

# Identity Theft Repair Kit

The Identity Theft Repair Kit contains a resolution checklist and resolution worksheets. The checklist will help you keep track of the companies and organizations you should contact if you believe you are a victim of identity theft. Use the resolution worksheets to document your conversations and any next steps.

## Resolution Checklist

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### Contact Wells Fargo

- Report any fraudulent activity on your Wells Fargo accounts by calling us at 1-800-TO-WELLS (1-800-869-3557).
- Review activity on all accounts, including your checking, savings, credit card, debit card, loans, and other online banking accounts, and look for modified addresses and Personal Identification Numbers (PINs), and any new cards ordered.
  - If available, place password protection on all of your accounts, and do not use any part of your email address as your username or password. To find out if password protection is available for your Wells Fargo accounts, please call 1-800-869-3557 or visit any Wells Fargo store.
- Close accounts that have been breached and reopen them with new account numbers, passwords, and PINs.
- Change your online banking username and password.

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### Contact the major credit bureaus

- Equifax: 1-800-525-6285 or [www.equifax.com](http://www.equifax.com)
- Experian: 1-888-397-3742 or [www.experian.com](http://www.experian.com)  
TransUnion: 1-800-680-7289 or [www.transunion.com](http://www.transunion.com)
- Place a “fraud alert” on your credit file.
- Request a free copy of your credit report.



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**Contact other creditors**

- Contact credit card companies, utility providers, banks, lenders and other financial institutions.
- Close accounts that have been breached and reopen them with new account numbers, passwords, and PINs.

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**File a report with local police**

- A police report will lend credibility to your case when dealing with creditors who may require proof of criminal activity.

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**Report the criminal activity to the Federal Trade Commission (FTC)**

- Call 1-877-ID-THEFT (1-877-438-4338) to speak with a trained identity theft counselor.
- You can also file your complaint online at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

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**Contact other agencies as appropriate**

- Notify the **Postal Inspection Service** if you believe your mail was stolen or redirected: [www.uspis.com](http://www.uspis.com).
- Call the **Social Security Fraud Hotline** if you suspect someone is using your Social Security number for fraudulent purposes: 1-800-269-0271.
- Contact your local **Department of Motor Vehicles** office if you believe someone is trying to get a driver's license or identification card using your name and information: [www.dmv.org](http://www.dmv.org).

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**Continue to carefully review all your accounts**

- Since identity theft can take time to completely resolve, carefully review all charges and transactions appearing on account statements and online. Ongoing account monitoring is recommended.
- Report any unauthorized transactions immediately.

## Resolution Worksheets

Keep track of the organizations you contact.

### Wells Fargo

Review all accounts, including checking, savings, credit card, debit card, loans, and online banking accounts. Change account numbers, passwords and PINs on accounts that have been compromised.

**Do not** write down new passwords, pins, or account numbers.

Account Type	Date Contacted	Contact Name	Notes

### Credit Bureaus

Place a fraud alert on your credit file. Request a copy of your credit report.

Bureau	Date Contacted	Contact Name	Notes
Equifax 1-800-525-6285 www.equifax.com			
Experian 1-888-397-3742 www.experian.com			
Trans Union 1-800-680-7289 www.transunion.com			

### **Banks, Credit Issuers and Other Financial Institutions**

Change account numbers, passwords and PINs on accounts that have been compromised. **Do not** write down new passwords, pins, or account numbers.

Financial Institution	Account Type	Date Contacted	Contact Name	Notes

### **Law Enforcement Authorities**

Report criminal activity to the appropriate agencies.

Financial Institution	Account Type	Date Contacted	Contact Name	Notes
Federal Trade Commission 1-877-ID THEFT				
Local Police Department				

## Other Agencies

Agency	Date Contacted	Contact Name	Reference #	Notes
Postal Inspection Service www.uspis.com				
Social Security Fraud Hotline 1-800-269-0271				
Department of Motor Vehicle office www.dmv.org				

## Account Monitoring

Regularly review your account activity and report any unauthorized transactions immediately.

Financial Institution	Account Type	Posting Date	Dollar Amount	Merchant Name or Transaction Description
Wells Fargo				