptops, tablets and smartphones.

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<sup>243</sup> <https://www.java.com/en/download/installed.jsp>

<sup>244</sup> <http://www.adobe.com/software/flash/about/>

<sup>245</sup> <https://get.adobe.com/shockwave/>

<sup>246</sup> <http://download.cnet.com>

<sup>247</sup> <http://www.greycoder.com/best-vpn-service/>

- **CRITICAL:** Enable a 2-step login process, i.e., two-factor authentication (See **section 8.** above), where after you have entered their user ID and password, you receive a text message on their cell phone (or an automated voice call to a landline or to e-mail) with a random 6-digit number that they also have to enter before accessing their accounts or enable any other type of 2-step (or greater) login authentication measures provided by the website, such as security questions.
  
- Beware of pop-up boxes **in your Internet browser** (that's a key point) that say your computer is slow, or you need a driver, or you have become infected or otherwise compromised in some way and it tells you that you need to call "Microsoft" or some other official-sounding computer company name for assistance and states the toll-free phone number to call for technical support and or should click on the box to remedy the situation - **DO NOT CLICK ON THAT BOX OR CALL THAT NUMBER!!!** In most cases, these are phishing scams and if there was a real threat or problems with your system **AND** you are running good security software suite like [Norton 360 Deluxe](https://us.norton.com/products/norton-360-deluxe)<sup>248</sup> or [BitDefender Total Security](https://www.bitdefender.com/solutions/total-security.html)<sup>249</sup>, it would be clear that the alert was from either one of those programs. Of course, you can run any phone number the pop-up tells you to call through any search engine to see if it comes up as a scam. People who fall for this scam are asked to go to a website, install software to allow the "technician" to remotely access your computer so he/she can "repair" it and what happens is they install more malware that will steal more of your data and then charge you for the "repair." And once you give them your credit card number and security code or scanned in a blank check, then they really go to town! **Bottom line: NEVER** give anyone remote access to your computer unless you are **absolutely certain** without a doubt that they are legitimate. If you get one of those pop-ups, close the browser and run a FULL system scan with your security software and in the meantime, call someone you trust to assist you with assessing if you have a problem and eradicating any viruses or malware. If your computer gets infected, go to a computer you know to be safe and download (onto an empty flash drive) a copy of Windows Defender Offline. Google it and follow the instructions from Microsoft – this is pretty easy and most basic computer users can use this tool to eradicate malware from a computer. **Note:** Alternatively to pop-ups, you may receive a phone call alerting you that they have detected a problem with your computer and want to either send you an e-mail with a link or go to a website, click on a

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<sup>248</sup> <https://us.norton.com/products/norton-360-deluxe>

<sup>249</sup> <https://www.bitdefender.com/solutions/total-security.html>

link and install software that will allow them to access your computer so they can “repair” it.

- Don't click on links or open attachments in e-mails you weren't expecting to receive, even if the sender's address looks as if it came from a friend.
  
- Don't respond to or click on any links or call any phone numbers in e-mails or texts from your bank or any service provider or package delivery service, etc., with which you have an account where they ask you to verify your account information. If you are concerned, close the e-mail, go directly to the website's official URL and log in or call your service provider with a number you know to be accurate and legitimate.
  
- If your computer freezes up and you get a screen that, for example, has the FBI logo and says that the FBI has frozen your computer and you must pay to get it unfrozen, that is known as “**ransomware**.” Trust me, the FBI is not going to lock up your computer and charge you to unlock it. You will have to take your computer to a professional to have this removed or you may have to have the hard drive formatted to get it cleaned off and that means you will lose all your information – I hope you had it backed up to the cloud with one of the services I mentioned earlier! And have used your operating system's utilities to make a back-up of all your critical software and bootable files? Your anti-virus software will probably have a utility to do this also.
  
- Stop sharing everything about your life on social media websites. Remove anything that indicates your address and phone number. Do not take pictures of the outside of your home, children's school, etc. Turn off the geo-location function on your cell phone or digital camera – a feature that imbeds the time and location the picture was taken into the picture itself. Do not indicate when posts are made in real-time when you are away from home - it indicates to thieves when you are not at home!
  
- Only download apps (applications/programs) for your cell phone, smart phone, tablet or other smart device directly from official, reliable sources such as the Google Play website or Apple App store so you don't introduce any malware into your device.

- To keep up-to-date with the latest threats and fixes, subscribe to these websites' e-mails:

[Kim Komando](#)<sup>250</sup>

[Krebs on Security](#)<sup>251</sup>

[Kurt the Cyberguy](#)<sup>252</sup>

- Be sure to review this excellent list of vulnerabilities in the Appendices section below:  
**[101 Ways Your Identity Can Be Stolen and Exploited by the Acuant Corporation.](#)**

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<sup>250</sup> <http://www.komando.com/>

<sup>251</sup> <http://www.krebsonsecurity.com/>

<sup>252</sup> <http://www.cyberguy.com/>





## 12. INTERNET RESOURCES

This list is not all-inclusive. Please keep checking for updates to this report and check the [Helpful Info & Links page of my website](#)<sup>253</sup> for dozens more links.

### **Federal Trade Commission – Identity Theft Resources (excellent)**

<https://www.identitytheft.gov> (Your first stop if you've been a victim!)

<http://www.consumer.ftc.gov/features/feature-0014-identity-theft>

### **Federal Trade Commission – Bureau of Consumer Protection**

<http://www.ftc.gov/bcp/index.shtml/>

### **Consumer Financial Protection Bureau (excellent)**

<http://www.consumerfinance.gov/>

### **National Center for Victims of Crime**

<http://victimsofcrime.org/>

### **Government & Private Resource for Online Safety Issues**

<http://www.onguardonline.gov/>

### **Privacy Right Clearinghouse**

<https://www.privacyrights.org/>

Everything about your personal privacy.

### **National Crime Prevention Council (McGruff the Crime Dog)**

<http://www.ncpc.org/>

### **FBI – Fraud & Seniors**

<http://www.fbi.gov/scams-safety/fraud/seniors/seniors>

### **Consumer Federation of America**

<http://www.consumerfed.org/>

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<sup>253</sup> <http://www.magnusomnicorps.com/helpful-info---links.html>

**Senior Fraud Protection Kit** (Outstanding – download this report)

<http://www.caregiverstress.com/senior-safety/con-cheat-seniors/senior-fraud-protection-kit/>

**Consumer Information/Advocacy**

<http://consumerist.com/>

**International Association of Financial Crimes Investigators**

<http://www.iafci.org>

**Fight Identity Theft (EXCELLENT)**

<http://www.fightidentitytheft.com/>

**Identity Theft Resource Center**

<http://www.idtheftcenter.org/>

**Internet Security at About.com**

<http://netforbeginners.about.com/od/antivirusantispymware/u/webdefense.htm>

**Get Safe Online**

An outstanding website with tips on just about everything to do with online safety.

<http://getsafeonline.org/>

**RFID Blocking Gear**

<http://www.idstronghold.com/>

**U.S. Government Consumer Publications**

<http://publications.usa.gov/USAPubs.php>

**National Sex Offender Registry**

<http://www.familywatchdog.us/>

**Love Fraud**

Sociopaths, psychopaths, anti-socials, con artists – know the signs and don't fall victim to these.

<http://www.lovefraud.com/>

## 100% Free, No Obligation, No Credit Card Required Credit Monitoring

<http://www.creditkarma.com>

<http://www.creditsesame.com>

**Note:** Will not work if you have your credit file frozen.

## TrustedID

Among other services, it scans websites known to traffic in stolen identity information (SSN's, etc.) and notifies you if your information is found on any such sites.

<https://www.trustedid.com/>

## Scam Advisor

Enter a website's URL to see if it is legitimate and can be trusted to buy products from.

<http://www.scamadviser.com/>

## Should I Remove It?

Don't know if that program is supposed to be on your computer? Go here to check:

<http://www.shouldiremoveit.com>

## Scam, Fraud, Myth, & Hoax-Busting Websites

**Important Note:** *As if we didn't already know, the 2016 general election definitively confirmed that there is a lot of misinformation and disinformation floating around out there, even from websites and other sources that claim to be legitimate fact verification websites and yes, the same ones that are often cited by the mainstream media as holy grails of truth. Unfortunately, I cannot recommend one website from which to get absolutely accurate information, so I suggest that you consult multiple websites and just because they echo each other's claims doesn't necessarily make the claim true. Also, I'm sure everyone's heard the adage, "follow the money." Find out who operates and funds the website or source and you can pretty much tell whether you're dealing with a biased resource and whether you can trust it.*

<http://scam-detector.com/>

Excellent resource to research scams. Also have an app for smart phones

<http://www.aarp.org/money/scams-fraud/fraud-watch-network/?cmp=EMC-EDO-032214-FraudWatchNetwork>

<http://www.acfe.com>

<http://www.crimes-of-persuasion.com/>

<http://www.consumerfraudreporting.org/>

<http://www.scambusters.org/>

<http://scam-detector.com/>

<http://www.scamwarners.com/>

<http://www.hoax-slayer.com/>

<http://www.fraud.org/>

<http://www.hoaxbusters.org/>

<http://urbanlegends.about.com/>

<http://www.ripoffreport.com/>

<http://www.quackwatch.org/>

<http://www.truthorfiction.com/>

<http://dontbeamoneymule.org/>

<http://www.fraud.org/>

<http://www.consumerfraudreporting.org/>

<http://www.scam.com/>

<http://www.justfacts.com/>

<http://www.quackwatch.org/>

<http://www.realscam.com/>

<http://phishtank.com/>

<http://800notes.com/>

***Use very cautiously and cross-check any information with several other sources:***

<http://www.factcheck.org>

<http://www.politifact.com/> (article: [Running the Data on PolitiFact Shows Bias Against Conservatives 12-16-2016](#))

<https://www.washingtonpost.com/news/fact-checker/>

[NewsGuard](#) (article: [Robert Spencer in FrontPage: Steven Brill's NewsGuard and the "Fact-Checking" Scam 07-16-2018](#))

<http://www.snopes.com> (article: [Why the Left Loves Snopes 07-25-2017](#)) (article: [SNOPEs busted – sold favors, slanted opinions 08-19-2015](#)) (article: [How Facebook & Other Fact-Checking Websites Are Fact-Checking Conservative Sites into Oblivion 07-03-2018](#))

[NewsGuard](#) (article: [Robert Spencer in FrontPage: Steven Brill's NewsGuard and the "Fact-Checking" Scam 07-16-2018](#))



# CASE STUDY: CATFISHING or CATPHISHING (aka Romance Scam)

**OCCURRENCE DATE:** March 2017

**SUBJECT:** Romance Scam Involving Internet Dating Website

Subject, "Nancy," contacted me (too late) to inform me that she had been the victim of a romance scam.

## **BACKGROUND:**

Nancy, being a widow of many years and, for the most part, out of the dating scene for almost as many years, was encouraged by her pastor try an online dating website. She had tried several different ones before, but never had much luck and found it to be too much of a hassle. Nevertheless, she was encouraged by her pastor's anecdotes of successful relationships and marriages he'd seen that had grown out of online dating connections.

So, Nancy signed up with one of the most popular online dating websites. She surfed around for a couple of weeks, but didn't find anyone of interest. Then, one day when she was about to sign off, a connection request appeared. She had never seen this man's profile before, but he sounded (and looked) very nice, so she responded to Mike.

They corresponded for just a couple of days through the online dating website's internal messaging system and then Mike wanted to "go direct" since that would be easier. So, Nancy gave him her cell phone number and he gave her his.

They texted and talked for a couple of more days and became better acquainted with each other. He lived in another large city in the same state as she and was a widower of several years (wife and daughter died in a car collision). He was also a successful business owner and devoted church goer. His mother lived in Spain, but was in poor health.

Nancy, being somewhat cautious and weary based on all the stories she'd heard in the news about scams and fraud, searched for Mike's name and company but could find neither and his phone number was through a popular online search engine website (VoIP – Voice Over Internet

Protocol). She didn't think much of any of it, chalking it up to her inexperience with the Internet and Mike was just so nice. All this time she had been keeping her pastor apprised of the situation and her pastor even contacted the pastor at Mike's church, but the pastor there had never heard of him. Nancy questioned Mike about this and just thought that she had given the wrong name of his church to her pastor and left it at that.

She really liked everything about Mike and he even sent her some flowers and chocolates for Valentine's Day. She was enamored by his thoughtfulness and accent and she really liked that he was so devoted to his faith, as was she.

About a week after talking back and forth, Mike told Nancy that he needed to get some money to his ill mother in Spain and asked if she could go to a Western Union and take care of it for him. He wasn't asking her for money, only to forward the money to his mother in Spain. Mike couldn't do it because he was very busy preparing for an upcoming business conference. Nancy was just getting over the flu and didn't feel too well and didn't want to get out and do it, but Mike kept stressing the urgency, so she did.

Nancy found a store that had a Western Union terminal. She pulled up the account, but strangely, the name on it was some other woman, not Mike's. She wasn't sure how to operate the terminal or complete the transaction, so she asked the store clerk for assistance. They were unable to forward the money because the Western Union terminal flashed a message saying that the amount was over the limit allowed. Nancy contacted Mike who assured her that the amount was well below the limit and couldn't understand what went wrong and just told her to forget it. Nancy went home not thinking too much about it.

A couple of days later, Mike asked Nancy to go to a large electronics store way on the other side of town and pick up a couple of computers that he was going to need for his upcoming business conference in another state. Again, she still wasn't feeling well, but he stressed the urgent nature and she agreed. When she went to pick up the computers, which were already paid for, she noticed that a different woman's name was on ticket, not Mike's. She questioned him about this and he said that she worked for his company and made the purchases for the company. She took the computers home.

In the meantime, Mike and Nancy were getting along very well. He'd sent her more pictures of himself and his mother in Spain, including a picture of her in the hospital, but it didn't quite look



like her based on the other pictures he'd sent, but the picture wasn't high quality and from an odd angle. She didn't think too much about this.

Mike told Nancy that his mother had suggest that he get her a promise ring, so he told Nancy that the ring would arrive on a Wednesday and gave her the tracking number and the company who was sending the ring. Nancy checked out the jewelry company and it was legitimate. The ring didn't arrive on Wednesday, so she called the company and they said that they'd had some problems with the shipment and it would arrive the next afternoon, which it did, but instead of Mike's name on the shipping document, it had Jeff's name. She wondered why that was and asked Mike about it. Mike said that Jeff was his assistant at the company and had owed him some money, so Mike just had Jeff pay for the ring himself and that's why Jeff's name was on the shipping document. Okay, she thought, that sounded reasonable. It was a lovely gold ring with some small diamonds. Based on what she saw on the seller's website, the ring was worth around \$1000.

A couple of days later, Mike asked Nancy to take the computers she'd picked up earlier to the nearest UPS store and have them shipped to the city where his business conference was going to be. He e-mailed her the mailing labels, she printed them off and took the computers and labels to the UPS store and paid \$40 to have them packed.

She started to think about all this and realized things didn't add up, so she called the local police and related the above story to an officer who made a report. The officer didn't seem overly concerned and downplayed the whole situation, but made a report, nevertheless.

A couple of days later, she received a call from UPS's fraud division questioning her about the computer shipment. Apparently, the computers had been purchased with a stolen credit card. She told the UPS representative about suspecting fraudulent activity and that she filed a police report, so UPS didn't pursue any charges against her. At that point, Nancy blocked Mike's number and called the police back and wanted to inform them of what happened and amend/update the report. The officer said they couldn't update or amend a report, but everything was okay since she had made a report before all this happened and was "covered." She also mentioned the ring, but the officer didn't seem concerned about that either since, at that point, there was no reason to believe that sale/purchase was anything but legitimate.

Nancy eventually returned the ring to the seller, thinking it also may have been purchased with a stolen credit card, but she never found out either way. Mike continued to try to contact her, but she no longer answers numbers she doesn't recognize.



## CASE STUDY: PHISHING (Computer Tech Support Scam)

**OCCURRENCE DATE:** January 2017

**SUBJECT:** Scam Involving Landline Telephone & Computer

Client, "Sue," contacted me about a computer problem she'd been having. Even though she was highly-educated and had been using computers for decades and even started by learning how to program them with the Fortran language, she is, by most measures today, a novice computer user, especially when it comes to recognizing scams and fraud.

In the past, I had helped her purchase a computer at a local Best Buy store and had their in-house Geek Squad set it up for her and purchased a one-year service contract with them. After the Geek Squad was finished setting it up, I picked up the computer, took it to her home, installed it and have helped her maintain it and instructed her on certain software program usage from time-to-time.

Recently she told me that she had received a phone call on her landline from "**Geek Support Live Services**" and that they had discovered that she had something wrong with her computer and that she needed to go to a website and download some software so they could remotely access the computer and repair it.

She did as they requested and spent about 2 hours on the phone with technician Adam Lee (who had a strong eastern Indian accent), who was ostensibly walking her through repairs. This was later in the evening and she got tired and they ended the session and she agreed to continue the follow day. The next day she spent 5 hours on the phone with Adam "repairing" her computer.

After he finished, he requested a payment of \$499 for his services. Fortunately, she was unable to pay as her bank had shut down her only credit card because of an unrelated fraud incident. Her new card was supposed to arrive the next day via Fedex and Adam agreed to call back the next day to obtain payment.

I received an e-mail from her later that day informing me of what happened. I knew that it didn't sound right, so I went over to her house to examine the computer. The computer was

functioning properly, however, there were several new software programs icons on the desktop. I wasn't familiar with any of the programs (G-Dock, Anti-Hacking Software, etc.), and had never seen any of them on her computer before. Adam also said he installed Windows Network Security 4.1.1 (there is no such program according to Best Buy's Geek Squad). Also, there was a toll-free "tech support" number at the bottom of her screen in the taskbar. I Googled the number and multiple "who called me" type of websites all listed it as a scam.

She showed me an e-mail they had sent her with an impressive looking Geek Support Live Services logo and a business card icon with her account number, etc. It all looked official, however, absent was the well-known orange and black Best Buy **Geek Squad** logo with which just about everyone is familiar.

I pointed out to Sue the difference between Geek Support Live Services and Geek Squad and the play on the name.

At that point, I was quite convinced she had been scammed, so I disconnected the computer and took it in to a local Best Buy store and dropped it off at the Geek Squad desk. The computer was still covered under her original tech support contract, so there would be no charge for their services.

While Sue's computer was at Best Buy being repaired, Adam Lee continued to call daily asking Sue for payment for services rendered, to the amount of \$499. She told him she couldn't understand him because of his strong accent and her hearing impairment, which is true, and hung up. I instructed her to stop answering the phone when numbers she didn't recognize came up on her caller-ID. Eventually she did stop answering the phone.

I even happened to be present at Sue's house when Adam called back on one of those days wanting payment. He started out being very courteous and cordial, but gradually became very demanding. I became impatient and told him that I was a detective working for Sue and asked him if he understood what a detective was. He said he did, but he remained undeterred in demanding payment. He even said we could pay with her bank account and routing number – I declined that option, of course. I told him I had taken the computer to the Best Buy Geek Squad for a second opinion and he would receive payment when I was satisfied the computer was properly repaired and hung up.

Sue, being the honest person she is, thought that she owed Adam and Geek Support Live Services their fee because they did, after all, spend several hours working on her computer. I told her that we would make that determination after we got Best Buy's Geek Squad report.

Two days later, the Geek Squad called for me to pick up the computer. The technician informed me that they had found 17 incidences of viruses and other malware installed on the computer – it was heavily infected.

Sue continued to want to pay Adam for his services, but I told her, "Sue, if Adam had done what he had said and repaired all the problems with your computer, Best Buy's Geek Squad would not have found it so heavily infected, so apparently Adam either did not do his job properly/adequately or this is a scam and I'm quite certain it is the latter and she finally agreed.

A few days after we got the computer back from Best Buy's Geek Squad, the e-mail (**see below**) arrived from Adam. Everything about this message is so bad that it would be funny if he wasn't trying to perpetrate a crime. I think the best part of it is where he says, "*So Mam We have fixed all your Computer problem So geeks squad will not get any issue in your Computer.*"

I believe this was only a scam to get money and her credit card or bank account number and not necessarily information on her computer. However, we did change all the passwords on critical accounts and had the Geek Squad install some very robust security software (Webroot).

#### **UPDATE (May 2017):**

Adam has continued to call Sue and, despite my constant urgings, she continues to answer the phone when she does not recognize the number. This time she said he called from number with our area code and only asked for \$199 instead of the original \$499. She even insisted, again, that she pay him *something* because he did work on her computer, after all. And I reminded her that if it was a legitimate business, he wouldn't be calling from numbers with constantly changing area codes. Further, I reminded her that when he was "repairing" her computer, he was actually loading it up with all kinds of malware that the Best Buy Geek Squad found and removed – she had forgotten about that. She continued to insist that she looked up the company and that it was a legitimate company based out of London. I told her that I checked into it and the service I used could not absolutely verify that it was a legitimate company. I reminded her that if she ever did provide payment with a credit card or bank

account number, this Adam and his cohorts would be off to the races on her dime and there would be no retrieving of the money since it was coming from overseas. After some continued back and forth, I was satisfied that I had convinced her (again) that this was a scam and she relented.

### **UPDATE (July 2017)**

I received a call from Sue – she was having computer problems again. This time a blue box popped up informing her that her computer was infected with the Zeus virus and that she needed to contact MS InfoTech for assistance and gave her a toll-free number to call. She got scared and thought that since the name of the company had “MS” (short for Microsoft) in it, that it was legitimate.

She called the toll-free number and allowed the “technician” remote access to her computer. They took control and spent 6 hours “fixing” the problems. She eventually paid for the service by writing out a check for \$299 and placing it on her scanner so the technician could scan an image of it and use it for payment.

For some reason, she called me and related this incident to me shortly after she hung up with the technician. I immediately knew it was a scam and went over to her house, checked her computer and it had all the same software installed on it that the scammer in the original example had installed.

I had her call her bank and lock up her account immediately. Fortunately, the scammers had not attempted to cash the check.

I then disconnected her computer and took it to Best Buy Geek Squad for analysis/repair. They found it heavily infected with malware and cleaned it off. Fortunately, no data was lost and even if it had been, her information was backed up in the cloud through the Carbonite online backup service.

I eventually determined the source of the problem. At some point, she had decided to play the Publisher’s Clearing House sweepstakes, online. Well, she received an e-mail informing her that she could’ve possibly won \$1 million and she clicked on a link in the e-mail and it installed

some kind of malware on her computer that cause the blue box Zeus virus warning to appear with the toll-free tech support number to call.

Again, she was somewhat insistent that the whole ruse was in fact legitimate and it only took me a few minutes of Google searching the company name and phone number to prove to her that it was yet another scam. I also showed her articles about the e-mail/tech support scam and PCH scam and that PCH does not notify sweepstakes winners by e-mail.



Hi,

Sue.

Hope Doing Well.

This is **ADAM LEE** your computer Technician. **i Fixed your computer on 15 & 16 Jan 2017.** And before i fixed your computer there was lots of problem in your computer. We fixed your **Hacking problem**, We fixed your **antivirus problem**, We **Updated your computer**, We **upgraded your computer**, **Activated firewall** And We have **Removed all Bad File** which was running Behind your computer.

And after fixed your all computer problem i also shown you that **Now your computer is fixed.**

And for That all Services and Fixing all problem, i told you, you have pay the Money. But still **We didn't get any Money from you.** So please Mam i request to you **please Pay the Amount Which i told you.** And mam you told me You have given your Computer to Geeks Squad. So Mam We have fixed all your Computer problem So geeks squad will not get any issue in your Computer.

**And Maim i apologise For 'if you will not pay the amount, So our company will stop all services which i done on your Computer' AND After stopping all services., Your Computer will get Infected again. and you will lose your Thousands of Doller Any time by Attacker. And might be your computer will not turn on You will lose your HARD DRIVE. So mam we Don't want to stop services of your computer which we put.**

So Please Maim, **I REQUEST TO PLEASE PAY THE AMOUNT**

Thank's

Regard's

**Adam Lee**

(computer Technician)



## CASE STUDY: Publisher's Clearing House (PCH) Winning

**OCCURRENCE DATE:** August 2021

**SUBJECT:** Phone Call Notifying Recipient that PCH Prize Patrol was on their way to deliver the check.

Subject, "John," somewhat skeptical, contacted me and wanted to hire me to be present and provide security services when the Prize Patrol arrived.

John had been playing the PCH sweepstakes for over 20 years and had made purchases from their advertisements and had never won anything, but this time, it was different. And after so long, he thought he was "due."

The "Prize Patrol" called John one day and said they would arrive at his house within the hour to present him with his prize winnings (large check of undefined amount). (Unfortunately, I wasn't in a position that I could probably make it to John's house in time.) They said they didn't need any personal information from John, which he thought was good. They asked him if he wanted it kept private or if he wanted it filmed for possible public use in a PCH TV commercial - John wisely chose to keep the event private and thought that was good that they gave him the option. They then told him that a police officer would be accompanying them for security purposes. Great, John thought, this really sounds like the real deal. The PCH representative then said the only thing John needed to do before they arrived was go to any local store by his house and buy a Visa gift card for \$900 and this was to pay the mandatory federal government fee to register his winnings with the FDIC.

Well, it all sounded pretty good to me, too, until John blurted out the word, "gift card." I stopped him right there and said it was a scam. I went on to explain to him that you should **never, ever** be asked to pay any kind of fee if you win a prize. Now, you may eventually have to pay taxes to the IRS or state tax commission on your winnings, but that's between you and the government at a later date.

Furthermore, I explained to John what the FDIC was and what they did – they had absolutely no jurisdiction or interest in his transaction with the PCH. Now, once he placed that money in the bank, then yes, the FDIC would be insuring that deposit, up to a certain amount, but that is all. At the most, the PCH Prize Patrol may have John sign mandatory forms from the IRS and state

tax commission acknowledging receipt of his winnings, the amount, date, his address, etc., but that is all.

John still wanted to stay home to see if they came, but I strongly advised against it. I explained that you are dealing with the criminal element. If, for some reason, you gave any pushback or they realized that you were alone, or even for a gang initiation, they could severely hurt or even kill him.

Still sensing that John wanted to believe that this may be a legitimate prize winning, I told him to call 911 and ask the dispatcher. He did so and the dispatcher confirmed that they had received similar calls in the past and more than likely, it was a scam and they probably wouldn't show up anyway. Unfortunately, they were too busy to send an officer to sit at a location and wait for a crime to possibly occur.

John called me back and was then convinced that it was more than likely a hoax and decided to leave his home for a while to run errands. To his knowledge, the "Prize Patrol" never showed up.

Here's a little additional info for readers:

So how did these scammers know to contact John? How did they know he played the PCH sweepstakes? There are a few of possibilities:

As I discussed earlier in this report, in general, any time you do business with just about anyone, even just making a purchase with your credit card, your shopping activity and contact information goes into a large database which is passed around to that company's internal affiliates and also often sold to any number of 3<sup>rd</sup> party marketing agencies that maintain such databases who turn around and sell it to any number of other companies in need of mailing lists that meet their demographic requirements for sales and marketing purposes – this is a multi-billion dollar business. Of course, you can sometimes opt out of this distribution, but who ever takes the time to do that?? And, for the most part, it's an act of futility anyway – as I've said before, our information is out there and there's pretty much nothing we can do about it at this point. See **section 3** for more info. Criminal organizations can set up legitimate companies that purchase these mailing lists or they can even buy stolen (from data breaches) lists from the Dark Web.

Closer to home: Perhaps you live in an apartment and the Post Office isn't too careful with your mail. An unscrupulous individual in your complex could happen upon a PCH mailing to you and initiate the scam.

PCH could, and probably is, selling your marketing and other information about you to 3<sup>rd</sup> parties – your name, address, other demographic info on your interests based on your purchases from them, etc. Again, criminals can get this information a variety of ways, legal and illegal, including, but not limited to, what we call employee access identity theft – an unscrupulous employee with access to such information who downloads it and sells it on the Dark Web.

Finally, it's what I call the statistical shotgun angle: A lot of people play the PCH sweepstakes, A LOT OF PEOPLE. So, criminals can just start making calls to random numbers and eventually, they are probably going to run across someone who plays the sweepstakes and will buy into the ruse. This is similar to all those scam texts and e-mails we get from companies that almost everyone patronizes – Amazon, Walmart, Costco, etc., informing you that you won the prize or wanting you to click on a link to track your package. Statistically speaking, at any given time, millions of people have interactions with these companies and criminals know this, so their chances of getting you to respond to their messages are pretty good since they have a good chance of coinciding with your legitimate interaction with these companies. Here's a great personal story – they almost caught me!!!!:

I had just been to Costco 2 hours earlier and made a purchase. A text message pops up on my phone informing me that my receipt (# included) had won the daily \$200 giveaway and that I needed to click on the link to claim my prize. Wow, I thought, that's great! My initial response was that it had to be legitimate because I was just at Costco a couple of hours earlier and made that purchase, therefore, the legitimacy of this text was highly feasible! Well, that's when my detective brain kicked in and said, "Wait just a minute!" The text referenced a receipt number, so I pulled my real receipt out of my wallet and realized that the numbers didn't match. SCAM!!! I was disappointed that I didn't win the money, but was equally disappointed that I had come so close to falling for it. In this case, the scammers timed everything just right. Now, I'm sure they had no idea that I, personally, had just made this purchase and they targeted me directly, but it was just that the law of statistical probability was in play and definitely on their side in that

particular instance. See what I'm saying here? You've got to be very, very careful because these people are crafty, to say the least.



**If you've read this far, congratulations and thank you for your interest!!! The best thing we can all do to help stem this tide of criminal activity is to continually educate ourselves, stay aware of the latest scams and fraud, and take precautionary and protective measures.**

**At this point, as if you didn't already know, I'm sure you realize that keeping track of and up-to-date on all the latest scams and fraud is nearly an impossible task these days, even for professionals who work in this field. So, below I have tried to develop a brief, general "tip sheet" of scam avoidance strategies, fraud indicators and the best websites to keep up with them.**

**If you have a loved one or know someone who has been a victim or almost victimized and may be at risk of being victimized again, print off the next 5 pages and give them to that person so they can have them for future reference.**







Revision 20241102

## ***ID THEFT, FINANCIAL FRAUD & SCAM REMINDER TIP SHEET***

***“You can ignore reality, but you can’t ignore the consequences of ignoring reality.”***

***Ayn Rand***

It’s human nature to believe that nothing bad will ever happen to us. But, we live in very unpredictable times – we see catastrophic events reported on the news every night, whether here in the U.S. or other locations around the world.

First, a brief history lesson: Once upon a time, there were people who thought the telegraph was going to be a passing fad, and then it became an absolute communications necessity during the early years of our country. Then radio came along and became a vital way people got their news and entertainment, but in its early days, it was considered a fad until almost everyone had one in their homes and many cars and it is still used today for all kinds of communications – emergency services, satellites, etc. Then came the telephone and many people thought that it was a passing fad until almost everyone had one in their homes and offices. Then came the television - the efforts of Jenkins and Baird to develop the television were generally greeted with ridicule or apathy. As far back as 1880, an article in the British journal *Nature* speculated that television was possible but not worthwhile: The cost of building a system would not be repaid, because there was no way to make money out of it. Subsequently, an article in *Scientific American* thought there might be some uses for television, but entertainment was not one of them. Most people thought the whole concept was insane. Oh, how unbelievably wrong they were! It was a luxury for many people in its early days, but eventually became a primary way people got their news and entertainment and like the radio, today most people have multiple TV’s and radios in their homes and even in their cars and on their smart devices!! Then came the computer (and later the Internet). Who would need one of those except for scientists and engineers, right?? Clearly a personal computer would be a luxury and a passing fad, so why should the average person even bother

learning how to use one, right? Then came the cell phone – who wanted to carry around one of those giant bricks? Clearly this was another one of those passing fads, right? Who needed a cell phone when we had telephones in our homes and pay phones in every gas station, convenience store and restaurant? Then came the integration of the computer into the cell phone to make smart phones, but who really needed one of those, right? Okay, I think you understand what I'm saying, but here's my point: I work with a lot of seniors, many of whom were in their late 20's and early 30's when computers started gaining popularity. Once again, many thought that they were a passing fad and never learned how to use them or didn't learn how to use them much beyond a very basic level. Now, the technology has far surpassed their ability to catch up, so, they either barely use them or don't use them at all. I've had people tell me, "Oh, I'm safe (from cyber fraud) because I'm not online at all; I don't even own a computer." Let me break it to you like a reality sledgehammer shot right between the eyes: You may not be online, but all your personal information is, the criminals know this and that information is easily accessible to them and it is only a matter of time, if it hasn't happened already (but you don't know that because you aren't online), that you and or your information will be exploited by them if you do not take the steps outlined in the guide to secure that information in both your digital and non-digital lives, most of which requires the use of a computer. Sorry, there is no escape from "the machine" now. And I apologize for being so shockingly and rudely blunt, but you need to hear the truth about this and get with the program!! Find a knowledgeable and trustworthy friend to help you secure your personal information by using the steps I outline below. In these matters, an ounce of prevention is truly worth a ton of cure!!! And if you don't believe me, ask anyone in law enforcement, banking or finance and they will tell you.

**REMEMBER:** These criminals are very sophisticated, both technologically and psychologically. Worldwide, there are tens of thousands of entire groups of people with extensive education and backgrounds in sales, marketing, finance, banking, computers, psychology, sociology, neuro-linguistic programming (NLP), etc. – everything needed to understand how our minds work, what "trips our triggers," and how best to convince us to give them money or for them to scam us in some manner or form. Personal loss estimates range from \$20-\$50 BILLION from 50+ million people annually in the U.S. alone and globally it's hundreds of millions of people affected and over \$5 TRILLION, but it could be much worse as much of this crime goes unreported simply because people are ashamed to admit to family, friends, and law enforcement that they got scammed. Posting your personal information on social media only makes you even more of a target by giving them more information and avenues with which to attack you. **STOP POSTING EVERYTHING ABOUT YOUR LIFE FOR THE ENTIRE PUBLIC TO SEE – CRIMINALS WILL USE ALL THAT INFORMATION AGAINST YOU!!!** So, no matter who you are, your age, educational level or socio-economic status, these kinds of crimes affect everyone – 1 person or business every 3 seconds!!! If you suspect you have been scammed or are being abused or exploited, financially or otherwise, **please, do not be afraid or ashamed to ask for help – it is not your fault this has happened to you!** All the experts admit that unfortunately, we cannot legislate or prosecute our way out of this particular kind of crime. Our financial institutions and law enforcement recognize that these are serious crimes affecting more and more people and businesses each day and they sincerely want to help stop them, but **YOU MUST** take steps to educate yourself, your family and your friends in order to protect yourselves from this type of crime **and**

**immediately report it** when it happens. In today's world, **YOU** must be your own first responder in **ALL** aspects of your life!!!

In addition to reporting any crimes to the police and your financial institutions, go to the websites below **immediately** if you have been a victim – these websites outline everything you need to do to recover and protect yourself and your assets. **Time (usually within 72 hours max.) is truly of the essence to the recovery of losses (unless cash and then usually there is no recovery)!**

**U.S. Federal Trade Commission:** <https://www.identitytheft.gov>

**U.S. Dept. of Justice Elder Fraud Hotline:** <https://www.justice.gov/stopelderfraud>

**Federal Bureau of Investigation:** <https://www.ic3.gov>

**National Center for Victims of Crime, Financial Fraud Victim Recovery**

**Checklist:** <https://victimsofcrime.org/victim-recovery-checklist/>

### **GENERAL WARNING SIGNS OF A SCAM**

***These usually involve some kind of verbal ruse over the phone (or even show up at your home now) from someone you do not know, however, it may be someone you do know or think you know, such as in cases of a romance-related or tie-in scams like the "Granny Scam." Note that legitimate persons from the agencies and organizations referenced below will never call you for official business reasons.***

- A. Person contacting you, usually someone you do not know or may have known a long time ago (or pretends to be), demands that you maintain the utmost secrecy and not tell anyone about your actions the caller directs you to take and or the caller requires you to stay on the phone with them so they can "coach" you through the steps they want you to take and help you overcome any objections or questions at a bank, car dealer, or other institution or person you are contacting to assist you with the transaction the caller is requiring of you. They may require you to lie to the banker, etc.
- B. You received a deposit to your account from an unknown person/entity and they contact you to re-direct the funds to someone or somewhere else.
  - 1) Person threatens to take some sort of immediate financial or legal action against you unless you provide payment immediately.
  - 2) Person urges or demands that you take some kind of action immediately that will benefit them or an organization in some way, usually financially.
  - 3) Person urges or demands that you provide a credit card number or checking account number to pay a late bill or fine.
  - 4) Person claims they are with a local, federal or state agency (IRS, FBI, Social Security, Medicare, other law enforcement), process server, or utility company, bank, financial institution, etc., and demands that you take some kind of action (usually make a payment with a credit card, gift card or checking account number and/or provide some other kind of personal or financial information) under threat of immediate punitive action against you, including warrants for your arrest.

- 5) Person calls or says they are coming to your house to deliver some kind of prize/lottery/sweepstakes winnings or other gift(s). The other sign here is that they say they will need a small (initially) fee, paid in the form of a **gift card** (Green Dot, iTunes, etc.) to pay taxes, register your winnings with the FDIC, IRS, etc. If you legitimately win, the **only** paperwork you should be asked to fill out is a form the prize presenters are required to file with the IRS and state tax commission (and you should never do this online). You **never** have to pay a **fee** for winning a prize, only taxes (which are sometimes taken out **before** you receive your prize money) and **only** to the respective governmental agency **directly**. This ruse is common with Publishers Clearing House (PCH) prize scams and can become a very dangerous scam that can morph into a complete life takeover and drain you of all your assets.
- 6) **Any type of activity** that involves you paying any kind of fee, most often with a **gift card**, Green Dot card, iTunes card, Vanilla Visa, etc. Remember, gift cards are for gifts only, not for paying bills!! Or any transaction requiring payment in gold, silver, cryptocurrency, or any other type of “non-standard” form of payment or that requires you to go to an ATM or Western Union office to make the transaction.
- 7) Person you’ve met online (especially if they are overseas) and or may have a romantic interest in asks you to pick up and re-ship (transship) any type of package, goods, etc., to a third party or forward money to a third party via Western Union, MoneyGram, ACH or wire transfers, Zelle, Venmo, CashApp, etc., or asks you to send them money for a plane ticket to come see you, help pay for medical costs for a sick relative, or anything else that involves you moving money or goods for them or sending them money for any reason – this is common in romance scams and may make you a “money mule,” which is an illegal activity. See the [FBI’s Money Mule Awareness page here](#)<sup>254</sup>.
- 8) Person calls you out of nowhere with a strange, but seemingly harmless question, then calls you back days or weeks later, for whatever reason, and starts to develop a friendship with you – chances are they are using a technique called “social engineering” to “cultivate the halo effect” and “groom” you for victimization of some kind. This can be a process that goes on for weeks, months or even years before the crime occurs. If you are a prolific user of social media, you are much more susceptible to this type of crime because you have given the criminals a significant amount of your personal information to work with. This is also known as an “affinity” crime and sometimes “pig butchering.”
- 9) Person calls you claiming to be a relative or close friend, and they are in some kind of legal, financial, or other trouble and need you to wire money to them to pay a jail bond, etc., or a carrier may be dispatched to your location to pick up the cash (extremely dangerous!). Person calling may also claim to be an attorney calling on behalf of your relative or friend and may let them talk to you briefly so you can confirm their identity. **However**, with the advent of artificial intelligence and deep fakes (videos), criminals can very easily spoof actual phone numbers and caller ID’s and make voice and faces appear that you are actually talking to someone you know. **Be extremely cautious.** See #12 below regarding family code words. This ruse is common in “Granny Scams” and “Drug Cartel Scams.”

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<sup>254</sup> <https://www.fbi.gov/how-we-can-help-you/safety-resources/scams-and-safety/common-scams-and-crimes/money-mules>

Watch these YouTube news and investigative video documentaries:

- [Romance Scams – Trafficked with Maria van Zeller & National Geographic 20240210](#)<sup>255</sup>
- [Scams – Trafficked with Maria van Zeller & National Geographic 20220422](#)<sup>256</sup>
- [CBS News Chicago - New technology including AI is being used in romance scams 20240422](#)<sup>257</sup>
- [CBS Reports - Anything for Love: Inside the Romance Scam Epidemic 20240731](#)<sup>258</sup>
- [CBS Daily Report - Inside look at Ghana's "hustle kingdom" and romance scam operations, 20240926](#)<sup>259</sup>
- [CBS Eye on America - Inside an elaborate romance scam that cost a US man \\$700,000 20240926](#)<sup>260</sup>
- [CBS Eye on America - Scammers hire models to fool Americans, 20240927](#)<sup>261</sup>
- [CBS Daily Report – 92-Year Old Woman Loses Her Life Savings in Online Scam, 20240924](#)<sup>262</sup>
- [Romance scam victim speaks out on "psychological manipulation" that cost her \\$2.5 million, 20240422](#)<sup>263</sup>
- [See other documentaries and exposes on similar types of crime from National Geographic's series "Trafficked" for free on YouTube here.](#)<sup>264</sup>
- [For more stories about romance and related scams, search YouTube here.](#)<sup>265</sup>
- [Link to all the federal government's various agencies' materials on romance scams](#)<sup>266</sup>

## **CRITICAL STEPS TO AVOIDING SCAMS**

- 1) **DO NOT** conduct any kind of complicated business when you are physically and or emotionally tired, stressed, distressed, or under the influence of any drugs (Rx or illegal) or alcohol that may cloud an otherwise clear thought process. Ask a trusted, knowledgeable friend or relative for help, if necessary.
- 2) **DO NOT** answer the phone unless you recognize the number or name. **Even then**, remember, Caller ID's [and now voices and people's images using Artificial Intelligence (AI)] can be spoofed to appear (even on video chat) or sound like anyone from the President to your parents, spouse, child, financial institutions, law enforcement, etc., so be very careful. If in doubt, hang up, get the number yourself off a billing statement,

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<sup>255</sup> <https://www.youtube.com/watch?v=5XfCVk2gZCY>

<sup>256</sup> [https://www.youtube.com/watch?v=ivWUZf2-M\\_U](https://www.youtube.com/watch?v=ivWUZf2-M_U)

<sup>257</sup> [https://www.youtube.com/watch?v=\\_9eHCzW4eMI](https://www.youtube.com/watch?v=_9eHCzW4eMI)

<sup>258</sup> <https://www.youtube.com/watch?v=w-75nDH-bbc>

<sup>259</sup> <https://www.youtube.com/watch?v=Lbc9rRn-PgA>

<sup>260</sup> <https://www.youtube.com/watch?v=7hFTFlo4d1c>

<sup>261</sup> <https://www.youtube.com/watch?v=5iXLHm4oT0w>

<sup>262</sup> <https://www.youtube.com/watch?v=pGWXrjaNg-g>

<sup>263</sup> <https://www.youtube.com/watch?v=PtjL555xWqg>

<sup>264</sup> [https://www.youtube.com/results?search\\_query=trafficked+national+geographic](https://www.youtube.com/results?search_query=trafficked+national+geographic)

<sup>265</sup> [https://www.youtube.com/results?search\\_query=romance+scams](https://www.youtube.com/results?search_query=romance+scams)

<sup>266</sup> <https://connect.usa.gov/dating-or-defrauding>

official online website or account, local bank branch, back of credit card, or other trusted source and call them back.

- 3) **DO NOT** answer the door unless you know who it is. Get an easy-to-set up [Blink](#)<sup>267</sup> or other brand wi-fi enabled doorbell camera – \$50 or less. Official credentials and uniforms can easily be mimicked by criminals. If someone shows up and claims to be with law enforcement and demands you open the door, call 911 to confirm that they have been dispatched to your location, even if they claim to have a warrant and flash an “official-looking” paper in front of you. Be wary of any ruses to lure you out of the house, e.g., looking for a lost dog, child, etc., damage to your vehicle or house,..
- 4) **DO NOT** let anyone, especially someone you don’t know personally, for any reason, intimidate, scare or shame you into providing personal or financial information or payments or coerce you into engaging in questionable activities. (moving money, trans-shipment goods, etc. – See #7 in the previous section.)
- 5) **DO NOT** open text messages, e-mails, pop-up ads from unknown senders and if you do, **DO NOT** click on any links inside or call any phone numbers contained in them - doing so can install all kinds of malware on your computer or cell phone or put you in personal contact with the scammers. **Think before you click or call!**
- 6) **DO NOT** give anyone remote access to your computer unless **you initiate** contact and you are **absolutely certain** they are a legitimate computer repair service and not a scam. Pop-up warnings for virus infection/tech support on your computer are generally scams. Do an Internet search of their name and or toll-free number for scam reports.
- 7) **DO NOT** use (insert or swipe) a **debit** card in **any** point-of-sale terminal, gas pump, etc., where skimmers/shimmers may be present. *(In fact, consider getting rid of any **debit** cards – they can give criminals **direct access** to all the money in your bank account and replacing those funds can take time and is a tedious process -see articles below.)* Commercially, publicly available devices claiming to be able to detect the presence of skimmers/shimmers may not always detect all of them. Pay with cash, dedicated gas station credit card, other credit (**not debit**) card, limited amount gift card.
  - [Why You Should Never Use A Debit Card to Pay for Anything – Clark Howard](#)<sup>268</sup>
  - [5 Reasons You Probably Shouldn’t Use a Debit Card – Reader’s Digest](#)<sup>269</sup>
  - [5 Reasons Always Using A Debit Card is a Major Mistake – Yahoo Finance](#)<sup>270</sup>
- 8) **DO NOT** store payment information (credit card numbers, bank account numbers, etc.), on websites that offer this as a convenience for making future purchases. **See #1 below.**
- 9) **DO NOT** send money, funds, anything of value, etc., in any form or via any method or give out personal information to someone you don’t know.
- 10) **DO** exercise **extreme caution** when making purchases of any goods or services, especially real estate rentals, automobile purchases, work-at-home jobs, etc., through social media, message boards, etc. – these are rife with scammers and other bad actors. **DO NOT** arrange to meet people you don’t know. But if you must, say for a

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<sup>267</sup> <https://blinkforhome.com/>

<sup>268</sup> <https://clark.com/personal-finance-credit/never-use-debit-card-pay/>

<sup>269</sup> <https://www.rd.com/list/times-shouldnt-use-debit-card/>

<sup>270</sup> <https://finance.yahoo.com/news/5-reasons-why-almost-never-220012233.html>

legitimate transaction (purchase or sale) for goods, meet in a very public place, like the public parking area at a police station, and take a friend with you and let a 3<sup>rd</sup> party who will not be present know the full details of those activities and set a time for you to check in with them and establish an emergency code word/phrase.

- 11) **DO** add a “trusted contact” (not necessarily a joint owner) to your financial accounts in the event you become incapacitated or a victim of fraud. Make sure you know and trust this person very well!
- 12) **CRITICAL: DO** have a special family “code word or phrase” for emergencies so you know you are really speaking with an actual family member and not a scammer or AI impersonating someone. Do not e-mail, text or post anywhere online this code word/phrase.
- 13) **DO** use a Medicare Healthcare Journal and compare it to your EOB’s (Explanation of Benefits) or MSN (Medicare Summary Notice) paper or online statements for fraudulent activity or billing errors. Be very wary of significantly delayed billing dates from what you have in your journal. **Note:** People on Medicare Advantage Plans and Medicare Part D receive EOB’s and people on regular Medicare receive MSN’s. In Oklahoma, order journals by calling the Medicare Assistance Program office at 800-763-2828. If you are in another state, just do an online search for “(your state’s name) Medicare Assistance Program”.” You can also view your Medicare statements/charges with your online account at: <https://www.medicare.gov>

## **CRITICAL STEPS TO SECURING YOUR PERSONAL INFORMATION**

1. **DO** use passwords/passphrases at least 12 characters long (combination of upper and lower case letters, numbers, symbols, spaces). Use a unique password for each account – no duplicates. Change passwords every 6 months. **DO** use a third party password/credential manager like [Dashlane](https://www.dashlane.com/)<sup>271</sup>, [BitWarden](https://bitwarden.com/)<sup>272</sup> (or others) on all your electronic devices to secure your information. Alternatively, [here is info on constructing a paper password management system](https://www.blackhillsinfosec.com/the-paper-password-manager/)<sup>273</sup>. **DO NOT** use any of these [50 most common passwords](https://thriveweb.com.au/blog/50-most-common-passwords-2022)<sup>274</sup>.
2. **DO** enable 2-step login (aka 2 factor authentication, 2FA) protocols on **ALL** your online accounts where you have to enter your user ID and password to log in. Alternate methods include Authenticator apps and Passkeys.
3. **DO** set up text alerts on all your banking and credit accounts so that you will receive an alert text or e-mail any time **any** transaction has occurred with those accounts. Immediately contact the fraud departments of those accounts if you did not initiate the transaction.
4. **DO** review your [consumer credit reports](https://www.annualcreditreport.com/index.action)<sup>275</sup> and [ChexSystems](https://www.chexsystems.com/)<sup>276</sup> reports at least annually. Because of all the Covid-related fraud, the credit bureaus are still allowing you to view them for free on a weekly basis.

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<sup>271</sup> <https://www.dashlane.com/>

<sup>272</sup> <https://bitwarden.com/>

<sup>273</sup> <https://www.blackhillsinfosec.com/the-paper-password-manager/>

<sup>274</sup> <https://thriveweb.com.au/blog/50-most-common-passwords-2022>

<sup>275</sup> <https://www.annualcreditreport.com/index.action>



5. **DO** consider signing up for free credit monitoring services with [Credit Karma](#)<sup>277</sup> and [Credit Sesame](#)<sup>278</sup> **BEFORE** taking step 7.).
6. **DO** set up online accounts (before someone else does it for you) with: [Social Security \(includes Medicare\)](#)<sup>279</sup>, [eBenefits](#)<sup>280</sup> (military & government benefit recipients), [VA](#)<sup>281</sup>, [USPS](#)<sup>282</sup>, [USPS Informed Delivery](#)<sup>283</sup> **BEFORE** taking step 7.).
7. **DO** consider a credit **freeze** or credit **lock** (they are different – [article here](#)<sup>284</sup>) with the [Big 3 credit reporting agencies](#)<sup>285</sup> and the [NCTUE](#)<sup>286</sup>, even and especially for children. If you do, be sure to keep your login credentials in a very safe place!!! And do this **AFTER** steps 4.) thru 6.), otherwise you will have to go through the process of unlocking or unfreezing your accounts to sign up for some of them or get a special temporary passcode from the government agencies. Here are two good articles on this subject explaining the process: [Article 1](#)<sup>287</sup>. [Article 2](#)<sup>288</sup>.
8. **DO** only use a [Uniball Signo brand #207](#)<sup>289</sup> anti-fraud gel ink pen to fill out checks and **ONLY** place outgoing mail in a drop box **inside** a U.S. Postal Service substation during business hours. Note that **not** all “gel” ink pens use the special anti-fraud ink; it must say so on the packaging. Also, hold the envelope up to a bright light - be sure the envelope has adequate security features to mask what is inside (like a check) and insert additional pieces of paper to mask the contents, if necessary. **Best practice:** Go “paperless,” get your monthly bills via e-mail, pay them online and avoid writing **any** checks if at all possible – they are one of the most compromised methods of payments at this time because our mail system is compromised now. Go to your local bank branch and sign up for online banking. Pay bills with a credit card (**NOT** debit card – see articles in #7. in previous section) or use auto draft to your checking account to pay monthly bills. You should have a **dedicated credit card** for recurring payments that is never used/swiped in a Point-of-Sale terminal like the gas station or grocery store. Also, you should have at least 2 bank accounts – one where the majority of your money is housed (and that you do not give out the account number) and a smaller one where you only move enough money each month to cover your bills. **Ideally**, pay each bill manually (instead of auto-draft), monthly once you receive your e-bill – this avoids you having your account number information stored on someone else’s server where it could be subject to data breaches. Some banking apps, security software suites and PayPal allow you create a unique (virtual), one-time-use credit card number (tied to your actual credit card number) to make payments, that way, the vendor, nor anyone else, ever sees your real credit card number. Pay your taxes electronically, as well.

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<sup>276</sup> <https://www.chexsystems.com/request-reports/consumer-disclosure>

<sup>277</sup> <https://www.creditkarma.com/>

<sup>278</sup> <https://www.creditsesame.com/>

<sup>279</sup> <https://www.ssa.gov/>

<sup>280</sup> <https://www.ebenefits.va.gov/ebenefits/homepage>

<sup>281</sup> <https://www.va.gov/>

<sup>282</sup> <https://www.usps.com/> (Yes, it is **.com** in this case since the USPS is not an official government agency)

<sup>283</sup> <https://www.usps.com/manage/informed-delivery.htm>

<sup>284</sup> <https://www.nerdwallet.com/article/finance/credit-lock-and-credit-freeze>

<sup>285</sup> <https://www.annualcreditreport.com/index.action>

<sup>286</sup> <https://www.nctue.com/consumers>

<sup>287</sup> <https://clark.com/credit/credit-freeze-and-thaw-guide/>

<sup>288</sup> <https://pirg.org/edfund/resources/identity-theft-is-soaring-reduce-your-risk-dramatically-by-simply-freezing-your-credit-files/>

<sup>289</sup> <https://uniballco.com/collections/207>

9. **DO** run some sort of **paid**, not free, third-party full software security suite (firewall, anti-virus, anti-spam, anti-malware, anti-ransomware, etc., to protect against malicious websites, spam, malware, viruses, keyloggers, other system intrusions, etc.) If you use a computer this is absolutely a **critical** step you **must** take, **no exceptions!** [Bitdefender Total Security](#)<sup>290</sup>, [Norton 360 Deluxe](#)<sup>291</sup> and [McAfee](#)<sup>292</sup> consistently get the highest ratings from industry publications. Just do a search for “best software security suite” for other options. Also, be sure to have a knowledgeable person adjust the software’s settings to ensure that you have the maximum protection enabled. There are many other steps you need to take to be cyber-secure, so for more computer safety tips, be sure to read my free 180+ page ***Identity Theft*** e-Book on the [Publications page of my website](#)<sup>293</sup>.
10. **DO** backup your computer files and smart devices regularly. You can use an external hard drive such as a [Western Digital Passport](#)<sup>294</sup> external hard drive, or cloud back-up service like [Carbonite](#)<sup>295</sup> or [iDrive](#)<sup>296</sup>. Just remember, external hard drives are still susceptible to the same damage, loss, failure, and theft as your computer.
11. **DO** check with your local county clerk or assessor to see if they offer some type of “lien alert system” to notify you about unexpected changes to your home’s (or other real estate holding’s) title(s) and or deed(s) and sign up for it. Yes, home theft is becoming a big problem.

### **REMEMBER THESE WORDS OF WISDOM**

- 1) If it sounds too good (or unbelievable) to be true, it probably is.
- 2) There is no free lunch.
- 3) If you didn’t enter the contest, you can’t win. (Foreign lotteries are illegal in U.S.)
- 4) When in doubt, check it out! (Do an Internet search for scam-related reports.)
- 5) Think before you click or call!
- 6) An ounce of prevention (from taking steps laid out in this report) is truly worth a ton of cure when it comes to this kind of crime.

**STAY UP-TO-DATE WITH ALL THE LATEST SCAMS & FRAUD & GET THE BEST SAFETY TIPS BY JOINING YOUR LOCAL COUNTY SHERIFF’S TRIAD GROUP ([more info here](#))<sup>297</sup>!!! OPEN TO THE PUBLIC, FUN, FREE & NO COMMITMENTS. DO IT NOW!!!**

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<sup>290</sup> <https://www.bitdefender.com/>

<sup>291</sup> <https://us.norton.com/#>

<sup>292</sup> <https://www.mcafee.com/en-gb/index.html>

<sup>293</sup> <https://www.magnusomnicorps.com/publications.html>

<sup>294</sup> <https://www.westerndigital.com/>

<sup>295</sup> <https://www.carbonite.com/>

<sup>296</sup> <https://www.idrive.com/>

<sup>297</sup> <http://www.magnusomnicorps.com/oklahoma-county-triad.html>

*For more information, get your free, 190+ page e-book*

**Special Report: Identity Theft, Financial Fraud & Cyber-Crime – Problems, Solutions and Mitigation Strategies at:**

<https://www.magnusomnicorps.com/publications.html>

## **BEST INTERNET RESOURCES TO KEEP ON TOP OF FRAUD AND SCAMS**

I strongly suggest subscribing to the periodic newsletters (e-mails) and podcasts from the websites that offer them. These websites do not sell or otherwise share your contact information.

<http://www.aarp.org/money/fraudwatchnetwork> (excellent, free!)  
AARP Fraud Watch Network Hotline<sup>298</sup> (Questions? Report, get help/guidance.  
Free to all!): 877-908-3360

<https://www.bbb.org/scamtracker/us>

<https://fraudoftheday.com/>

<http://www.krebsonsecurity.com>

<http://www.getsafeonline.org>

<https://www.consumer.ftc.gov>

<http://www.cyberguy.com>

<http://www.komando.com>

<http://www.clark.com>

[https://twit.tv/shows?shows\\_active=1](https://twit.tv/shows?shows_active=1)

<https://informationisbeautiful.net/visualizations/worlds-biggest-data-breaches-hacks/>

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<sup>298</sup> <https://www.aarp.org/money/scams-fraud/helpline.html?intcmp=AE-SCM-FRD-HLPLN>

<https://www.upguard.com/blog/biggest-data-breaches>

<https://www.identityforce.com/blog/2023-data-breaches>

<https://www.identityforce.com/blog>

<https://www.consumeraffairs.com/finance/identity-theft-statistics.html>

<http://www.magnusomnicorps.com/publications.html>

***Disclaimer Summary:** The information in this publication was obtained from various sources. While it is believed to be reliable and accurate, Magnus Omnicorps, LLC does not guarantee the accuracy or reliability of the information. This publication is for informational purposes only and is far from all-inclusive or a complete review of the topics discussed. These suggestions are not a complete list of every loss control measure. Use this information at your own risk and discretion. Magnus Omnicorps, LLC makes no guarantees of results from use of this information and assumes no liability in connection with the information nor the suggestions made. **The author is not an attorney and does not give legal advice.** If you need legal advice, contact a competent, licensed attorney who specializes in the area of law in which you need assistance. As a community/public service, Magnus Omnicorps, LLC, authorizes the reproduction and distribution of this report as long as attribution markings and this disclaimer are retained.*



# Fraud Conference Resource List & Other Helpful Resources for Oklahoma Seniors

*Revised and Updated Frequently*

**October 9, 2024**

**This list and other publications are available for free in PDF format on the *Publications* page of [Magnus Omnicorps' website](http://www.magnusomnicorps.com).<sup>299</sup>**

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<sup>299</sup> <http://www.magnusomnicorps.com/home.html>

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[CLICK HERE FOR OTHER FREE PUBLICATIONS AVAILABLE FROM MAGNUS OMNICORPS<sup>300</sup>](#)

**B.O.B. (Bug Out Bag) Guide**

**Estate Sale Survival Guide**

**Apartment Living: Selection & Guide w/Special Section for Senior Living Communities**

**Special Report: Long Term Care from the Inside Out**

**Special Report: Identity Theft, Financial Fraud & Cyber-Crime – Problems, Solutions and Mitigation Strategies**

**The Life Manual: How to be Highly Successful and Have a Less-Stressful Life Through Proper Education, Life Planning, Teamwork and the Right Attitude**

If you missed the big, annual Fraud Conferences of 2023 or 2024, you missed out on a lot of great information to help you not only avoid scammers and fraudsters, but how to insulate

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<sup>300</sup> <http://www.magnusomnicorps.com/publications.html>

yourself from it and, most importantly, who to turn to in the event you are victimized by these criminals and need help putting the pieces back together. Video editing has been completed and here are the Zoom links to the 2024 conference so those who missed it can watch and get all the beneficial information.

[2<sup>nd</sup> Annual Fraud Prevention Conference, Day 1, July 12, 2024](#)

[2<sup>nd</sup> Annual Fraud Prevention Conference, Day 2, July 19, 2024](#)

[2<sup>nd</sup> Annual Fraud Prevention Conference, Day 3, July 26, 2024](#)

Below is a list of organizations gleaned from the first and second conferences that can help you if you run into trouble and places you can go to keep up-to-date on the latest threats. I have also included some other, relevant resources from my other reports, guides, e-books and website. (*If you do not live in Oklahoma, most states and cities have similar organizations and services.*)

**Immediate** reporting these crimes is imperative as law enforcement uses this information to not only track down these criminals and hopefully recover your assets, but to identify trends so they can better inform and warn the public of what to look out for and how to protect ourselves. Also, in many cases, some type of report to an official regulatory agency, such as your local police and other state and federal agencies, will be needed by other organizations to help recover your assets. Reporting also helps these agencies justify their budgets and manpower to legislators so they can more effectively and expeditiously help the public combat this growing problem.

Educating the public is key to preventing this type of crime – we cannot legislate or prosecute our way out of this. Many of the organizations listed below offer free speakers to help educate you, your group, community, etc., about this type of crime – call them to request a speaker.

**In the event you are scammed, defrauded, have your identity or financials compromised, follow these steps first:**

1. Contact your financial institution(s) **immediately** and alert them of the incident.
2. Go to <https://www.idtheft.gov> and follow the steps indicated.
3. Call 911 and file a report with the local police or sheriff.
4. File a report with the [FTC](#)<sup>301</sup> if you did not already do so in Step 2.
5. File a report with the FBI's [IC3](#)<sup>302</sup>, if an Internet-related crime if you did not already do so in Step 2.
6. File a report with any of the other, appropriate, respective oversight agencies below.
7. Contact the [VictimConnect Resource Center](#)<sup>303</sup> and or U.S. Dept. of Justice (DOJ) [Office for Victims of Crime - National Elder Fraud Hotline](#)<sup>304</sup> to be connected with a counsellor to help you (contact info below).
8. Also check here for additional resources: <https://victimsofcrime.org/victim-recovery-checklist/>
9. Follow the tips in ***Magnus Omnicorps LLC's Special Report - ID Theft Reminder Tip Sheet*** on the [Publications page of the main website](#)<sup>305</sup> to help secure your electronic life.
10. If you are experiencing, stress, duress, have thoughts of hopelessness, despair, suicide, etc., for **any reason**, dial **988**, the national number for the Suicide and Crisis Lifeline – it

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<sup>301</sup> <https://reportfraud.ftc.gov/>

<sup>302</sup> <https://www.ic3.gov>

<sup>303</sup> <https://victimconnect.org/>

<sup>304</sup> <https://www.justice.gov/stopelderfraud>

<sup>305</sup> <https://www.magnusomnicorps.com/publications.html>

is a free service for all U.S. residents with trained counsellors who can get you the help you need if don't know where else to turn. <https://988lifeline.org/>

### **HAVE I BEEN PWND??**

<https://haveibeenpwned.com/>

**Purpose:** Check here to see if your e-mail has been involved in a data breach.

## **CITY, COUNTY, STATE & FEDERAL GOVERNMENT IDENTITY THEFT & FRAUD RESOURCES**

### **U.S. Federal Trade Commission (FTC)**

<https://reportfraud.ftc.gov/>

<https://www.consumer.ftc.gov>

<https://consumer.ftc.gov/articles/avoiding-and-reporting-gift-card-scams>

877-382-4357

**Purpose:** Report anything you think may be a fraud, scam, or bad business practice. For ideas of what you might report to the FTC, check out [consumer.ftc.gov](https://consumer.ftc.gov) for more information and advice, or take a look at the FTC's latest cases at [ftc.gov](https://ftc.gov).

### **National Do-Not-Call Registry**

<https://www.donotcall.gov/>

**Purpose:** Prevent sales & marketing calls from legitimate businesses. Also report unwanted calls here. Note some organizations are exempt – see website for more info.

### **AND/OR:**

<https://www.identitytheft.gov>

877-438-4338

**Purpose:** Jump off point to report if you've been defrauded in **any** way – walks you through steps to correct and recover.

### **U.S. Federal Bureau of Investigation (FBI) - Internet Crime Complaint Center (IC3)**

<https://www.ic3.gov>

**Purpose:** IC3 is the nation's central hub for reporting cyber crime.

### **U.S. Federal Bureau of Investigation (FBI) – Oklahoma City Office**

<https://www.fbi.gov/contact-us/field-offices/oklahomacity/community-outreach>

### **U.S. Federal Bureau of Investigation (FBI)**

<https://www.fbi.gov/how-we-can-help-you/scams-and-safety/common-scams-and-crimes/elder-fraud>

### **U.S. Dept. of Justice (DOJ)**

<https://www.justice.gov/criminal-fraud/report-fraud>



<https://www.justice.gov/civil/consumer-protection-branch>  
<https://www.justice.gov/elderjustice/senior-scam-alert>  
<https://www.justice.gov/elderjustice/financial-exploitation>

877-FTC-HELP (877-382-4357)

877-ID-THEFT (877-438-4338)

**Purpose:** Report fraud, information to other organizations that can assist you.

### **U.S. Treasury Departments Financial Crimes Enforcement Network (FinCEN)**

<https://www.fincen.gov/>

**Purpose:** To safeguard the financial system from illicit use, combat money laundering and its related crimes including terrorism, and promote national security through the strategic use of financial authorities and the collection, analysis, and dissemination of financial intelligence.

### **FDIC Consumer Resource Center - Money Smart for Older Adults**

<https://www.fdic.gov/consumer-resource-center/money-smart-older-adults>

**Purpose:** Provide educational materials (syllabi, PowerPoints, guides, student materials, etc.) to help laypersons and professionals educate on a variety of scams, fraud, etc.

### **U.S. Consumer Protection Financial Bureau**

<https://www.consumerfinance.gov/consumer-tools/educator-tools/resources-for-older-adults/>

<https://www.consumerfinance.gov/consumer-tools/managing-someone-elses-money/>

**Purpose:** A wealth of resources for all things financial, including free, downloadable informational and educational materials for the public, professionals and educators.

### **National Center for Victims of Crime – VictimConnect Resource Center**

<https://victimconnect.org/> (also you can go to the website to text chat with a counsellor)

855-484-2846

**Purpose:** A nonprofit organization that advocates for victims' rights, trains professionals who work with victims, and serves as a trusted source of information on victims' issues. Provides direct services and resources to victims of crime across the country, advocates for stronger rights, protections, and services for Victims. Delivers training and technical assistance to victim service providers and allied professionals serving victims of crime. Fosters innovative thinking about the impact of crime and the ways in which each of us can help victims regain control of their lives. NCVC has operated two hotlines, **VictimConnect Resource Center** and **DC Victim Hotline**, since 2015. Both programs provide phone, chat, and text-based services to all victims of crime. Visitors to the hotlines can receive strength-based and trauma-informed services and referrals in over 200 languages. NCVC's Victim Assistance Specialists receive extensive training and mentoring to provide emotional support, information, and referrals that empower visitors as they navigate the physical, emotional, legal, and financial consequences of crime. Outreach & Training for the Community & Partners: We partner with community agencies to provide training and presentations. We provide general outreach and table at community events. If you are interested in having us attend an event or provide a presentation, please contact us at [hotlineleadership@victimsofcrime.org](mailto:hotlineleadership@victimsofcrime.org) or call the VictimConnect Resource Center between 8-4 Monday through Friday and ask to speak to a supervisor.

### **National Center for Victims of Crime, Financial Fraud Victim Recovery Checklist:**

<https://victimsofcrime.org/victim-recovery-checklist/>

### **U.S. Department of Health and Human Services, Office of the Inspector General**

<https://oig.hhs.gov/fraud/>

800-HHS-TIPS (800-447-8177)

**Purpose:** OIG Hotline Operations accepts tips and complaints from all sources about potential fraud, waste, abuse, and mismanagement in the U.S. Department of Health and Human Services' programs, including Medicare and Medicaid.

### **United States Postal Service Mail Fraud**

<https://www.postalinspectors.uspis.gov>

800-372-8347

**Purpose:** Report any type of fraud, theft, misuse of U.S. Mail and its services.

### **United States Attorney's Office – Western District of Oklahoma**

<https://www.justice.gov/usao-wdok/programsinitiatives/community-outreach>

405-553-8700

**Purpose:** The USAO is committed not only to prosecuting those who violate the law, but also to preventing crime and helping those who have completed prison sentences return to our communities. Our outreach programs keep us in touch with the public we serve and build safer communities with the help of residents, community leaders, non-governmental organizations, local governments, and educators.

### **United States Secret Service (USSS)**

<https://www.secretservice.gov/>

405-272-0630 Other field office numbers here: <https://www.secretservice.gov/contact/field-offices>

**Purpose:** The Secret Service is the world's most elite protection force and is at the cutting edge of investigating complex, cyber-enabled financial crime. To execute on these mission skill-sets, the Secret Service integrates rigorous training, skilled financial management, continuous human capital efforts, and robust strategic planning. These elements are typically carried out by administrative, professional, and technical personnel, who are career professionals such as accountants, analysts, attorneys, engineers, IT experts, project managers, statisticians and many more to create a culture of empowered, decisive and effective leadership.

### **Oklahoma Attorney General – Consumer Protection Unit**

<https://www.oag.ok.gov/citizen-resources>

<https://oklahoma.gov/oag/about/divisions/cpu.html>

833-681-1895

405-521-2029

Oklahoma City main: 405-521-3921

Tulsa main: 918-581-2885

**Purpose:** Report any kind of fraudulent or illegal dealings, problems, etc., with any public or private businesses you interact with, includes Medicaid and utilities. Through its Consumer Protection Unit (CPU), the Office of the Attorney General is committed to ensuring a safe and fair marketplace in Oklahoma. To achieve this goal, the Consumer Protection Unit assists Oklahoma consumers through community outreach and education programs, mediation of consumer complaints and taking legal action when necessary against individuals or businesses engaged in deceptive, fraudulent or unfair advertising or sales practices. **Consumer Complaints** The CPU processes thousands of consumer complaints every year. In many cases, the dispute can be resolved over the phone by a consumer representative or through a written mediation process. Through this process, the CPU returns tens of thousands of dollars in refunds to consumers every year.

### **U.S. Dept. of Justice (DOJ) National Center for Disaster Fraud**

<https://www.justice.gov/disaster-fraud>

866-720-5721

**Purpose:** Allows you to submit complaints of fraud, waste, abuse, or mismanagement related to any man-made or natural disaster, to include criminal activity related to the coronavirus (COVID-19) and to advocate for the victims of such fraud.

### **Oklahoma Dept. of Consumer Credit**

<https://www.ok.gov/okdocc/Complaints/index.html>

[https://www.ok.gov/okdocc/Consumer\\_Resources/License\\_Rosters/](https://www.ok.gov/okdocc/Consumer_Resources/License_Rosters/)

800-448-4904

**Purpose:** Protect and educate consumer buyers, lessees and borrowers against unfair practices, and are fair and impartial in the regulation of consumer credit transactions in Oklahoma. Regulates the following industries: Mortgage lender, mortgage broker, mortgage loan originator, supervised lender, pawnbroker, rental purchase lessor, health spa, precious metal and gem dealer, credit services organizations, consumer litigation funder, notification filing, Oklahoma small lender.

### **City of Oklahoma City Action Center for Resident Reporting**

<https://www.okc.gov/residents/action-center/report>

405-297-2535

**Purpose:** Citizens can report issues related to and have code inspectors investigate: Animal welfare, disability related, fire, fireworks, graffiti, health hazards, high grass or weeds, homeless outreach, OG&E street light outage, parking, parks, permits/inspections/licensing, police, property maintenance, public transportation, renter/tenant/landlord, streets/creek/drainage, traffic signage, signals, trash/junk & debris, view obstruction, water/sewer, zoning violation. Be sure to get [their OKC Connect app](#)<sup>306</sup> for your smart device. See their webpage for several other contact options..

### **Community Action Agency of Oklahoma City**

<https://www.caaofokc.org/>

405-232-0199

**Purpose:** Today the division has greatly expanded to offer [legal assistance](#); [tax assistance](#); summer [youth programs](#); [senior transportation](#) to meal sites, medical appointments, and shopping; [rent and mortgage assistance](#); financial services and training for entrepreneurs, home purchasing and education assistance, home repair and weatherization, Head Start for children and many, many other community needs.

### **Oklahoma County Clerk**

<https://www.oklahomacounty.org/elected-offices/county-clerk>

405-713-1540

**Purpose:** Multi-purpose – everything related to county business and records-keeping. See website for full information. Also manages the:

#### **Oklahoma County Property Lien Alert System**

<https://alert.okcc.online/info.php>

**Purpose:** Pro-actively notify registered property owners of any changes to their recorded documents. Note that this system may be down from time-to-time – check back frequently for updates on the website.

### **Oklahoma County Sheriff's Office**

405-713-1000

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<sup>306</sup> <https://www.okc.gov/residents/action-center/okc-connect-app>

<https://www.oklahomacounty.org/elected-offices/sheriff>

**Purpose:** Law enforcement, community outreach and education on crime prevention.

### **Oklahoma Country Sheriff's Office & Metro Tech Crime Prevention, Fraud & Scam Awareness**

<https://www.metrotech.edu/business-training/safety/crime-prevention>

**Purpose:** An informative virtual series where we delve into the sophisticated frauds and scams targeting our community, emphasizing the importance of protecting senior citizens in the digital landscape. Financial fraud is an ongoing problem, and criminals are using sophisticated methods to target victims and perpetrate these crimes. A monthly collaboration between Metro Tech, OK County Sheriff's Office Triad program, and expert guest speakers on the 3rd Wednesday of each month sharing vital information to keep you ahead of the fraudsters.

### **Oklahoma County Sheriff's and Oklahoma City Police's TRIAD Program**

Seniors, locally this is the #1 program with which you **MUST** be involved! They work with all the organizations listed here and dozens of other community partners to bring you the latest and greatest senior-related info through their monthly public meetings at 20 different, convenient metro locations ([and online](#))<sup>307</sup> and other annual public seminars and events throughout the year. It is all 100% free and without any obligation whatsoever.

- [OCSO TRIAD Brochure](#)<sup>308</sup>
- [OCPD TRIAD Brochure](#)<sup>309</sup>
- <https://www.oklahomacounty.org/Elected-Offices/Sheriff> (scroll down and expand TRIAD tab)
- <https://www.okc.gov/departments/police/community-programs/triad>
- <https://www.magnusomnicorps.com/oklahoma-county-triad.html>

### **Oklahoma Department of Securities**

<https://securities.ok.gov/Main/>

405-280-7700

**Purpose:** The activities of the Department of Securities consist of receiving and processing applications for registration or exemption of securities, business opportunities, takeovers and subdivided land offered in and/or from the state of Oklahoma, including reviewing the offering documents and sales material to be used; receiving and processing applications for registration of broker-dealers, agents, investment advisers, and investment adviser representatives; periodic on-site examining of registrants for compliance with the applicable acts; disseminating information through public lectures, programs, correspondence, and the press, so that professional groups and the public at large may become better acquainted with the requirements and provisions of the acts subject to the jurisdiction of the Department; investigating complaints concerning the offer and/or sale of securities, business opportunities, and subdivided land; taking administrative actions upon notice of violations of the acts; taking civil action where necessary; making criminal referrals to appropriate law enforcement officials, and/or by assisting in such prosecutions. The Department also receives filings of the final documents for bonds, notes or other evidences of indebtedness of any public trust.

### **Oklahoma Human Services – Aging Your Way: Oklahoma's Multisector Plan on Aging**

<sup>307</sup> <https://www.metrotech.edu/business-training/courses-training/crime-prevention>

<sup>308</sup>

<https://nebula.wsimg.com/9b1649d0d9d3ea4cb35bcb48cb84ba5f?AccessKeyId=602ED0BF003FFC4E99AF&disposition=0&alloworigin=1>

<sup>309</sup>

<https://nebula.wsimg.com/a3d77d6ea4e14c7cbe0029cfa429a948?AccessKeyId=602ED0BF003FFC4E99AF&disposition=0&alloworigin=1>

<https://oklahoma.gov/okdhs/services/cap/mpa.html>

**Purpose:** Oklahoma Human Services has led a collaborative effort to develop a plan called *Aging Our Way: Oklahoma's Multisector Plan on Aging* to prepare the state for this impending — and significant — demographic shift expected within the next 10 years. The plan engages public, private and other organizations to address the anticipated population shift in older Oklahomans – specifically those 60 and older. Our goal is to give every older adult the confidence to live life on their terms and to provide them with the resources needed to lead a healthy lifestyle. We also seek to:

- Build relationships across public and private sectors and facilitate relationships across a diverse group of stakeholders to improve services to aging Oklahomans
- Raise awareness of aging issues and establish statewide priorities to cater to the needs and demands of the growing population
- Create strategic synergies and positively impact areas which go beyond traditional healthcare like economic development, workforce, among others.

### **Dale K. Graham Veterans Foundation**

**Purpose:** Serving veterans and their families:

At the Dale K. Graham Veterans Foundation, we assist veterans with filing pension and other benefits claims through the U.S. Department of Veterans Affairs and provide any other necessary assistance at no charge. We are committed to making sure every veteran and their families get the benefits they need and deserve to protect their future.

<https://dalekgrahamveteransfoundation.org/>

405-550-8806

### **Oklahoma Department of Veterans Affairs (this is the Oklahoma State Dept., not federal)**

**Purpose:** Serving Oklahoma veterans and their families:

<https://oklahoma.gov/veterans.html>

## **MEDICARE, MEDICAID & SOCIAL SECURITY FRAUD**

### **U.S. Dept. of Health & Human Services Office of Inspector General**

<https://oig.hhs.gov/fraud/>

**Purpose:** Accept complaints about fraud, waste and abuse in Medicare, Medicaid and other HHS programs and from HHS employees, grantees and contractors who are reporting wrongdoing at HHS and its programs (whistleblowers) for the first time.

### **Medicare**

<https://www.medicare.gov/>

800-633-4227

**Purpose:** Also see **INSURANCE FRAUD** section for state offices.

### **U.S. Social Security Administration**

800-269-0271

Fraud Hotline: 800-269-0271 (may be a long wait on hold to get to a rep)

<https://www.ssa.gov>

<https://oig.ssa.gov/>

<https://oig.ssa.gov/report/>

<https://www.ssa.gov/scam/>

<https://www.ssa.gov/fraud/>

**Purpose:** Report any social security number or social security account fraud and identity theft.

## **TAX FRAUD**

### **IRS Tax Fraud & Scam/Fraud Alerts**

<https://www.irs.gov/identity-theft-central>

<https://www.irs.gov/newsroom/tax-scamsconsumer-alerts>

800-908-4490

**Purpose:** Report federal tax-related fraud and identity theft.

### **Oklahoma Tax Commission**

<https://oklahoma.gov/tax.html>

405-521-3160

**Purpose:** Report state tax-related fraud and identity theft.

## **INSURANCE FRAUD**

### **Oklahoma Insurance Department (OID)**

<https://www.oid.gov>

<https://www.oid.ok.gov/consumers/>

405-521-2828

**Purpose:** Takes complaints of any kind for any type of insurance/warranty product or company offering such products and or services.

### **Oklahoma Medicare Assistance Program (MAP) and Senior Medicare Patrol (SMP) and State Health Insurance Counselling Program (SHIP)**

<https://www.oid.ok.gov/consumers/information-for-seniors/>

405-521-2828

800-763-2828

**Purpose:** To assist Oklahoma residents with all things Medicare, including the reporting of fraud, waste and abuse. Also call the numbers above to order more **Healthcare**

**Journals** or online here: <https://www.oid.ok.gov/consumers/information-for-seniors/#1684764802966-026f9ba0-6e87>

## **REAL ESTATE FRAUD**

### **Oklahoma Real Estate Commission (OREC)**

<https://oklahoma.gov/orec.html>

405-521-3387

**Purpose:** Licenses real estate agents and brokerages, provide oversight, investigate complaints. Not for multi-family rental properties.

### **Oklahoma Metropolitan Association of Realtors (OKCMAR)**

<https://okcmar.org/>

405-840-1493

**Purpose:** A private, professional trade organization that promotes professionalism in the industry. Investigates professionalism/ethics complaints against members and brokerages and refers to OREC if necessary. Also manages the home MLS (multi-list system) and Realtor lockboxes.

### **Oklahoma Construction Industries Board**

<https://cib.ok.gov/consumers>

405-521-6550

877-484-4424

**Purpose:** Regulates skilled trades (Plumbing, Electrical, Mechanical, Roofing, Building and Construction Inspectors, and Home Inspectors) to ensure there is compliance with the minimum standard of statutory requirements to perform skilled-trade, or craft-trade work in order to protect life and property of the public by licensing and inspection of the related trades for the health, safety and welfare of the public.

### **Oklahoma Home Builders Association**

<https://www.okhba.org/>

405-843-5579

**Purpose:** A private, professional trade organization that promotes their members and the professionalism of their industry and are dedicated to providing safe, quality, and affordable housing for the citizens of Oklahoma. Contact them to see if your builder is a member and certified and also if they are certified in any special areas such as senior housing, green construction, etc.

## **INVESTMENT BROKER/SECURITIES FIRMS CHECKS**

### **U.S. Securities & Exchange Commission**

<https://adviserinfo.sec.gov>

<https://www.sec.gov/check-your-investment-professional>

<https://www.sec.gov/complaint/select.html>

<https://www.investor.gov/introduction-investing/getting-started/working-investment-professional/check-your-investment>

Complaints: 800-732-0330

Whistleblower tips: 202-551-4790

**Purpose:** Resources for consumers to research investment counselling professionals and firms, licensure status, complaints and file complaints.

### **Financial Industry Regulatory Authority (FINRA)**

<https://www.brokercheck.finra.org>

<https://www.adviserinfo.sec.gov>

<https://www.finra.org/investors/need-help/helpline-seniors>

800-289-9999

**Purpose:** A private American corporation that acts as a self-regulatory organization that regulates member brokerage firms and exchange markets. Research investment counselling professionals and firms, licensure status and raise concerns about issues with brokerage accounts and investments.

### **Oklahoma Department of Securities**

<https://www.securities.ok.gov>

405-280-7700

**Purpose:** Oversight, registration, and complaint investigation of securities, broker-dealers and investment advisers.

### **Oklahoma Bankers Association (OBA)**

<https://www.oba.com/>

405-424-5252

866-424-5252

**Purpose:** The OBA serves approximately 200 member banks. Based in Oklahoma City, the OBA assists its members with government relations, educational programs, legal and compliance services, communications, insurance products and numerous products and services. Its basic mission is that of helping banks cope with their common concerns and needs. The OBA works with banks to ensure they have the tools they need to support their communities. We provide fraud training programs to banks at no charge, we bring financial literacy programs to communities across the state and so much more.

## **ELDER FRAUD AND ABUSE**

### **National Domestic Violence Hotline**

<https://www.thehotline.org/>

800-799-7233

**Purpose:** 24 hours a day, seven days a week, 365 days a year, provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse. Contacts to The Hotline can expect highly-trained, expert advocates to offer free, confidential, and compassionate support, crisis intervention information, education, and referral services in over 200 languages.

### **National Center on Elder Abuse**

<https://www.ncea.acl.gov>

800-677-1116

**Eldercare Locator:** <https://eldercare.acl.gov/Public/Index.aspx>

**Purpose:** A national resource center dedicated to the prevention of elder abuse, neglect, and exploitation. The NCEA provides professionals, policymakers, and the public information and resources on elder abuse prevention and response to help ensure that older adults age with dignity and respect, free from maltreatment. Also see elder abuse training resources:

<https://trea.usc.edu/>

### **U.S. Dept. of Justice (DOJ) Office for Victims of Crime - National Elder Fraud Hotline**

[https://www.justice.gov/stopelderfraud\\_or](https://www.justice.gov/stopelderfraud_or)



<https://ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope>  
<https://www.justice.gov/elderjustice/senior-scam-alert>  
833-372-8311

**Purpose:** Provides services to all adults ages 60 and older, who may be victims of financial fraud. Staffed by experienced case managers who provide personalized support to callers by assessing the needs of the victim, and identifying relevant next steps. While the hotline does not serve in an investigatory capacity, case managers will identify appropriate reporting agencies and provide information to callers to assist them in reporting, or connect callers directly with the appropriate agency. The Hotline staff also provide resources and referrals to other applicable services as needed. When appropriate, case managers will complete a complaint form with the Federal Bureau of Investigation Internet Crime Complaint Center for Internet-facilitated crimes and submit a consumer complaint to the Federal Trade Commission on behalf of the caller. Reporting certain financial losses due to fraud as soon as possible, and within the first 2–3 days, can increase the likelihood of recovering losses.

### **U.S. Federal Bureau of Investigation (FBI)**

<https://www.fbi.gov/how-we-can-help-you/scams-and-safety/common-scams-and-crimes/elder-fraud>

### **Oklahoma Department of Human Services Elder Abuse/Adult Protective Services (APS)**

Each year, thousands of vulnerable adult Oklahomans suffer abuse, neglect, and exploitation by family members and other caregivers. Many victims are frail and vulnerable and cannot help themselves and depend on others to meet their basic needs. Adult Protective Services (APS) assists adults who need help taking care of themselves, and who may be experiencing maltreatment. If you or someone you know is concerned about the well-being of an adult friend, neighbor or relative, APS is there to listen and respond.

<https://oklahoma.gov/okdhs/services/cap/aps.html>

<https://www.abuseisnotok.org>

<https://www.ourokdhs.org/s/reportabuse>

Abuse & Neglect Hotline: 800-522-3511 or 911

### **Oklahoma Ombudsman Program (Dept. of Health and Human Services)**

**Purpose:** The Ombudsman Program serves residents in Oklahoma's long-term care facilities, including nursing homes, assisted living and similar adult care homes. An ombudsman helps improve the quality of life and the quality of care available to long-term care facility residents. A long-term care ombudsman is a person who receives complaints from residents of long-term care facilities, their friends or relatives and attempts to resolve those complaints within the facility. The Ombudsman has the authority to explore problems and recommend corrective action to the facility.

405-521-2281

<https://oklahoma.gov/okdhs/services/cap/ombudsman.html>

[National Long Term Care Ombudsman Program & Locator](#)

<https://ltombudsman.org/>

[Direct to Map](#)

[https://theconsumervoice.org/get\\_help](https://theconsumervoice.org/get_help)

**Oklahoma State Dept. of Health, Protective Health Services Provider Survey/Inspection Search** (look here to find assisted living and nursing home administrator names)

<https://surveys.health.ok.gov/>

### **Medicare Nursing Home Ratings**

<https://www.medicare.gov/nursinghomecompare/search.html>

[Oklahoma State Dept. of Health, Long Term Care Complaints Enforcement Div.](https://oklahoma.gov/health/protective-health/medical-facilities-service/complaints-and-enforcement-division.html)

<https://oklahoma.gov/health/protective-health/medical-facilities-service/complaints-and-enforcement-division.html>

### **Oklahoma Caregivers**

**Purpose:** The Oklahoma Caregiver Coalition’s mission is to improve the supports and experiences over the lifespan of family caregivers through education, advocacy, and access to resources.

<https://www.okcares.org>

### **Oklahoma Areawide Aging Agency**

405-942-8500

**Purpose:** Areawide Aging Agency is dedicated to advancing the dignity and independence of older adults in our community. We serve Canadian, Cleveland, Logan and Oklahoma Counties in Oklahoma. Anyone over the age of 60 is eligible for our services; however, those living below the poverty line are the ones who depend upon these services the most to help make ends meet. For over 40 years, our efforts involve funding, coordinating and monitoring programs authorized by the Older Americans Act. [Survival Kit for Seniors](#)<sup>310</sup> (online only 58-page resource guide for all senior-related services, crisis hotlines, etc. – EXCELLENT!)

<https://www.areawideaging.org/>

### **Gatekeeper Program of Oklahoma County**

**Purpose:** The Gatekeeper Program is part of Oklahoma County Social Services and is a community-wide effort to identify and assist vulnerable older residents in need of help. Many of them are healthy, active people involved with family and friends, church or community groups. But many others are not so fortunate. They may live alone and have little contact with others. If they become ill, or unable to function independently, they can easily go unnoticed and unattended. “Gatekeepers” serve as the eyes and ears of the community.

[https://www.oklahomacounty.org/Portals/0/gatekeeperProgram\\_1.pdf](https://www.oklahomacounty.org/Portals/0/gatekeeperProgram_1.pdf)

405-713-1893

## **CREDIT REPORTING AGENCIES**

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<sup>310</sup> <https://www.areawideaging.org/survival-kit>

At the time of this writing (8/4/2024) and because of Covid, you may still get **free** copies of your credit reports **weekly** – you do NOT have to sign up for any products or services. Besides going directly to each credit reporting agency, this is the only official, consolidated website – beware of other, similar-named websites. **Source:** <https://www.annualcreditreport.com>

**Purpose:** If someone has used your personal identification to fraudulently establish credit, report the incident as quickly as possible to each of the credit reporting agencies and request that a fraud alert be placed on your file.

### **TransUnion**

<https://www.transunion.com/>

Service Center: 800-916-8800

Report Fraud: 800-680-7289

ID Theft Restoration: 833-570-2959

### **Equifax**

Main: <https://www.equifax.com/>

Identity Theft Protection: <https://www.equifax.com/personal/identity-theft-protection/>

Main: 888-Equifax (888-378-4329)

Report Fraud: 800-525-6285

### **NCTUE (National Consumer Telecom & Utilities Exchange (part of Equifax))**

A credit reporting agency that maintains data, such as payment and account history, reported by member service providers in the telecommunications, pay TV, and utility industries. **Note:** Credit file locks/freezes through Equifax do not apply to the NCTUE, you must perform those services on their direct website below:

<https://nctue.com/consumers/>

Main & Place a Fraud Alert: 866-349-3233

Disputes & Fraud: 866-343-2821

### **Experian**

Main: <https://www.experian.com/>

Fraud Center: <https://www.experian.com/fraud/center.html>

ID Theft Victim Assistance: <https://www.experian.com/help/identity-theft-victim-assistance.html>

Main: 866-617-1894

Fraud Hotline: 888-397-3742

### **ChexSystems**

<https://www.chexsystems.com/>

Main: 800-428-9623

Automated System & Dedicated Security Freeze Reps: 800-887-7652

## **OTHER RESOURCES**

### **Western Union - Report Fraud**

800-448-1492

<https://www.westernunion.com/us/en/fraudawareness/fraud-report-fraud.html>

### **MoneyGram – Report Fraud**

800-926-9400

<https://corporate.moneygram.com/compliance/report-fraud/>

<https://www.moneygram.com/mgo/us/en/help/faq/fraud-prevention/>

#### **KFOR Oklahoma's News 4**

**Purpose:** News and information relevant to senior issues and concerns. Investigates consumer complaints.

##### **4 Seniors**

<https://kfor.com/4-seniors/>

##### **In Your Corner**

405-759-6985

<https://kfor.com/news/in-your-corner/>

<https://kfor.com/news/in-your-corner/send-a-complaint-to-in-your-corner/>

#### **Legal Aid Services of Oklahoma, Inc.**

**Purpose:** Need a lawyer? We're here to give you help. And hope. Legal Aid Services of Oklahoma is a non-profit law firm. We're here for you because we believe access to the legal system is as important as food, shelter and clothing.

<https://www.legalaidok.org/>

888-534-5243

**OK-SPLASH** provides free legal advice, counseling, and community education for American citizens who are 60 years of age or older. The goal of this project is to increase free legal services and representation of senior Oklahomans in greatest social or economic need in order to preserve Oklahoma seniors' independence, choice, and financial security. Through special funding from Area Agencies on Aging, under provisions of the Older Americans Act, each law office is able to provide this service to older Americans.

855-488-6814

<https://www.legalaidok.org/senior-legal-help/>

**OK Legal Connect** helps find legal help for eligible low-income people with civil legal problems.

<https://oklegalconnect.org/#/login>

#### **Neighborhood Alliance of Central Oklahoma**

**Purpose:** For over 35 years Neighborhood Alliance has been successful at helping residents create sustainable change through our educational and support programs. Our training and connections allow neighborhood leaders to work alongside Police, Fire, School Administrators, City Officials, Corporations, other Non-Profits and Foundations in order to improve their neighborhood. We are building a better Central Oklahoma by empowering and educating citizens to become neighborhood leaders.

<https://nacok.org/>

405-528-6322

#### **Nextdoor**

**Purpose:** It's where communities come together to greet newcomers, exchange recommendations, and read the latest local news. Where neighbors support local businesses and get updates from public agencies. Where neighbors borrow tools and sell couches. It's how to get the most out of everything nearby. Welcome, neighbor.

No phone number – an Internet-based social media hub for neighborhoods.

<https://nextdoor.com/>

### **Sunbeam Family Services**

**Purpose:** When you absolutely don't know where or who to turn to for help, contact Sunbeam. If they don't have a specific program for you, they probably can get you in touch with someone who does. Established in 1907, Sunbeam Family Services is Oklahoma's longest-serving social service agency. Founded as a children's home for dependent and neglected children, we have evolved to meet the growing needs of the community, today serving vulnerable children, seniors, caregivers and families throughout central Oklahoma. Sunbeam has been a proud United Way Partner Agency since 1924.

<https://sunbeamfamilyservices.org/>

405-528-7721

### **United Way of Central Oklahoma**

**Purpose:** United Way of Central Oklahoma is committed to improve the health, safety, education and economic well-being of individual families in need in central Oklahoma by connecting community resources with responsive and accountable health and human services agencies. Get connected to the help you need, such as:

- rental assistance
- food pantries
- affordable housing
- health resources
- child care
- after-school programs
- caregiver support
- financial programs
- literacy
- job programs

<https://www.unitedwayokc.org/>

405-236-8441

**United Way 2-1-1 Immediate Help** If you're thinking of hurting yourself or if someone else is hurting you, call 2-1-1. Help is here when you need it, day and night.

### **Rides In Sight, a Program from ITNAmerica**

<https://ridesinsight.org/>

<https://www.itncentraloklahoma.org/>

855-607-4337

No and low-cost transportation options for seniors. A location-based searchable database that returns numerous transportation options. Be sure to contact the listed providers first to confirm eligibility, availability, schedules, services, pricing, etc.

### **RSVP (Retired Senior Volunteer Program) of Central Oklahoma**

<https://rsvpokc.org>

405-605-3110

**Purpose:** Enriching the lives of older adults by connecting them with meaningful and rewarding community volunteer opportunities. **Note** that as of May, 2023, they no longer offer their Provide-A-Ride program. [News article here](#)<sup>311</sup>.

### **OKC Mature Moves Senior Living Truth Series Seminars**

**Purpose:** Outstanding free, informative and without any obligation whatsoever, the monthly [Senior Living Truth Series seminars](#)<sup>312</sup> (online and in-person) are conducted by senior real estate experts, Dr. Nikki and Chris Buckelew, Realtors, of [OKC Mature Moves](#)<sup>313</sup> and the [Buckelew Realty Group](#)<sup>314</sup>. Dr. Nikki and her panel of industry experts discuss a variety of senior life-related topics such as, housing, downsizing, legal issues, long term care, government benefits, dementia & Alzheimer's, aging in place, senior home selling, healthcare, and a host of other subjects of interest to the senior community. You can see videos of their seminars on their [YouTube channel here](#)<sup>315</sup> or their [website here](#)<sup>316</sup> – Highly recommended!! [Click here for upcoming seminar schedules](#)<sup>317</sup> or call 405-563-7501 to register.

### **Oklahoma Senior Journal Radio Program with Robin Gunn**

**Purpose:** The Oklahoma Senior Journal is the original senior-focused Oklahoma publication....the original and longest-running 50-Plus publication in the metro. Be sure to tune in every Saturday at 9:00 am on KZLS 1640 AM and 96.9 FM to hear Robin and her great, informative guests on her "Rise and Thrive" radio program and get all the latest and greatest info for seniors. You can also listen live on their [website](#)<sup>318</sup> or download the companion app for your smart devices (links on website). You can also hear past shows on the [OSJ website](#)<sup>319</sup> or on the app. You can get a PDF copy of the latest Oklahoma Senior Journal and find out about the **OSJ app** for your smart device on the [OSJ's website's homepage](#)<sup>320</sup>. Also see their [Facebook](#)<sup>321</sup> and [Instagram](#)<sup>322</sup> pages.

### **Well Preserved Radio Program with Eunice Khoury**

<sup>311</sup> <https://seniornewsandliving.com/05-01-23/rsvp-celebrates-provide-a-ride-program-volunteers/>

<sup>312</sup> <https://seniorlivingtruthseries.com>

<sup>313</sup> <https://www.okcmaturemoves.com/>

<sup>314</sup> <https://www.buckelewrealtygroup.com>

<sup>315</sup> <https://www.youtube.com/c/SeniorsrealestateinstituteUSA/videos>

<sup>316</sup> <https://seniorlivingtruthseries.com/senior-living-truth-series-video-replays/>

<sup>317</sup> <https://seniorlivingtruthseries.com/>

<sup>318</sup> <https://www.freedom969.com/>

<sup>319</sup> <https://okseniorjournal.com/contact/>

<sup>320</sup> <http://okseniorjournal.com/>

<sup>321</sup> <https://www.facebook.com/OklahomaSeniorJournal/>

<sup>322</sup> <https://www.instagram.com/oklahomaseniorjournal/?hl=en>

**Purpose:** Be sure to tune in to KTOK AM 1000 ([or on their website](#)<sup>323</sup>) at 9:06 am every Saturday to listen to Eunice - she and her special weekly guests are a wealth of information for seniors on a variety of issues, but especially Medicare and other insurance issues. You can also listen on your computer ([live](#)<sup>324</sup> or [archived podcasts](#)<sup>325</sup>) or smart device through [iHeart Radio app here](#)<sup>326</sup>. Also check the Eunice Khoury's Well Preserved Advisory Group's Events page for other functions that may be of interest to you and sign up for her free e-newsletter!!

405-848-5790

<https://wellpreserved.info/>

### Caregiver Magazine Free Digital Issues Archive

<https://caregiveroklahoma.com/digital-issues>

(Download w/this free service) <https://issuu.pdf-downloader.com/>

### Senior News & Living OK Free Newspaper Digital Archive

<https://seniornewsandliving.com/latest-issue-download/>

## **NEWS & UPDATES ON THE LATEST SCAMS & FRAUD, PROTECTION TIPS**

### Magnus Omnicorps

**Purpose:** A diversified, professional service company that also works closely with seniors, especially on security, real estate, and long-term care issues. See the following pages for more information and get your free reports, guides and e-books on ID theft, cyber-crime, fraud, etc., and other resources, which are revised and updated frequently, to help secure your life from this type of crime.

<https://www.magnusomnicorps.com/oklahoma-county-triad.html>

<https://www.magnusomnicorps.com/publications.html>

<https://www.magnusomnicorps.com/publications.html>

- *Long Term Care from the Inside Out*
- *Apartment Living: Selection Guide (with a special section for senior living communities)*
- *Identity Theft, Financial Fraud & Cyber Crime: Problems, Solutions & Mitigation Strategies*

### AARP Fraud Watch Network

<https://www.aarp.org/money/fraudwatchnetwork/>

<https://www.aarp.org/money/scams-fraud/about-fraud-watch-network.html>

<https://www.aarp.org/money/scams-fraud/>

<https://www.aarp.org/fraudsupport>

<https://states.aarp.org/oklahoma/>

877-908-3360

AARP membership not required. Support helpline is a free service to the public.

### LexisNexis Fraud of the Day

<https://fraudoftheday.com/>

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<sup>323</sup> <http://www.ktok.com/>

<sup>324</sup> [http://www.iheart.com/live/1909/?autoplay=true&pname=697&campid=play\\_bar&cid=/articles/broadcast-schedule-257466/ktok-broadcast-schedule-568902/](http://www.iheart.com/live/1909/?autoplay=true&pname=697&campid=play_bar&cid=/articles/broadcast-schedule-257466/ktok-broadcast-schedule-568902/)

<sup>325</sup> <https://soundcloud.com/eunice-khoury>

<sup>326</sup> <https://www.iheart.com/>

**KFOR News 4 Scam Alert page**

<https://kfor.com/?submit=&s=scam&orderby=relevance>

**KWTV News 9 Scam Alert page**

<https://www.news9.com/story/search?q=scam>

**KOCO News 5 Scam Alert page**

<https://www.koco.com/search?q=scam>

**KOKH Fox 25 Scam Alert page**

<https://okcfox.com/search?find=scam>

**Better Business Bureau Scam Tracker**

<https://www.bbb.org/scamtracker>

Look up existing scams, find and report new scams and fraud

**Get Safe Online**

<https://www.getsafeonline.org/>

Everything you need to know and do to stay safe in cyberspace and with other technology.

**Krebs on Security**

<https://krebsonsecurity.com/>

Noted Internet and computer security expert.

**Kim Komando**

Main: <https://www.komando.com/>

Fraud articles: <https://www.komando.com/?s=FRAUD>

Noted national computer and technology expert on the radio and Internet.

**Clark Howard**

Main: <https://clark.com/>

Latest Scams & Fraud: <https://clark.com/scams-rip-offs/>

Noted national consumer advocate on the radio and Internet.

**Kurt the CyberGuy**

<https://cyberguy.com/>

Journalist, inventor, entrepreneur - stay up-to-date with the latest in everything technology related.

**World's Biggest Data Breaches & Hacks to Date (Infographics and updated regularly)**

<https://informationisbeautiful.net/visualizations/worlds-biggest-data-breaches-hacks/>

**Biggest Data Breaches To Date (updated regularly)**

<https://www.upguard.com/blog/biggest-data-breaches>

**Worst Data Breaches of 2023 (and prior)**

<https://www.identityforce.com/blog/2023-data-breaches>

**Journal of Consumer Research – Consumer Affairs ID Theft Statistics**

<https://www.consumeraffairs.com/finance/identity-theft-statistics.html>







# 101 Ways Your Identity Can Be Stolen and Exploited

**Source:** <https://www.acuantcorp.com/101-ways-your-identity-can-be-stolen-and-exploited/>

## **1. Using your social security number to get insurance**

Some crooks obtain your social security number or other private information over the phone posing as someone from your insurance company, and then they use it for themselves.

## **2. Stealing identifying information from your license**

If someone has your driver's license information, they don't even need your physical license to cause all kinds of trouble.

## **3. Identity fraud for property purchase**

A theft could use your identity and social security number to apply for a rental property or to purchase a house.

## **4. Creating a new identity**

Some criminals use others' identities to stay off the grid or because they need a new identity.

## **5. Using a child's identity**

Thefts target children's identities because it often takes a lot of time until the crime is discovered, giving the theft plenty of time to use the child's identity for opening up lines of credit as issuers do not authenticate the age of every applicant being processed.

## **6. Stealing from your mailbox**

Often people get credit card and loan offers in the mail. A criminal could steal these, fill them out using your private information, and use a different address than your own so they don't get any notices.

## **7. Phishing emails**

Phishers target the elderly especially with this technique, as they tend to respond with their information.

## **8. Nigerian letter scheme, or 419 fraud**

This common scam combines an advance fee scheme, where thieves get people to send money and checks, and try to gain access to your bank account.

### **9. Telemarketing calls**

Sometimes you may get a call from some organization or department that seem legitimate and for a good cause. If you feel the need to donate, find the organization's number online and call that directly to assure yourself you are dealing with the organization itself, not a scammer that is pretending to work for them.

### **10. Sharing your vacation pictures while you're away**

Everyone loves to show off their vacation pictures on social networks these days. What you may not think of is that criminals can lurk online seeing that you are away and that your house could be left unattended.

### **11. Sharing sensitive information on social media**

As you update your family and friends with your daily whereabouts, criminals could also see this to learn your schedule. They can figure out when you tend to be away from your home to stage a break-in.

### **12. Stolen cellular phones**

If you have private information like online passwords and any financial information on your phone and it gets stolen, the theft could use this to access your accounts and go on a spending spree. Call your phone company right away to see if they can locate it or to wipe the phone's data remotely.

### **13. Using your debit card for online shopping**

Don't ever use your debit card to shop online because, unlike credit cards, you are not backed by a credit card company for any fraudulent charges.

### **14. Going through your trash**

Whenever you throw out personal information, you should always use a shredder.

### **15. Changing your mailing address**

Changing your mail to another address is easy if you have enough of the suspect's information to do so. You can do it pretty simply online, and mail is sent to the current address to verify the change that a thief can easily intercept – so you are unaware of the change for at least a few days.

### **16. Illegally tapping into your computer**

Any expert hacker can easily hack into your computer, especially if they have your IP address. Doing so will get them access to all of your personal documents, and if you use a password manager, they could find out all of your account login information as well.

### **17. Having weak wireless security**

If you use Wi-Fi at home, which [about 58% of American households use](#) according to Strategy Analytics, you should use some form of security and password to keep others out.

### **18. Using public Wi-Fi**

Never do any online shopping or anything personal when you are connected to a public Wi-Fi.

### **19. Weak passwords**

Using weak passwords online and on your computers that are short and don't include numbers or special characters can be easily hacked.

### **20. Keeping your social security card in your wallet**

If your wallet is lost or stolen, you don't want just anyone to have access to this. Always keep your social security card stored in a safe place.

### **21. Credit card skimming**

Thieves can use credit card skimming devices at gas stations, ATMs, and restaurants to make a copy of your credit card, so be sure you know [how to spot a skimmer device](#).

### **22. Responding to or downloading attachments from spam**

Spam e-mails are getting better at reaching your inbox and looking legitimate, but if there is anything that seems fishy from an e-mail, then don't open or respond to it. If you don't know the sender then never open the attachment. Spammers can send from any e-mail address, so don't think an email is safe even if it looks like it is from a reputable source.

### **23. Never checking your credit**

You should have alerts set up with a financial institution in case your credit scores changes due to someone else using your identity and financial accounts to make purchases or open new credit cards.

### **24. Accessing fake credit card sites**

It isn't hard these days to create a legitimate-looking credit card website to fool others into filling out their personal information to apply for a credit card.

### **25. Going on fake financial or utility websites**

A lot of phishing emails look like they are coming from your bank or from PayPal, when really they are just a scam to "update your account information" on a site that is cloned just like the real site.

### **26. ATM watchers**

Thieves set up cameras at ATM machines to watch you enter your PIN number and gather any other identifying information.

### **27. ATM overlays**

Overlays are devices placed over the keypad of an ATM, typically designed to look just like the original keypad. These capture your PIN number, and work with other technology such as skimmers and cameras, to catch your data.

### **28. Grocery store PIN thieves**

Just like with ATM machines, people could overlook you entering your PIN number when you use your debit card at checkout lines.

### **29. Downloading torrents**

Torrent files can be full of malware and viruses that can be used to access your computer and files to be used to steal your identity.

### **30. Falling for “free” offers, like vacations, gifts, and prizes**

Anytime you’re offered a luxury item or trip for free, but you’re being pressured to sign up now because the contest is almost over, be wary. Identity thieves use urgency to get people to make decisions they wouldn’t normally make.

### **31. Soliciting credit card information by phone**

Giving your credit card over the phone from a number you did not yourself call, even if it sounds like a legitimate company, is an easy way for it to end up in the wrong hands.

### **32. Overusing your SSN for medical identification**

When you overuse your social security number for medical identification, your Medicare card becomes vulnerable.

### **33. Sharing of private data on hacker networks**

Hacker networks gather password and authentication information, and often share that information with other hackers or sell it.

### **34. Bulk gathering of IDs via black market**

Major data breaches often collect large numbers of IDs. When this happens, the identification information is often traded and sold on the black market.

### **35. Failing to destroy old hard drives and computers**

Don’t just throw them out or sell them on Craigslist. If you sell your computer, also take out the hard drive and replace it with a new one.

### **36. Stealing your electricity**

This is also known as electricity theft or energy theft. Utility theft occurs when individuals bypass energy meters, tapping power lines, and more in order to steal electricity.

### **37. Job thieving**

Undocumented workers or individuals with a criminal history will often use another individual’s identification information to obtain employment.

### **38. Social engineering**

Typically, when a swindler knows enough legitimate information about an individual to make themselves seem trustworthy and deceive the victim into divulging sensitive information.

### **39. Vishing, or “voice fishing”**

Voice fishing is a type of scam that involves a phone call or robo-call to get you to call back a legitimate organization, like a government agency. They fake an emergency, or claim that you've won a prize, in order to get that coveted SSN or credit card number.

### **40. Baiting by pretexting**

Often, criminals will do an extensive amount of research on an individual beforehand to scam them into believing they are a legitimate business. They call on the phone collecting your name, address, and phone number, and use this to seek even more information.

### **41. Man-in-the-middle attack**

Criminals intercept information between two individuals, record it, and use the information to steal an individual's identity.

### **42. Pharming**

Pharming occurs when hackers reroute individuals from the desired URL to an impostor website, and get them to reveal credit card and other identity information.

### **43. Malware-based phishing**

This uses harmful computer programs that look like helpful ones, such as anti-virus, and use screen loggers to capture sensitive data.

### **44. Corporate data breaches**

When hackers breach bank or shopping data from a large company, thousands of people can be put at risk for identity theft.

### **45. Keystroke logging**

Keystroke loggers capture every key that you type into a computer, allowing data thieves to retrieve your passwords and even sensitive messages.



#### **46. Rootkits**

Rootkits are a class of malicious software that allows programs to run in stealth, without the detection on a computer, in order to have privileged access to the information the computer stores.

#### **47. Scam texting—SMiShing**

Thieves send extremely urgent-sounding text messages posing as a trusted organization, and get your information when you click on a link in the message.

#### **48. Viruses and worms**

The installation of a virus on your computer can allow hackers to gather your information such as names, dates of birth, and of course, social security, and bank account numbers.

#### **49. False claims for refunds from the IRS**

Thieves often steal identity information in order to file multiple claims with the IRS.

#### **50. Passport thieves**

Take care of your passport when you're on vacation. This important means of identification in America is often stolen and used as a form of identification by thieves.

#### **51. Publicly listing your hobbies, memberships, and employer**

The beginning of an identity thief's search usually involves personal information. Why? People are more likely to respond to requests for information from affiliations and groups they might be a part of. Not being aware of how this information can be manipulated is dangerous.

#### **52. Driver's license theft**

Your driver's license is unique to you. Using it, an individual can pretend they're you at traffic stops and more. Even just your driver's license number can be leverage enough.

#### **53. Using your mother's maiden name**

This question is often asked as verification when, for instance, your password is forgotten. Simply by learning your mother's maiden name, an identity thief now has a key detail about you that can be used to pretend they're you to get into your bank account.

#### **54. Defrauding banks**

Identity theft and bank fraud go hand in hand for obvious reasons. Thieves use personal information and even create fake checks and IDs in order to steal millions of dollars from individuals' accounts at financial institutions. These instances are unfortunately on the rise.

#### **55. Impersonating missing children**

This frightening scenario has happened more than once. Individuals can use information about missing children in order to con friends and even family members to believe they've returned after years.

#### **56. Fake being a financial adviser for the famous**

An identity thief was able to get enough information on famous people like Stephen Spielberg to successfully pose as their financial adviser—and then stole from their bank accounts.

#### **57. Stealing the identity of a missing person**

As strange as it sounds, this has happened, as recently as 2008. A high school dropout used the identity of a woman who had disappeared eight years prior to gain admission to two Ivy League schools. In a related turn, many college students who apply for credit cards and loans for the first time find that their identities had been stolen years prior.

#### **58. Faking one's own death**

Identity thieves have been known to fake their own death in order to assume the identity of another individual with a clean record.

#### **59. Synthetic identity theft**

This form of identity theft is particularly malicious and complicated. Thieves combine stolen information (for instance, a social security number) and combine it with other real and fake information to create a "new," synthetic identity which can be used to obtain new credit cards and take out loans. These crimes can go on undetected for years.

#### **60. Having a publicly listed number**

Pay a little extra to get your number privately listed so that telemarketers can't call you, which lowers your chances of getting into a scam.

### **61. Keeping credit cards, checks, and bank statements in your car**

If your car were to get broken into, all of your private financial information would be at thieves' fingertips.

### **62. Not using a safe at home**

Play it safe in case your home is ever broken into by keeping anything confidential in a safe.

### **63. Not using a security service**

Services like Life Lock have a \$1 million guarantee to protect your identity.

### **64. Not freezing your credit card accounts**

Credit report agencies can freeze your accounts so that no one else can open up an account or take out a loan in your name until you unfreeze it. If you don't freeze your account after a suspected breach, more of your data is susceptible to theft.

### **65. Leaving receipts behind**

Always take your receipts with you, even if they only display the last few digits of your card.

### **66. Not writing "check ID or license" on the back of your cards**

Do this instead of signing your signature so cashiers always check your photo ID to verify it is you using your card.

### **67. Failing to consider one-off credit cards**

If you aren't a frequent online shopper or you really want to be safe, you can get one-time use credit cards for online shopping.

### **68. Shopping on un-trusted websites**

Look for https in the URL to be sure the site is secure. Also, look for the Trust e-symbol, or PayPal or Better Business Bureau stamps.

### **69. Not having anti-virus software on your PC**

Install anti-virus software as well as anti-spyware to monitor your system for viruses and hacking attempts.

### **70. Using the same passwords online**

Sure, it's easier to remember them, but then it's easier for a hacker to access all of your accounts.

### **71. Never changing your passwords**

You should change all of your passwords every few months or at least once a year.

### **72. Logging into accounts on public computers**

While they are easier for hackers to access public networks, you may also forget to log out.

### **73. Putting checks in the mail**

Put your checks in a piece of paper inside an envelope or a non-see through envelope so they can't be seen through lights.

### **74. Leaving bills at your mailbox for pick-up**

Always deliver your bills personally to the post office.

### **75. Moving out**

Make sure to call all of your credit card companies, utilities, creditors, your bank, the IRS and any other financial institution when you change your address.

### **76. Not opting out of credit card offers**

Go to [optoutprescreen.com](http://optoutprescreen.com) to opt-out of pre-approved credit card offers and other junk mail.

### **77. Not using online billing options**

If there is an option for online billing, sign up for it. No more chances for lost mail.

### **78. Using unsafe mailboxes**

If you live in an apartment complex where others can possibly access your mail, open up a P.O. box.

### **79. Forgetting to check links online**

Hover over a link before clicking on it. Doing so shows a preview in the lower left corner of your browser so you know the site you will be visiting. Look out for pages that redirect to others.

### **80. Accepting strange friend requests**

It's just not worth getting your Facebook friends up to 1000 if you have some people who you really aren't sure who they are... even if you have mutual friends.

### **81. Not wiping your phone**

Have an app in case your phone gets stolen that you can remotely clean all of your data. Also do this before selling a phone.

### **82. Using one email account for everything**

Use a different email account for your bank, financial accounts, and social networks. If one is hacked then they don't have access to all of your other accounts.

### **83. Thinking Macs are impenetrable**

While it is more difficult for malware, viruses, and hacks on Macs, it is not impossible.

### **84. Storing credit card information for later use**

Even if it is a store you recognize or shop at a lot, take the time to type credit card information in every time instead of storing it. We've seen that even the biggest stores online can have their data breached.

### **85. Not using two-step verification if available**

For sites like Gmail that offer a second step to verify your account, which is a code that is sent to your phone by text message. If a hacker figures out your password, they will be stuck in the second step of verification.

### **86. Not changing your home locks and using a "do not duplicate" label on your keys**

If someone "borrows" your keys they can very easily go make copies if those keys are without a "do not duplicate" label.

### **87. Not using a lock on your phone or tablet**

Always lock your devices with a code, password, or swipe sequence.

### **88. Using camera phones**

When you're in a situation that requires identifying information to be displayed, whether at the bank, the store, or the gas station; be wary of your surroundings. The ubiquity of camera phones means, even if you're quick, vital information about you can be stolen and stored.

### **89. Pickpocketing**

The old school way of stealing your identity by taking your wallet or phone to get your information is alive and well.

### **90. Ordering unauthorized credit reports by posing as a landlord**

Someone could pretend to be a landlord to run your credit report.

### **91. RFID scanners**

Wireless technology used in some credit and debit cards to allow contactless payments, but thieves can use a RFID scanner if they get close enough to you.

### **92. Using your place of birth as a security question**

Thieves can easily find out the hospital or town you were born in to answer your security questions to gain access to your accounts.

### **93. Obtaining information for use as revenge or blackmail**

Some scoundrels collect information gleaned from susceptible computers and other sources to simply blackmail an individual or business by threatening to go public with sensitive information.

### **94. Stealing information from doctor's office**

Health records from a doctor's office contain vital information about your identity. Many identity thieves try to hack a medical facility's EHR (electronic health records) to steal sensitive, identifying information.

### **95. Filling out car loan applications**

Identity thieves can buy cars by taking a loan application out in the name of another person.

### **96. Clicking on pop-ups**

Always avoid pop-ups. When you click them, they could start a download in the background, which possibly contains a virus or malware.

### **97. Thieves going through pharmacy waste baskets**

Unfortunate as it is, pharmacies don't always shred sensitive information about prescription holders. Waste paper baskets are often full if information thieves can use.

### **98. Mortgage ID theft**

In most cases of mortgage fraud identity theft, victims have no clue that criminals obtained financing in their name and ran with the money until they're faced with an eviction notice.

### **99. Opening cyber greeting cards**

A cyber greeting card sent from a "friend" could contain malware that invades your computer undetected and steals your passwords, bank numbers, and credit card information.

### **100. Installing electronic surveillance**

In a day and age of heavy surveillance, installing cameras to steal credit card numbers, debit card PIN numbers, bank statements, and more is a growing threat.

### **101. Payroll data breach**

Your company's payroll system or an outsourced payroll system can be hacked, which can put customers' corporate bank accounts and employees' personal information in the hands of hackers. This is why it's so important for every business to have identity solutions in place to protect themselves and their customers.

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# Biggest Data Breaches of All Time

**August 7, 2021: Editor's Note:** These hacks and breaches have become so massive and frequent they are nearly impossible for me to keep up with on an individual basis, so below, I have a couple of websites I found that keep pretty good running lists of the latest incursions. I urge everyone to check them frequently to see if any companies with whom you do business directly or indirectly have suffered breaches and change your respective account login credentials accordingly.

<https://informationisbeautiful.net/visualizations/worlds-biggest-data-breaches-hacks/>

<https://www.identityforce.com/blog>

<https://www.consumeraffairs.com/finance/identity-theft-statistics.html>

## 2023 (Historical and to Present Day)

[The Latest 2023 Cyber Crime Statistics](#)<sup>327</sup> (updated July 2023)

## 2023 (Historical and to Present Day)

[The 70 Biggest Data Breaches, so far](#)<sup>328</sup>. (list updated regularly)

## 2023 (Historical and to Present Day)

[2023 Data Breaches – The Worst So Far](#)<sup>329</sup> (list updated regularly)

## 2020

[The 25 Biggest Data Breaches and Attacks of 2020](#)<sup>330</sup> Estee Lauder, Microsoft, Unacademy, Tetrad, MGM Grand, CAM4, AIS, Keepnet Labs, Nintendo, Sina Weibo, Marriott Hotels, Antheus Tecnologia, Magellan Health, Zoom, Easyjet, Wattpad, Twitter, Mailfire, Broadvoice, Bigbasket, Vertafone, Home Depot, Fireeye, HMRC, Leonardo SpA.

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<sup>327</sup> <https://aag-it.com/the-latest-cyber-crime-statistics/>

<sup>328</sup> <https://www.upguard.com/blog/biggest-data-breaches>

<sup>329</sup> <https://www.identityforce.com/blog/2023-data-breaches>

<sup>330</sup> <https://www.stealthlabs.com/blog/the-25-biggest-data-breaches-and-attacks-of-2020/>

## 2019

### **773 Million Unique E-Mail Addresses and 21 Million Passwords Exposed**

[Krebs On Security article 01-17-2019](#), [Kim Komando article 01-17-2019](#), [Breitbart article 01-17-2019](#)

### **Email addresses of almost a BILLION people are leaked in one of the biggest data breaches ever**

[U.K. Daily Mail article 03-29-2019](#)

### **540 Million Records of Facebook Users Leaked by App Developers**

[Kim Komando article 04-03-2019](#), [UpGuard article 04-03-2019](#)

### **A Year Later, Cybercrime Groups Still Rampant on Facebook**

[Krebs On Security article 04-08-2019](#)

## 2018

The list below is a partial take from the referenced sources and includes breaches through 2018.

Exactis Data Breach Bigger Than Equifax – 340 Million Personal Records Exposed, [Kim Komando article 01-28-2018](#)

LifeLock Bug Exposed Millions of Customer E-Mail Addresses, [Krebs on Security article 07-25-2018](#)

USPS Site Exposed Data on 60 Million Users, [Krebs on Security article](#), [Kim Komando article](#), November 11, 2018

Marriott Data on 500 Million Guest Stolen in 4-Year Breach, [Krebs on Security article #1](#), [Krebs on Security article #2](#), [Kim Komando article](#), November 11, 2018

For other 2018 breaches, also see:

[Business Insider \(8/22/2018\): If you shopped at these 16 stores in the last year, your data might have been stolen](#)<sup>331</sup>

[Barkly \(July 2018\): The 10 Biggest Data Breaches of 2018...So Far](#)<sup>332</sup> (Includes Facebook, Under Armour, Ticketfly, Panera Bread, Exactis and others.)

## 2017

The list below is a partial take from the referenced source and includes breaches through 2017.

Source: <https://www.csoonline.com/article/2130877/data-breach/the-biggest-data-breaches-of-the-21st-century.html>

### Adult Friend Finder

**Date:** October 2016

**Impact:** More than 412.2 million accounts

**Details:** The FriendFinder Network, which included casual hookup and adult content websites like Adult Friend Finder, Penthouse.com, Cams.com, iCams.com and Stripshow.com, was breached sometime in mid-October 2016. Hackers collected 20 years of data on six databases that included names, email addresses and passwords.

Most of the passwords were protected only by the weak SHA-1 hashing algorithm, which meant that 99 percent of them had been cracked by the time LeakedSource.com published its analysis of the entire data set on November 14.

CSO Online's [Steve Ragan reported](#) at the time that, "a researcher who goes by 1x0123 on Twitter and by Revolver in other circles posted screenshots taken on Adult Friend Finder (that) show a Local File Inclusion vulnerability (LFI) being triggered." He said the vulnerability,

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<sup>331</sup> <https://www.businessinsider.com/data-breaches-2018-4>

<sup>332</sup> <https://blog.barkly.com/biggest-data-breaches-2018-so-far>

discovered in a module on the production servers used by Adult Friend Finder, “was being exploited.”

AFF Vice President Diana Ballou issued a statement saying, “We did identify and fix a vulnerability that was related to the ability to access source code through an injection vulnerability.”

[Read more about the Adult Friend Finder data breach...](#)

## Equifax

**Date:** July 29 2017

**Impact:** Personal information (including Social Security Numbers, birth dates, addresses, and in some cases drivers' license numbers) of 143 million consumers; 209,000 consumers also had their credit card data exposed.

**Details:** Equifax, one of the largest credit bureaus in the U.S., said on Sept. 7, 2017 that an application vulnerability on one of their websites led to a data breach that exposed about 147.9 million consumers. The breach was discovered on July 29, but the company says that it likely started in mid-May.

[Read more about the Equifax breach...](#)

## Uber

**Date:** Late 2016

**Impact:** Personal information of 57 million Uber users and 600,000 drivers exposed.

**Details:** The scope of the Uber breach alone warrants its inclusion on this list, and it's not the worst part of the hack. The way Uber handled the breach once discovered is one big hot mess, and it's a lesson for other companies on what not to do.

The company learned in late 2016 that two hackers were able to get names, email addresses, and mobile phone numbers of 57 users of the Uber app. They also got the driver license numbers of 600,000 Uber drivers. As far as we know, no other data such as credit card or Social Security numbers were stolen. The hackers were able to access Uber's GitHub account, where they found username and password credentials to Uber's AWS account. Those credentials should never have been on GitHub.

Here's the really bad part: It wasn't until about a year later that Uber made the breach public. What's worse, they paid the hackers \$100,000 to destroy the data with no way to verify that they did, claiming it was a "bug bounty" fee. Uber fired its CSO because of the breach, effectively placing the blame on him.

The breach is believed to have cost Uber dearly in both reputation and money. At the time that the breach was announced, the company was in negotiations to sell a stake to Softbank. Initially, Uber's valuation was \$68 billion. By the time the deal closed in December, its valuation dropped to \$48 billion. Not all of the drop is attributable to the breach, [but analysts see it being a significant factor](#).

[Read more about the Uber breach...](#)

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## 2016

The list below includes breaches through 2016.

## 40 Biggest Data Breaches of All Time

Source: <https://www.acuantcorp.com/40-biggest-data-breaches-time/>

The internet has become a pervasive entity in the lives of businesses everywhere, making communication, marketing, and doing business easier than ever. However, the rising number of data breaches has begun to paint a darker picture of the internet and what it has in store for companies in the coming years.

### Data breaches explained

A data breach occurs when any sensitive, internal information is exposed, regardless of whether it's for malicious reasons or not. This data includes business, employee, and even customer information—often personally identifiable information (PII), such as names, social security numbers, payment card numbers, and more. Cyber criminals can sell this

information they steal from your servers, or use it to make fraudulent purchases and steal identities.

Hacking, ineffective counter-measures to malware and inadequate network security/encryption all have the potential to lead to a data breach.

## Price of becoming compromised

It's difficult to put a price on data breaches. Aside from money lost to lawsuits, there's the cost of IT to repair the damage or hardware, loss of reputation, future revenue with the loss of clients and customers. It's difficult to quantify just how much money these data breaches cost companies because of the non-material things, such as reputation, that can also be lost as a result. In 2015, it was estimated that the average, per-record cost of a data breach had reached \$154.

The integrity of your internal network and the skill level of your IT team is paramount in protecting your business's data. No one is immune to data breaches, however; but it can help to have a preparedness plan in place should one occur.

The companies with inadequate post-breach plans, or that lack one altogether, are typically the ones who suffer the largest setbacks. They may not become aware of malicious attacks until hours, days, or weeks after they've occurred, in which time the hackers may have already caused irreparable harm with the stolen data.

Between 2005 and 2015, there were over 5.5k data breaches in the United States alone—and these were only the ones publically announced. We've outlined 40 of the largest data breaches of all time to illustrate the lasting damage these malicious cyber-attacks can have on businesses large and small.

### 1. Epsilon

**Year of breach:** 2015

**Number of records affected:** 60-250 million

Handled communications for more than 2,500 clients worldwide—including seven Fortune 10 companies. Hackers stole records of 50 Epsilon clients, exposing at least 60 million customer emails, but potentially as many as 250 million emails may have been obtained. Breach affected companies such as Best Buy, JPMorgan Chase, Capital One Bank, and Verizon.

**Monetary cost of breach:** The number could reach \$4 billion depending on what happens to the data that was stolen.

## 2. Experian (owner of “Court Ventures”)

**Year of breach:** 2012

**Number of records affected:** 200 million

Credit bureau Experian purchased Court Ventures, a firm that aggregated, repackaged, and distributed public record data. They continued reselling data to a third party without Experian’s notice and awareness. A Vietnamese hacker was found to be responsible for the illicit use of the purchased personal information of 200 million individuals.

**Monetary cost of breach:** Unknown.

## 3. U.S. Voter Database

**Year of breach:** 2015

**Number of records affected:** 191 million

Breach exposed names, addresses, birth dates, party affiliations, phone numbers, and emails of voters in all 50 U.S. states and Washington.

**Monetary cost of breach:** None.

## 4. NASDAQ

**Year of breach:** Between 2005 and 2012

**Number of records affected:** More than 160 million

Foreign hackers stole more than 160 million credit and debit card numbers, targeting more than 800,000 bank accounts. NASDAQ servers were also compromised.

**Monetary cost of breach:** Unknown.

## 5. eBay

**Year of breach:** 2014

**Number of records affected:** 145 million

Hackers gained access to a database holding eBay customers' names, home addresses, dates of birth, and encrypted passwords.

**Monetary cost of breach:** The company spent about \$200 million to settle class-action suits and regulatory fines.

## 6. Saudi Aramco

**Year of breach:** 2012

**Number of records affected:** 145 million

This Petroleum and Gas Company responsible for supplying at least 10% of the world's oil was hit by a virus, causing them to lose almost 35,000 of the company's computers. They were forced offline completely and had to rely on fax and typewriters to continue business. Aramco lost its ability to process payments and temporarily ceased the sale of oil to gas trucks. After 17 days, they had to give oil away free to fulfill Saudi oil needs.

**Monetary cost of breach:** Unknown costs of massive IT and security overhaul, more than 50,000 new hard drives, software, and "giving away" oil.

## 7. Heartland payment Systems

**Year of breach:** 2008-2009

**Number of records affected:** 130 million

More than 250,000 businesses across the country were affected after the 130 million credit and debit card records of major credit card companies were stolen by hackers.

**Monetary cost of breach:** Eventually payed more than \$110 million to Visa, MasterCard, American Express, and other card associations to settle claims related to the breach.

## 8. Target Stores

**Year of breach:** 2013 & 2014

**Number of records affected:** 30 million & 70-110 million



The credit and debit card numbers of 30 million customers were stolen during the 2013 post-Thanksgiving shopping surge. In 2014, 70-110 million customers were compromised when full names, addresses, email addresses, and telephone numbers were hacked, many of whom had previously lost their credit and debit card information in the 2013 data breach.

**Monetary cost of breach:** Incurred total net expenses of \$148-162 million for both 2013 and 2014 data breaches.

## 9. Sony Online Entertainment Services

**Year of breach:** 2011

**Number of records affected:** 102 million

Hackers obtained the login credentials, names, addresses, phone numbers, and email addresses for users on the PlayStation Network, Sony Online Entertainment, and Qriocity video- and music-streaming services. 23,400 Sony Online Entertainment users in Europe had their credit-card data stolen.

**Monetary cost of breach:** Resulted in 65 class-action lawsuits totaling \$171 million to \$1.5 billion.

## 10. Anthem

**Year of breach:** 2015

**Number of records affected:** 69-80 million

The second-largest health insurer in the U.S., Anthem, lost names, addresses, dates of birth, social security numbers, and employment histories of its customers in a data breach that affected upwards of 80 million individuals.

**Monetary cost of breach:** Nearly \$100 million spent to address the breach, but the final cost may well exceed that number.

## 11. National Archive and Records Administration

**Year of breach:** 2008

**Number of records affected:** 76 million

Malfunctioning hard drive containing the names, contact information, and social security numbers of 76 million U.S. military veterans was sent for repair. When the contractor determined the drive could not be fixed, it was designated as 'scrap' but no confirmation

was made as to whether the drive was actually destroyed. NARA launched an investigation and determined that no breach of personally identifying information (PII) had occurred, however they were forced to change their policies for the destruction of malfunctioning storage media containing PII.

**Monetary cost of breach:** None.

## 12. Securus Technologies

**Year of breach:** 2015

**Number of records affected:** 70 million

As a leading provider of phone services inside the nation's prisons and jails, Securus Technologies lost 70 million records of phone calls and links to downloadable recordings of the calls—many including conversations between attorneys and their clients. This not only exposed individuals to fraud and phishing scams, but brought to light potential breaches of attorney-client privilege on behalf of Securus.

**Monetary cost of breach:** Unknown.

## 13. The Home Depot

**Year of breach:** 2014

**Number of records affected:** 56 million

Handled communications for more than 2,500 clients worldwide—including seven Fortune 10 companies. Hackers stole records of 50 Epsilon clients, exposing at least 60 million customer emails, but potentially as many as 250 million emails may have been obtained. Breach affected companies such as Best Buy, JPMorgan Chase, Capital One Bank, and Verizon.

**Monetary cost of breach:** Between \$40-80 million was spent between both breaches.

## 14. Evernote

**Year of breach:** 2013

**Number of records affected:** More than 50 million

Note-taking and archiving service lost email addresses, usernames, and encrypted passwords to data breach. Left users vulnerable to spam emails and phishing campaigns, and further attempts at obtaining user passwords through phishing.

**Monetary cost of breach:** Experts estimate that Evernote spent “many millions of dollars” in expenses following the breach.

## 15. Living Social

**Year of breach:** 2013

**Number of records affected:** More than 50 million

Daily-deals site lost the names, email addresses, birth dates, and encrypted passwords of more than 50 million customers worldwide.

**Monetary cost of breach:** Unknown.

## 16. TJX Companies Inc.

**Year of breach:** 2006-2007

**Number of records affected:** Around 46 million

Parent company of major retail brands such as Marshalls, T.J. Maxx, and HomeGoods. At least 45.6 million credit and debit card numbers were stolen over an 18-month period, but estimates put number closer to 90 million. About 450,000 TJX customers affected, loss of PII, including driver’s license numbers.

**Monetary cost of breach:** Costs have ballooned to \$256 million.

## 17. RSA Security

**Year of breach:** 2011

**Number of records affected:** 40 million

Breach allowed hackers to steal information on the company’s SecurID authentication tokens.

**Monetary cost of breach:** \$66 million on remediation.

## 18. Sony Pictures Entertainment

**Year of breach:** 2014

**Number of records affected:** Everything

Movie and television production division of Sony was held ransom when hackers threatened to release everything the company had on file. The cyber criminals exposed the social security numbers and scanned passports of actors and executives, unpublished scripts, marketing plans, internal passwords, legal and financial information, and four entire unreleased Sony films. 6,800 employees and an estimated 40,000 more faced potential identity theft. Rival Hollywood studios received detailed blueprints of Sony Pictures' accounts, future plans, and internal workings.

**Monetary cost of breach:** Upwards of \$35 million.

## 19. CardSystems Solutions

**Year of breach:** 2005

**Number of records affected:** 40 million

An attack on the company's database exposed names, account numbers, and verification codes of more than 40 million card holders for Visa, MasterCard, and American Express. The hackers exploited the weakness of the system's encryption.

**Monetary cost of breach:** Unknown, but company was forced into acquisition following the breach.

## 20. Adobe

**Year of breach:** 2013

**Number of records affected:** 38 million

In addition to nearly 3 million encrypted customer credit card records, approximately 38 million encrypted passwords and Adobe IDs of active Adobe users were taken by cyber criminals.

**Monetary cost of breach:** \$1.1 million in attorney fees and an undisclosed sum to victims of the breach.

## 21. Zappos

**Year of breach:** 2012

**Number of records affected:** 38 million

Customer names, home and email addresses, phone numbers, the last four digits of credit card numbers, and encrypted passwords were taken by hackers.

**Monetary cost of breach:** \$106,000.

## 22. AshleyMadison.com

**Year of breach:** 2015

**Number of records affected:** 37 million

The company's user databases, financial records, and other proprietary information was compromised by hackers.

**Monetary cost of breach:** Unknown, but costs incurred in the UK alone could go up to 1.2 billion depending on filed suits.

## 23. Valve Corporation

**Year of breach:** 2011

**Number of records affected:** 35 million

Hackers gained access to user names, hashed and salted passwords, game purchases, email addresses, billing addresses, and encrypted credit card information. Valve was uncertain whether breach affected all active accounts or just a portion.

**Monetary cost of breach:** Unknown.

## 24. ESTsoft

**Year of breach:** 2011

**Number of records affected:** 35 million

Malware uploaded to company server resulted in the loss of names, user IDs, hashed passwords, birthdates, genders, telephone numbers, and home and email addresses. Considered South Korea's biggest theft of information in history.

**Monetary cost of breach:** Unknown.

## 25. Department of Veterans Affairs

**Year of breach:** 2006

**Number of records affected:** 26.5 million

Unencrypted national database with names, social security numbers, dates of births, and disability ratings for veterans, active-duty military personnel, and their spouses were obtained through a data breach.

**Monetary cost of breach:** Cost is anywhere from \$100-\$500 million for prevention and coverage of possible losses from the theft.

## 26. Office of Personnel Management

**Year of breach:** 2015

**Number of records affected:** Over 25 million

Over the course of two separate breaches, the records of 21.5 million federal works and 4.2 million individuals fell into the hands of hackers. Personal information, background checks, names and addresses, and fingerprints were among the data obtained by Chinese hackers during the breaches.

**Monetary cost of breach:** Full dollar cost unknown, estimated to be within the range of \$900 million.

## 27. Korea Credit Bureau

**Year of breach:** 2014

**Number of records affected:** 20 million

An employee was found responsible for the theft of at least 20 million bank and credit cards from three different credit card firms in South Korea. The stolen data included customer names, social security numbers, phone numbers, credit card numbers, and expiration dates.

**Monetary cost of breach:** Unknown.

## 28. Experian / T-Mobile

**Year of breach:** 2015

**Number of records affected:** 15 million

Breached data included names, addresses, birth dates, Social Security numbers, driver's license numbers, and passport numbers of T-Mobile applicants.

**Monetary cost of breach:** Unknown.

## 29. Premera BlueCross BlueShield

**Year of breach:** 2015

**Number of records affected:** 11.2 million

The breach exposed subscriber data, which included names, birth dates, social security numbers, bank account information, addresses, and other information.

**Monetary cost of breach:** Unknown.

### 30. Data Processors International

**Year of breach:** 2003

**Number of records affected:** Up to 8 million

A hacker obtained access to information on as many as 8 million credit card accounts across Visa, MasterCard, Amex, and Discover.

**Monetary cost of breach:** Unknown.

### 31. Vtech

**Year of breach:** 2015

**Number of records affected:** 6.4 million

The company's Learning Lodge app store database had been compromised, exposing the names, email and home addresses, and passwords of parents who had used or authorized use of the app store. This information makes it possible to link children to their parents, gaining access to their identities and personal information as well. The hacker responsible claimed they did not intend to do anything with the information.

**Monetary cost of breach:** Unknown.

### 32. Facebook

**Year of breach:** 2013

**Number of records affected:** 6 million

While using the social media site's 'download your information' tool, users were able to inadvertently download phone numbers and email address of users they were friends with or had some connection to—information that was otherwise intended to remain private.

**Monetary cost of breach:** Unknown.

### 33. SnapChat

**Year of breach:** 2013

**Number of records affected:** 4.7 million

Hackers discovered an exploit in the smartphone photo and chat app that allowed them to access the user details, including phone numbers, of 4.7 million users.

**Monetary cost of breach:** Unknown.

### 34. Ubuntu

**Year of breach:** 2013

**Number of records affected:** 2 million

Hackers gained access to email addresses and password data of Ubuntu forum users due to a weak password algorithm encryption.

**Monetary cost of breach:** Unknown.

### 35. Staples

**Year of breach:** 2014

**Number of records affected:** 1.16 million

A breach that affected more than 100 stores belonging to the office-supply retailer may have had 1.16-million customer payment cards hacked. The incident was traced back to a malware infection of the chain's point-of-sale systems.

**Monetary cost of breach:** Unknown.

### 36. Global Payments

**Year of breach:** 2012

**Number of records affected:** 1.5 million

The payments processing firm compromised credit and debit card information from major credit card brands Visa and MasterCard when they detected unauthorized access to their servers.

**Monetary cost of breach:** \$84.4 million.

### 37. Gawker Media

**Year of breach:** 2010

**Number of records affected:** 1.3 million



Hacker group exploited weak password storage and compromised email addresses and passwords of commenters on blogs such as Lifehacker, Jezebel, and Gizmodo. The source code for Gawker's custom content management system was also stolen.

**Monetary cost of breach:** Unknown.

### **38. CareFirst BlueCross BlueShield**

**Year of breach:** 2015

**Number of records affected:** 1.1 million

Names, birth dates, email addresses, and subscriber information were stolen by hackers. Member password encryption prevented the perpetrators from gaining access to any other personally identifying information, such as social security numbers, medical claims, or financial data.

**Monetary cost of breach:** Unknown.

### **39. Utah Department of Technology Services**

**Year of breach:** 2012

**Number of records affected:** 780,000

A European hacker exploited a weak password and broke into the Utah Department of Technology Services where the social security numbers for Medicaid claims were stored.

**Monetary cost of breach:** Potentially upwards of \$406 million.

### **40. New York Taxis**

**Year of breach:** 2014

**Number of records affected:** 52,000

Data on 173 million individual taxi journeys was released with a freedom of information request, unintentionally revealing Driver IDs, pickup and drop off times, and GPS routes. Poor anonymization was to blame for the info leak.

**Monetary cost of breach:** Unknown.

## Preparation to secure a business and customers

Many companies simply don't utilize the proper measures to maintain the confidentiality of business and client information. Paired with a poor response time, targeted businesses seldom succeed in alleviating the concerns of victims who are most often their customers.

Securing your data, having loss-prevention plans in place, and practicing safer network security practices—such as consulting IT security firms—can turn a devastating data breach into a manageable problem with minimal casualties. If the above 40 data breaches demonstrate anything, it's that the cost of handling cyber-attacks can be incalculable.

From millions of dollars spent on litigation and IT fees, to a steep drop in revenue and resigning CEOs, a data breach has no definitive cost or solution. Only preparedness can mitigate the damage potential of an attack. Without a proactive strategy at your disposal, your company could become the next target for cyber criminals looking to make their payday.

In addition, ensuring that your business information is protected can mean updating visitor management and access with higher standards. In today's environment, a simple visitor or access log isn't enough to prevent the wrong people from getting sensitive information; Acuant solutions provide the opportunity to efficiently register and manage visitors, verify identification, and allow secure access by authorized individuals. Learn more about Acuant's security solutions [here](#).

End of Acuant article.



# EQUIFAX & EXACTIS DATA BREACHES

[Exactis Data breach bigger than Equifax - 340 million personal records exposed – Kim Komando, 6-28-2018<sup>333</sup>](#)

[Axios: A Year After Massive Equifax Breach, 'Nothing Changed' | Breitbart 9-7-2018<sup>334</sup>](#)

[New Chart Shows All Equifax Breach Stolen Info – Kim Komando<sup>335</sup>](#)

[Equifax Reveals Passport Details, Driver's Licenses Stolen in 2017 Data Breach<sup>336</sup>](#)

[Clark Howard | Turns Out, The Equifax data breach was even worse than we thought<sup>337</sup>](#)

[Kim Komando | Massive Equifax data breach is worse than originally thought<sup>338</sup>](#)

[Insurance Journal | Equifax Breach Exposed More Consumer Data Than First Disclosed<sup>339</sup>](#)

[Kim Komando | Equifax Security Breach: What You Must Do with Your Social Security Number NOW!<sup>340</sup>](#)

[Krebs on Security | Equifax Breach: Setting the Record Straight<sup>341</sup>](#)

[Krebs on Security | Experian Site Can Give Anyone Your Credit Freeze PIN<sup>342</sup>](#)

[Clark Howard | Equifax data breach: What we know and how to protect yourself from what's coming next<sup>343</sup>](#)

[Krebs on Security | Ayuda! \(Help!\) Equifax Has My Data!<sup>344</sup>](#)

[Krebs on Security | The Equifax Breach: What You Should Know<sup>345</sup>](#)

[Krebs on Security | Equifax Breach Response Turns Dumpster Fire<sup>346</sup>](#)

[Equifax | Equifax Announces Cybersecurity Incident Involving Consumer Information<sup>347</sup>](#)

[Kim Komando VIDEO | MASSIVE data breach affects 143 million Americans<sup>348</sup>](#)

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[Kim Komando | What to do about the Equifax breach<sup>349</sup>](#)

[Krebs on Security | Breach at Equifax May Impact 143M Americans<sup>350</sup>](#)

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[Clark Howard | Equifax data breach may have exposed personal info of 143M consumers<sup>352</sup>](#)

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