

IDENTITY THEFT





TOM PEREZ



IDENTITY Theft

Presented by Corporal Tom Perez – CSUF P.D.



IDENTITY Theft

ABOUT ME

- Corporal with CSUF P.D.
- Police Officer 7 ½ years
- Community Services & Crime Prevention Unit
- Hi-tech Crime Certificate from CSULB



IDENTITY Theft

**Every 2.5 seconds,
someone in the U.S. is
a victim of Identity
Theft.**



* According to California DOJ

IDENTITY Theft

By noon today, 3600
people in the U.S. will
become victims of I.T.
(9000 secs / 2.5 secs)



* According to California DOJ

IDENTITY Theft

**How many people in
this room have been a
victim of Identity Theft?**



IDENTITY Theft

If you have a social security number &/or a credit card, your info is the wrong hands of someone.



IDENTITY Theft

If you have a social security number &/or a credit card, your info is the wrong hands of someone.



IDENTITY Theft

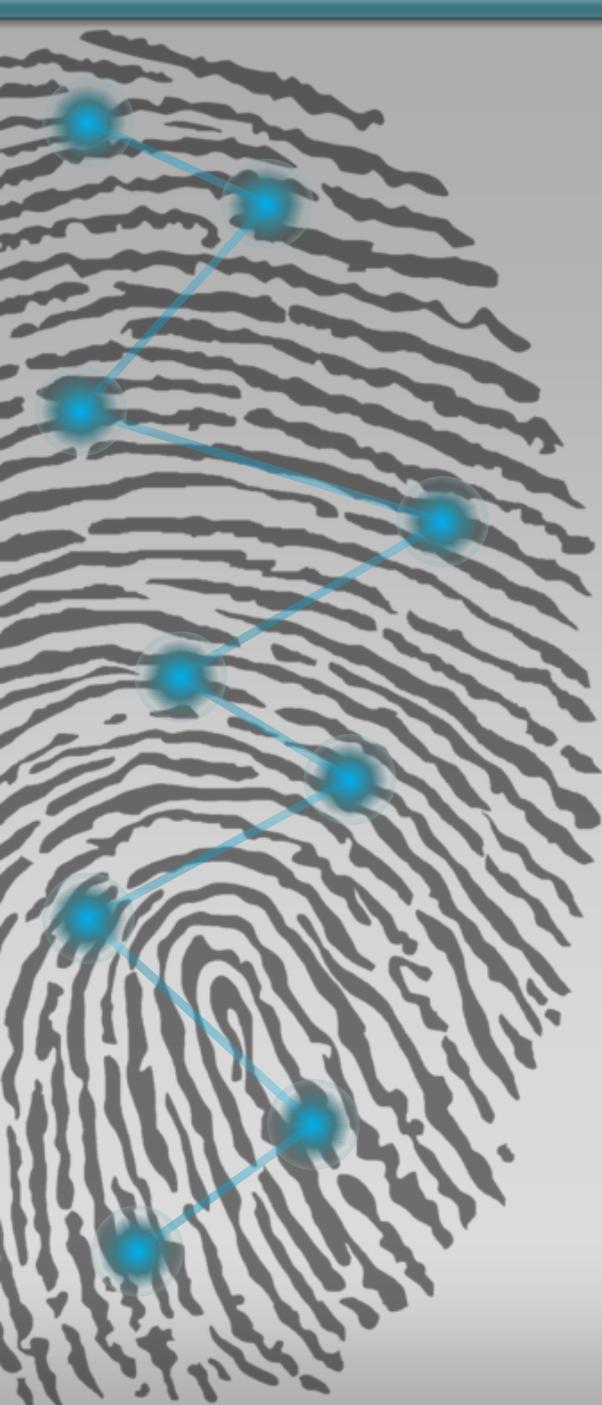
- **1936: SS# first used by U.S. Government. Was supposed to be limited to SS programs.**
- **Today it's the most frequently used recordkeeping number in the U.S.**



IDENTITY Theft

TRUE of FALSE?

**Seniors (age 65 +) are the
most targeted group for
Identity Theft?**



IDENTITY Theft

TRUE of FALSE?

Seniors are the most targeted group for Identity Theft?

- FALSE -

Students age 18-25 (31%)

(Why? Because it takes them

3 times longer to find out)



IDENTITY Theft

TRUE of FALSE?

**Identity Theft is easily
resolved?**



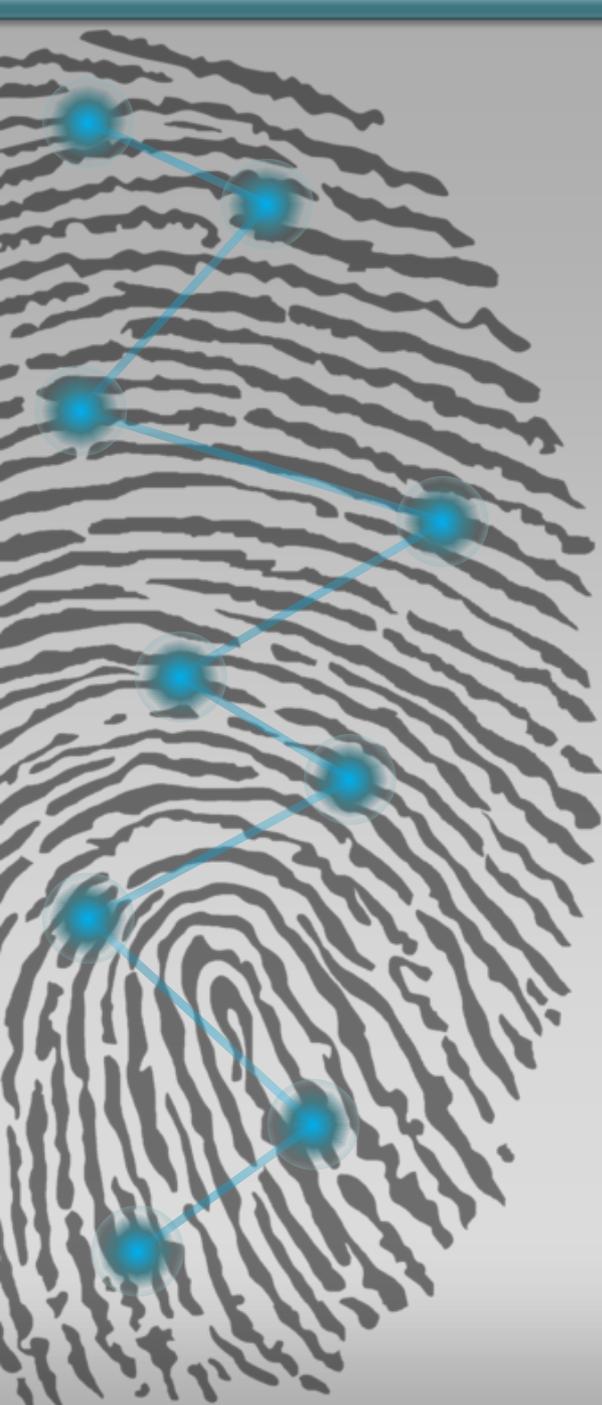
IDENTITY Theft

TRUE of FALSE?

Identity Theft is easily
resolved?

- **FALSE** -

It takes an average of 6 months
and 250+ hrs to recover from
each I.T. incident



IDENTITY Theft

TRUE of FALSE?

**The best way to prevent
Identity Theft is NOT to shop
online?**



IDENTITY Theft

TRUE of FALSE?

The best way to prevent
Identity Theft is NOT to shop
online?

- **FALSE** -

**More than half of all Identity
Theft happens OFFLINE.**



IDENTITY Theft

TRUE of FALSE?

**Women are more concerned
about Identity Theft than men?**



IDENTITY Theft

TRUE of FALSE?

**Women are more concerned
about Identity Theft than men?**

- TRUE -

**2008 survey, showed women more
concerned on every I.T. question, &
4 out of 10 were very concerned.**



IDENTITY Theft

TRUE of FALSE?

**The most common type of
Identity Theft is Credit Card
Fraud?**



IDENTITY Theft

TRUE of FALSE?

The most common type of
Identity Theft is Credit Card
Fraud?

- **TRUE** -

**54% of Identity Theft is CC
Fraud (due to ease of applying)**



IDENTITY Theft

TRUE of FALSE?

**Drug trafficking has officially
been replaced by Identity Theft
as the number one crime?**



IDENTITY Theft

TRUE of FALSE?

Drug trafficking has officially
been replaced by Identity Theft
as the number one crime?

- **TRUE** -

**40 million cases reported in
2016**



IDENTITY Theft

TRUE of FALSE?

**Minorities are more often
victims of Identity Theft?**



IDENTITY Theft

TRUE of FALSE?

Minorities are more often victims of Identity Theft?

- FALSE -

White, non-Hispanic's make up 38% of all I.T. cases.



IDENTITY Theft

TRUE of FALSE?

**15% of the World's White
Collar Crime is perpetrated in
California?**



IDENTITY Theft

TRUE of FALSE?

**15% of the World's White
Collar Crime is perpetrated in
California?**

- TRUE -

**A good portion out of Newport
Beach. NY is close at 11%**



IDENTITY Theft

MY EXPERIENCE w/ I.T.

1. AOL
2. Landmark Steakhouse phone call
3. Recent U.S. Bank phishing phone call
4. Arby's & El Pollo Loco Skimmer
5. Community Mailbox (331 Ave. 11)
6. Vehicle break-in in driveway
7. AZ left dayplanner w/ CCs on ATM

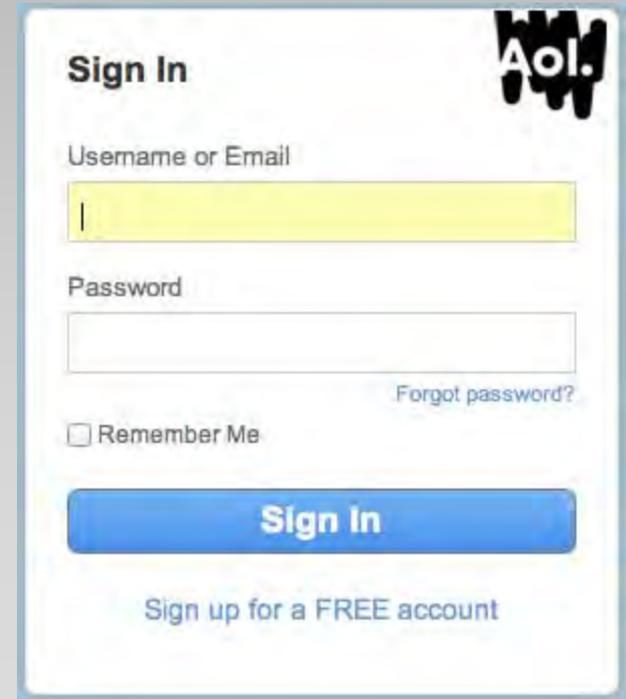


IDENTITY Theft

AOL LOG-IN SCREEN

1999 received an email from “AOL” saying I needed to log-in. After trying it 3 times, nothing happened.

Next day 10k+, spam emails sent & my account suspended.



The screenshot shows the AOL Sign In interface. At the top right is the AOL logo. Below it, the text "Sign In" is displayed. The form contains two input fields: "Username or Email" and "Password". Below the password field is a link for "Forgot password?". There is a checkbox labeled "Remember Me". A large blue button with the text "Sign In" is positioned below the form. At the bottom of the screen, there is a link that says "Sign up for a FREE account".

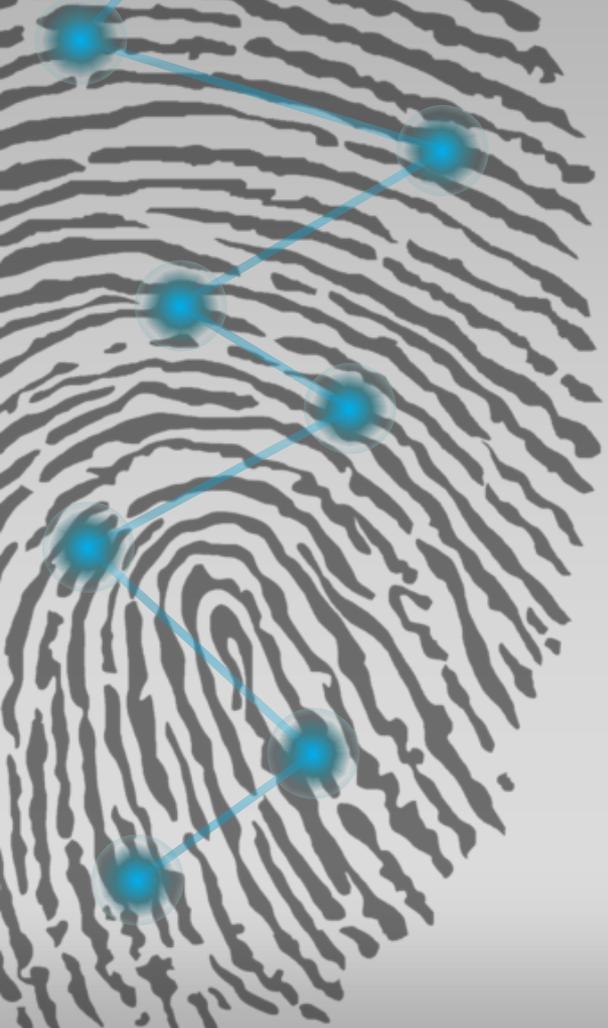


IDENTITY Theft

LANDMARK STEAKHOUSE

2010 – Video Relay Service (VRS) or Deaf Relay Service.

- Relay Service call taker ordered 2k in food.
- Wanted me to pay driver cash



IDENTITY Theft

U.S. BANK PHISHING CALL

- Caller from "U.S. Bank" asked me if I recently made a purchase from Best Buy in Nashville, TN for \$2700. When I said No, caller asked if card still in my possession. Asked for CC# to verify.



IDENTITY Theft

MAILBOX BREAK-IN

Seven times broken into. Prior year stole tax returns.

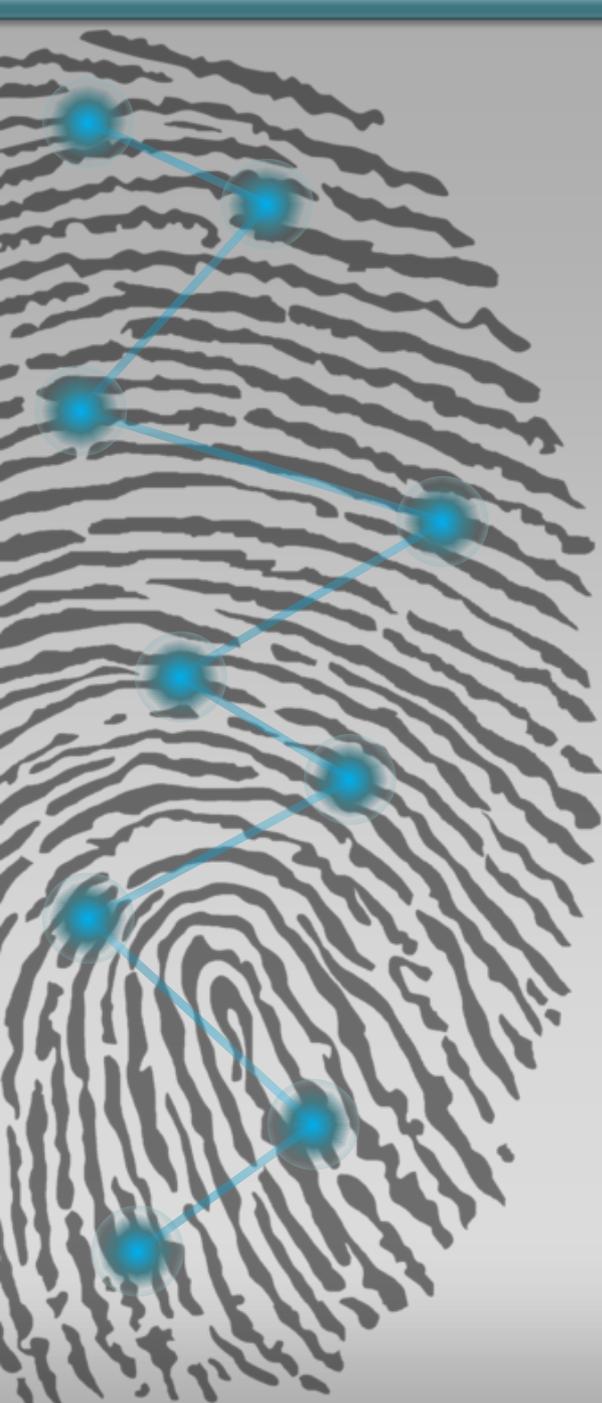
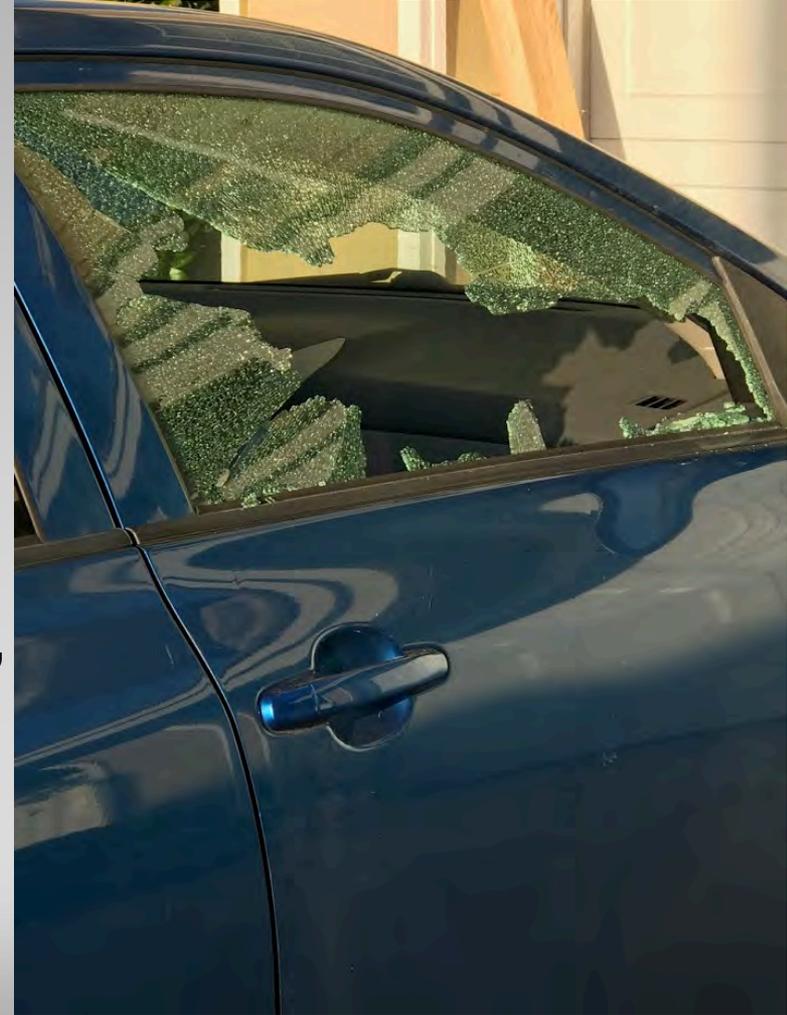


IDENTITY Theft

VEHICLE BREAK-IN

Broke into my wife's vehicle after seeing her purse on the front seat.

Used both of our credit cards at two Walmart's, two Gas Stations, fast food in under 90 minutes.



MAJOR COMPANIES BREACHED SINCE 2012

Breach of Target customer data

Target says about 40 million credit and debit card accounts may be affected by a data breach. Cards that were swiped during purchases at Target stores in the U.S. between Nov. 27 and Dec. 15 may have been compromised.



Target says the breach affected store purchases and not online transactions. The stolen data includes:

- Credit/debit card number**
- Expiration date**
- Name**
- Three-digit security code on back of card**

The store advised customers to:

Check statements carefully

Report suspicious charges to credit card company and call Target at 866-852-8680

Report cases of identity theft to law enforcement or the Federal Trade Commission

IDENTITY Theft

MAJOR COMPANIES BREACHED SINCE 2013

2017 – EQUIFAX (143 million)

2016 – Adult FriendFinder (412.2 million)

2015 – Anthem Insurance (78.8 million)

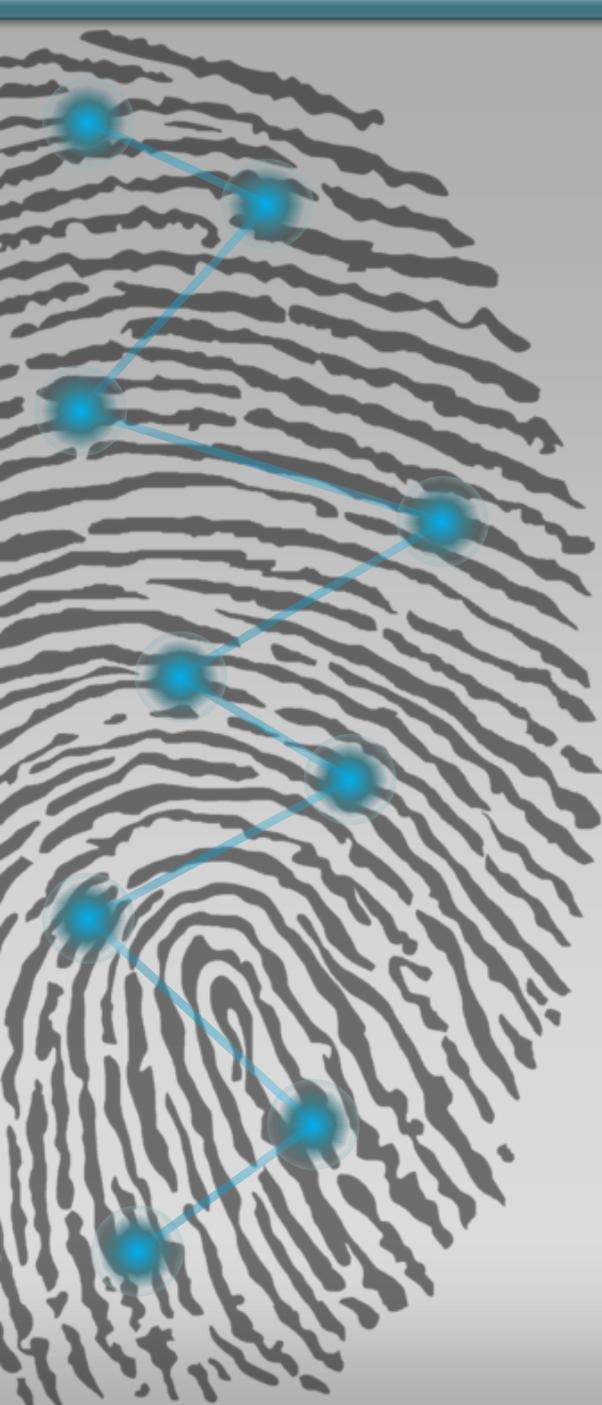
2014 – ebay (145 million)

2014 – CHASE bank (76 million)

2014 – Home Depot (56 million)

2013 – YAHOO (3 billion!!!)

2013 – Target (110 million)

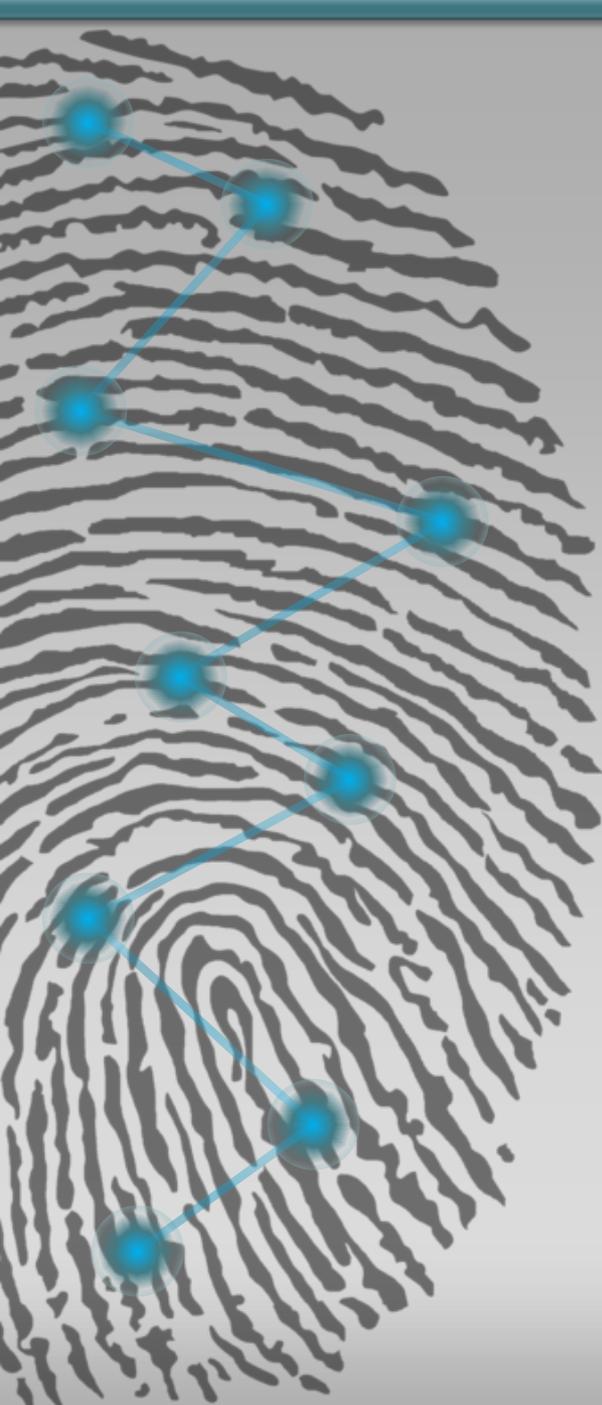


IDENTITY Theft

EQUIFAX BREACH

Hackers stole half of the U.S. populations
SS# and Driver's License #.

Go to: www.equifaxsecurity2017.com to see
if your information has been compromised.



IDENTITY Theft

MAJOR COMPANIES BREACHED SINCE 2011

Chick-fil-A

Sony pictures (employees only)

United States Postal Service

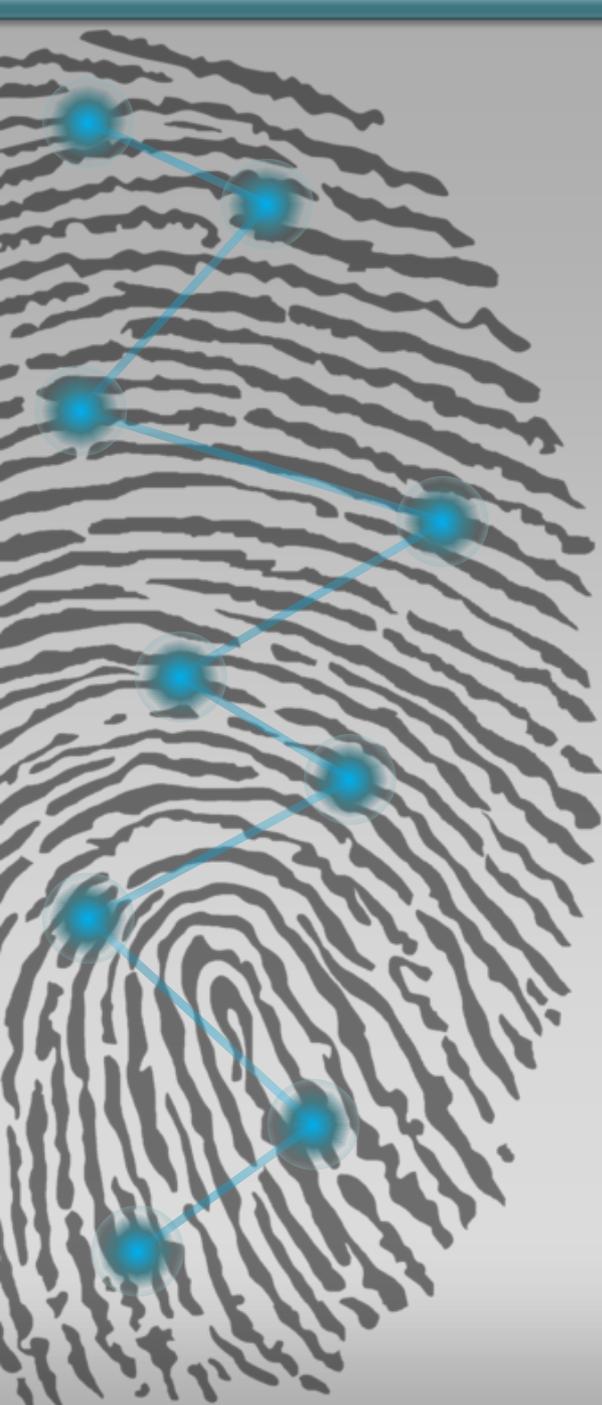
Staples

Kmart

US Office of Personal Management

Sony Play Station Network

RSA Security



IDENTITY Theft

HOW EASY IS IT TO GET YOUR INFO



FamilyTreeNow.com contains a remarkable amount of personal information including age, home address (current and past), name of family members, copies of birth certificates, marriage certificates, death certificates.

Removal process is cumbersome, and in some cases does not work at all.

IDENTITY Theft



bat
@mzbat

Follow

The @familytreenow site is a nightmare. They dox you & your family with a total disregard for safety. The "Opt Out" option doesn't work.



Your opt out request could not be processed due to an error. Please try again by refreshing your browser, or go back and click optout button again. If that doesn't work, please submit your request manually to customer service using our contact us form.

4:45 PM - 10 Jan 2017

IDENTITY Theft

HOW EASY IS IT TO GET YOUR INFO

Spokeo.com

Intelius.com



IDENTITY Theft

OBJECTIVES

1. Define Identity Theft
2. Discuss why you should worry about it
3. Examine how Identity Theft occurs
4. Look at how Identity Theft has emerged
5. Discuss what is being done about I.T.
6. Look at ways to protect yourself.



WHAT IS IDENTITY THEFT?



IDENTITY Theft

IDENTITY THEFT IS:

- One person, using personal information gathered from some source, takes on the identity of another person *without permission* and conducts a variety of activities using that identity.
- The intent is to use that identity for personal gain, generally with the intent to defraud others.



IDENTITY Theft

IDENTITY THEFT IS:

- California Penal Code 530.5(a) is the primary law addressing criminal Identity Theft.

“Every person who willfully obtains personal identifying information, of another person, and uses that information for any unlawful purpose, including to obtain credit, goods, services, real property, or medical information without the consent of that person...”



IDENTITY Theft

IDENTITY THEFT PENALTY:

- California Penal Code 530.5 is a wobbler (can be charged as a misdemeanor or a felony).
- Usually depends on the monetary value of damages.



WHY WORRY ABOUT I.T.?



IDENTITY Theft

WHY WORRY ABOUT I.T.?

- One in 33 households discovered at least one type of identity theft during the previous 12 months.
- Households with the highest incomes and those headed by persons ages 18–25 were the most likely victims.
- One in five victimized households spent about two months resolving problems resulting from identity theft.
- Identity theft is of greater concern to adults with older children at home (45%) than those with younger children at home (27%).



IDENTITY Theft

WHY WORRY ABOUT I.T.?

Victims of Identity Theft and those who know victims, are far more likely to be concerned about this issue than those who have not been victims.

- Concern among victims, 60%; versus among non-victims, 31%
- Concern among those who know a victim, 45%; versus concern among those who do not know a victim, 32%



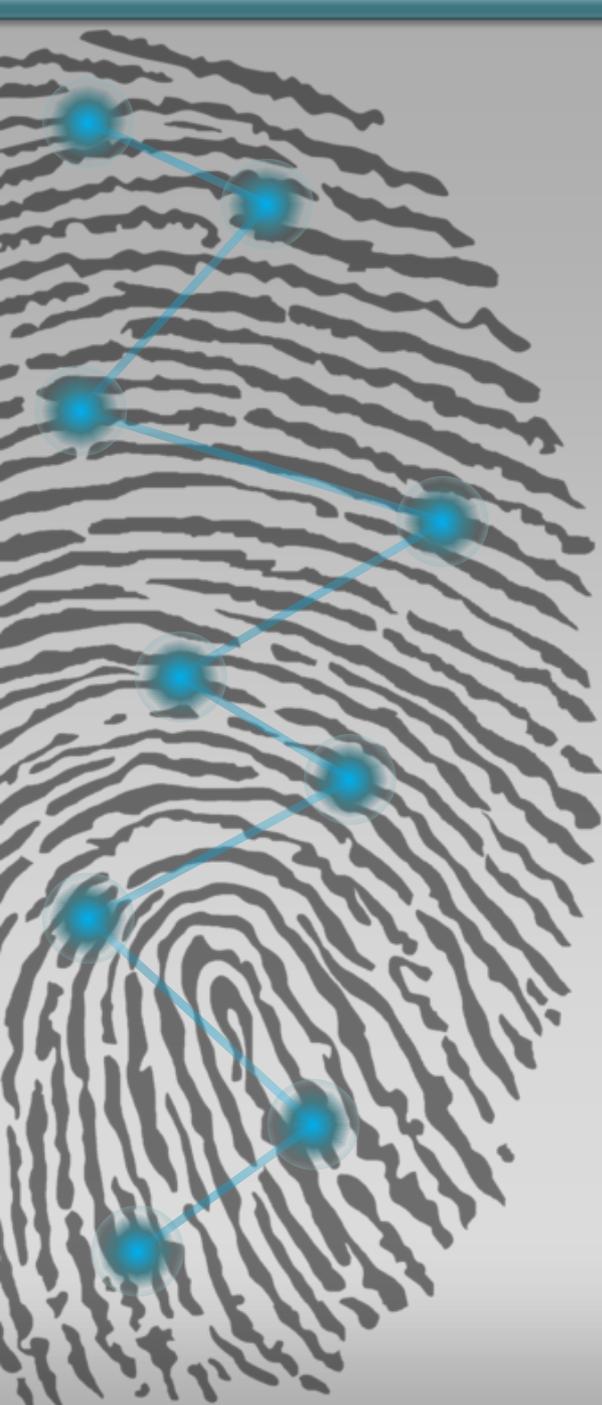
IDENTITY Theft

WHY WORRY ABOUT I.T.?

Deterrence and apprehension are not yet effective. **PREVENTION** is the best defense.

There are jurisdictional problems concerning where the crime occurs.

It is an attractive crime to criminals because of its low risk and high return.



IDENTITY THEFT

IS IT A PROBLEM?

2017 Identity Theft study
by Javelin Strategy &
Research, found that over
\$16 billion was stolen
from 15.4 million U.S.
consumers in 2016 alone.

In the past 6 years,
identity thieves have
stolen over \$107 billion.



IDENTITY THEFT

IS IT A PROBLEM?

- The good news is most people are taken for less than \$100 (most times they are reimbursed by banks).
- Only 14% of I.T. victims lose their money.
- Only 2% of I.T. victims lose more than \$1000.



IDENTITY Theft

HOW VICTIM'S INFO WAS MISUSED IN 2015

PERCENT

Government documents or benefits fraud	49.2%
Credit Card Fraud	15.8%
Phone or utilities fraud	9.9%
Bank fraud	5.9%
Attempted Identity Theft	3.7%
Loan Fraud	3.5%
Employment related fraud	3.3%
Other Identity Theft	19.2%



IDENTITY Theft

TOP 5 STATES FOR I.T. CASES

1. District of Columbia
2. **CALIFORNIA**
3. Florida
4. Massachusetts
5. Nevada



HOW DOES I.T. HAPPEN?



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 1: Getting the Identity

- Thieves look for information in a number of ways.
 - Discarded documents in the trash.
 - Receipts from purchases.
 - Lost or stolen wallets / purses.
 - Online “phishing”
 - Stolen mail from mailboxes
 - New, inventive ways daily



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 1: Getting the Identity (cont.)

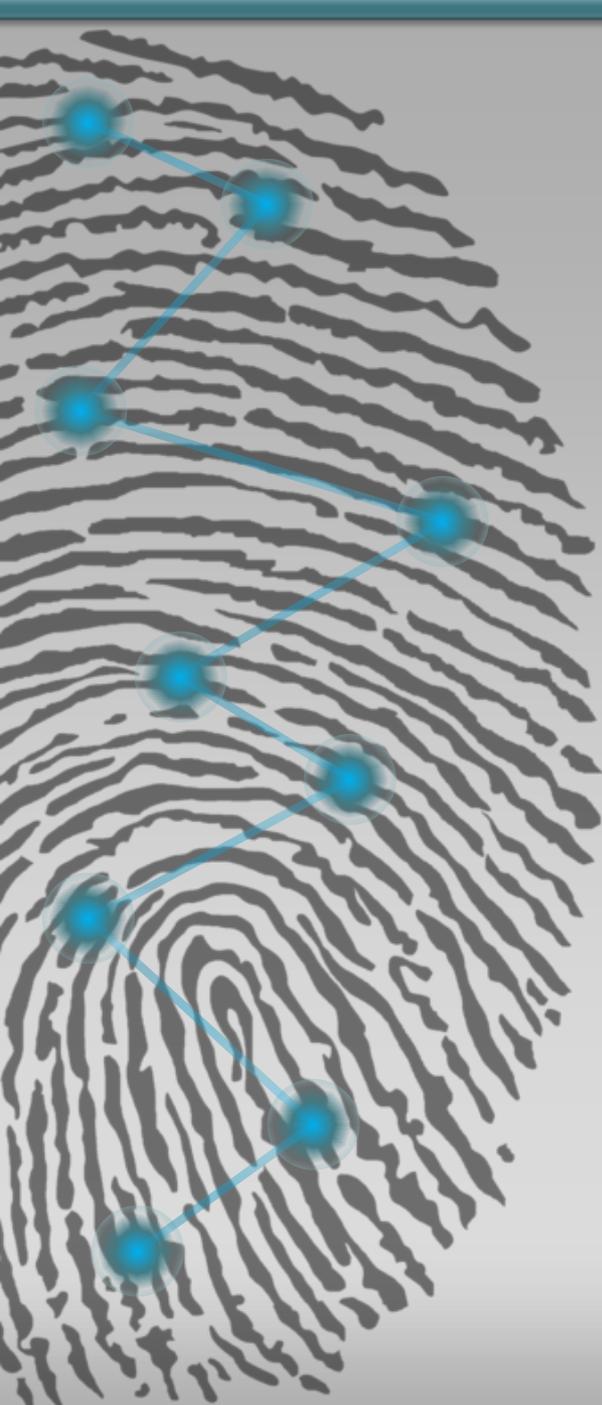
- Some thieves obtain lists of personal information through computer hacking, theft, or bribery.
- The information may be resold to other crooks or used numerous times by the original thief or thieves.
- Profits may be used to support additional criminal activities, such as drug use and terrorism.



IDENTITY Theft

8 NUMBERS IDENTITY THIEVES WANT TO STEAL FROM YOU:

- Phone #'s
- Dates & Zips
- PIN Codes
- Social Security #'s
- Bank Account #'s
- Driver's License # & Passport #
- Health Insurance account #'s
- I.P. Addresses



IDENTITY Theft

WHAT OTHER INFORMATION DO IDENTITY THIEVE'S OBTAIN?

Email addresses, full name, online passwords, mother's maiden name, 4 digit code on back of you cc card, PIN's, what city you were born



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 2: Exploiting the Identity

With the information available, the thief may have false ID cards made.

- State driver's license with the thief's picture & victim's name
- State identification card
- Social Security card
- Employer identification card
- Credit cards



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 2: Exploiting the Identity

The thief may simply begin leveraging one piece of information to obtain or establish other information or assets.

These may include

- New credit card accounts
- State or local licenses
- Accounts with utility companies, apartment leases, or even home mortgages



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 3: Discovering the Theft

- The thief continues to build a “persona” using the victim’s name, good credit, and even good character references. The thief never pays the bills, but the victim is left with a bad name and ruined credit.
- Eventually, the victim tries to get a new credit account and is turned down, or gets a bill for a credit card he or she never owned, or starts getting calls from bill collectors.



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 3: Discovering the Theft

- The thief might abandon the victim's identity because he or she has "spoiled" the name of the victim (e.g., with a criminal offense or bankruptcy).
- When the crime or ruined credit is discovered, the victim is left to clean up the mess.
- On average it takes 132 days before Identity Theft is discovered.



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 4: Reporting & Restoring

- The victim reports the theft to the local police & to nation's 3 credit bureaus.
- The victim asks the credit bureaus to note the identity theft crime on his or her credit report.
- The victim may need to consult with a local victims' assistance agency or an attorney to obtain information on the necessary, specific steps in a given state.



IDENTITY Theft

HOW IDENTITY THEFT WORKS

STEP 4: Reporting & Restoring

- The victim can also file an online report and affidavit with the Federal Trade Commission registry at www.ftc.gov. Go to the identity theft section.



IDENTITY Theft

WHAT IS PHISHING?



IDENTITY Theft

WHAT IS PHISHING?

The fraudulent practice of sending electronic communication (emails, social media, etc) purporting to be from reputable companies in order to induce individuals to reveal personal information, such as passwords, user names, & credit card #'s.



IDENTITY Theft

Your Barclays Bank Account Has Been Blocked(Verification Required)

Inbox

Barclays Bank PLC <ibankingservice@barclays.co.uk>
to me



Dear Valued Customer,

For your security, Barclays Bank has safeguard your account when there is a possibility that someone other than you is attempting to Access your account from an unidentified location. You now need to verify your **Identity**.

To verify your **identity**, kindly follow the reference below and instantly re-activate your account.

<https://bank.barclays.co.uk/olb/auth/verification/>

Thank you for helping us to protect you.

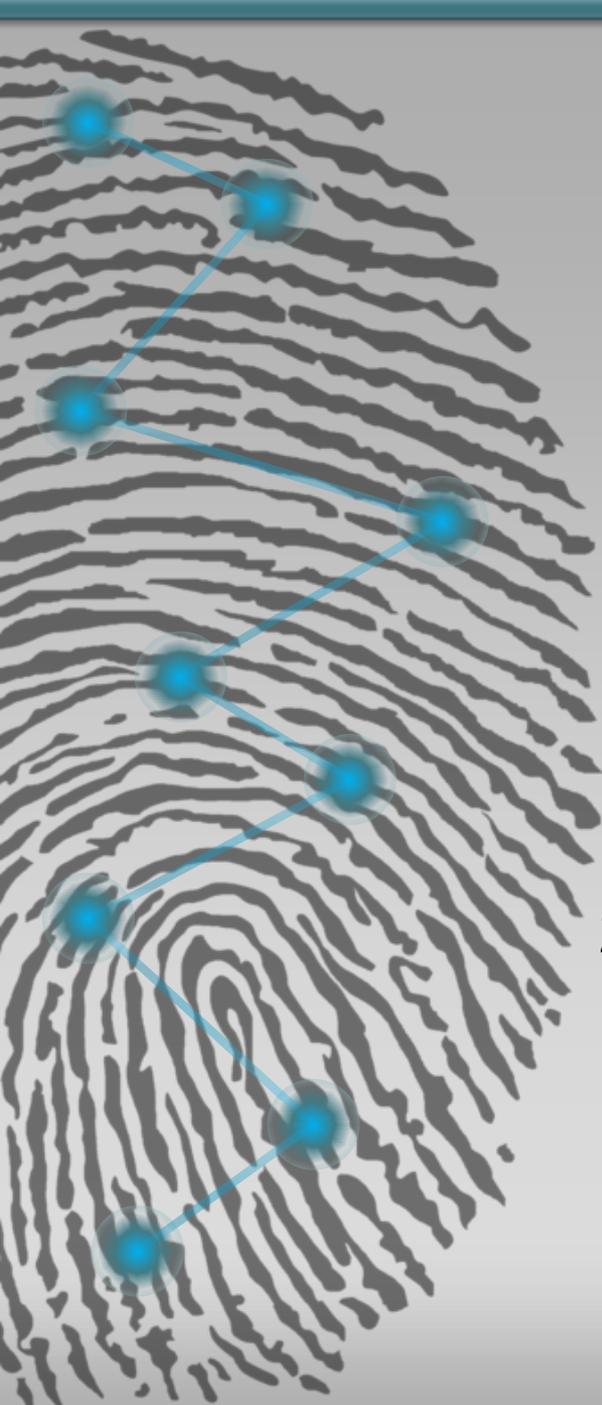
Security Advisor

Barclays Bank PLC

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HOW TO PROTECT YOURSELF FROM PHISHING SCAMS?

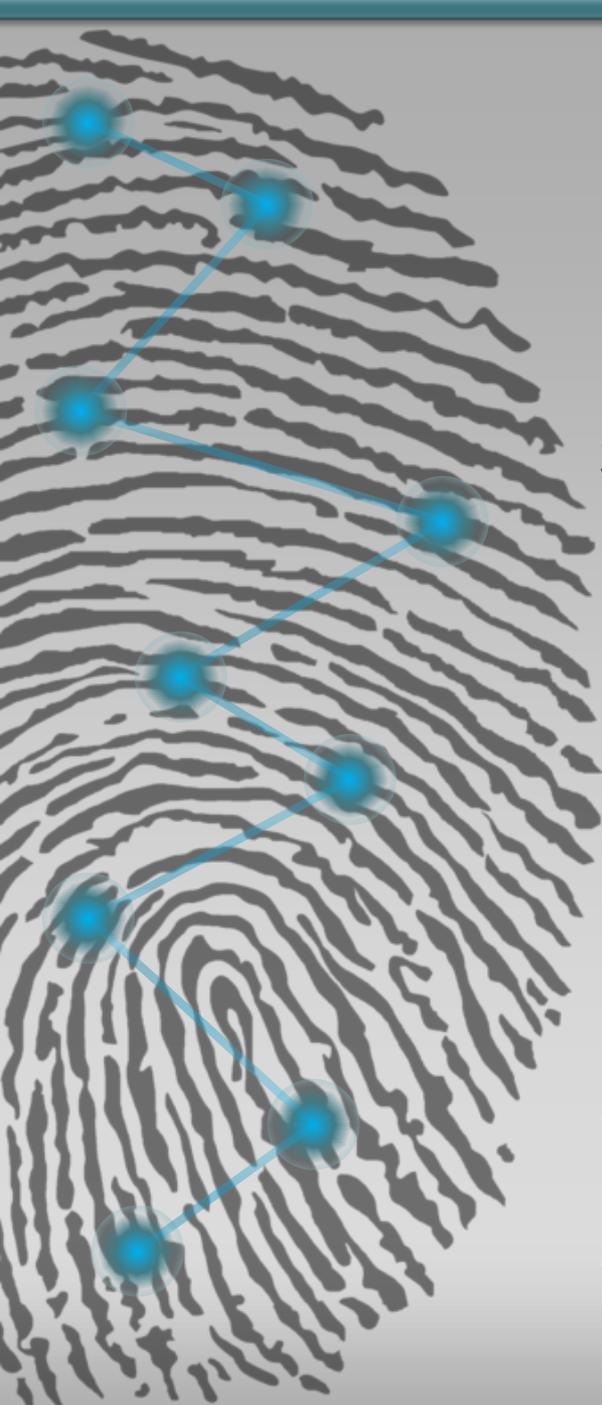
1. Be wary of emails asking for **CONFIDENTIAL INFORMATION**, especially when it comes to finances. When in doubt, contact the merchant directly.
2. Don't get pressured into providing sensitive information. Phishers like to use scare tactics, and often threaten to disable an account or delay services until you update the information they are asking for.



HOW TO PROTECT YOURSELF FROM PHISHING SCAMS?

3. Make sure you familiarize yourself with a website's privacy policy. The majority of commercial websites have a privacy policy, usually accessible at the foot of the page. Look at that to see if it is the company's policy on selling their mail list.

***Most of the spam you receive on a daily basis is coming to you because a site you have signed up to has sold your email address to another company.*



HOW TO PROTECT YOURSELF FROM PHISHING SCAMS?

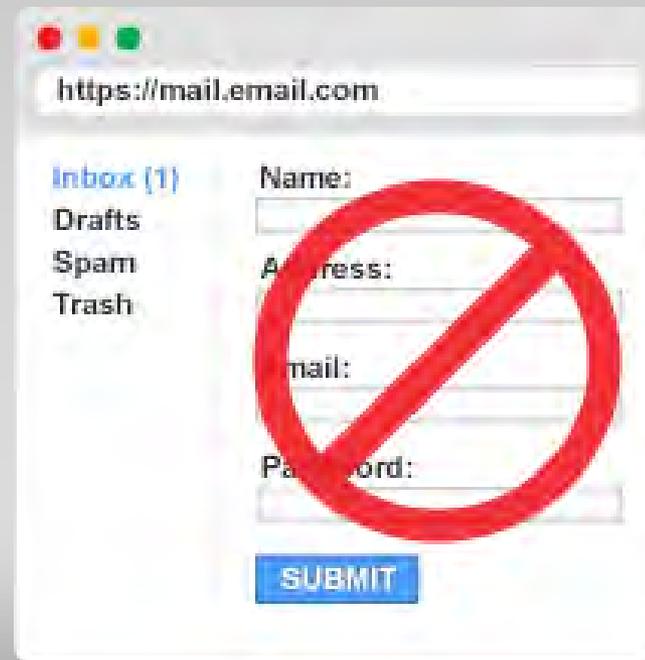
4. Watch out for generic looking requests for information. Fraudulent emails are often not personalized, while authentic emails from your bank often reference an account you have with them. Many phishing emails begin with “Dear Sir/Maam” and some come from a bank with which you do not have an account. Many of the emails also tend to have grammatical errors in them.



IDENTITY Theft

HOW TO PROTECT YOURSELF FROM PHISHING SCAMS?

5. Never submit confidential information via FORMS embedded within email messages. Senders are often able to track all information needed.



HOW TO PROTECT YOURSELF FROM PHISHING SCAMS?

6. Never use links in an email to connect to a website unless you are absolutely sure they are authentic. Instead, open a new browser window and type the URL directly into the address bar. Often a phishing website will look identical to the original (look at the address bar to make sure this is the case).



IDENTITY Theft

HOW TO PROTECT YOURSELF FROM PHISHING SCAMS?

7. Make sure you maintain effective virus software to combat Phishing.

YOUR COMPUTER HAS BEEN LOCKED!

This operating system is locked due to the violation of the federal laws of the United States of America! (Article 1, Section 8, Clause 8; Article 202; Article 210 of the Criminal Code of U.S.A. provides for a deprivation of liberty for four to twelve years.)

Following violations were detected:

Your IP address was used to visit websites containing pornography, child pornography, zoophilia and child abuse. Your computer also contains video files with pornographic content, elements of violence and child pornography! Spam-messages with terrorist motives were also sent from your computer.

This computer lock is aimed to stop your illegal activity.

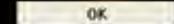
To unlock the computer you are obliged to pay a fine of \$200.

You have 72 hours to pay the fine, otherwise you will be arrested.

You must pay the fine through MoneyPak:

To pay the fine, you should enter the digits resulting code, which is located on the back of your Moneypak, in the payment form and press OK (if you have several codes, enter them one after the other and press OK).

If an error occurs, send the codes to address finn@fbi.gov.



MoneyPak

Where I can buy MoneyPak?

Walmart * Telephones



IDENTITY Theft

WHAT IDENTITY THEFT DO WE SEE ON CAMPUS?

1. Skimmers (in person or atm/gas station)
2. Nigerian Scam (When General Motumboo Bumboo emails you because there's a trunk of money waiting from a dead relative)
3. Online selling off electronics to overseas buyers (Overnight a check to you for 3 times amount of item)



SKIMMING / SKIMMERS

- Identity thieves steal your credit card or debit card information by using a device that affixes to a card reader on something like an ATM machine or a gas station pump. It blends in with existing equipment well enough that unsuspecting customers never notice it.
- Can occur almost anywhere.



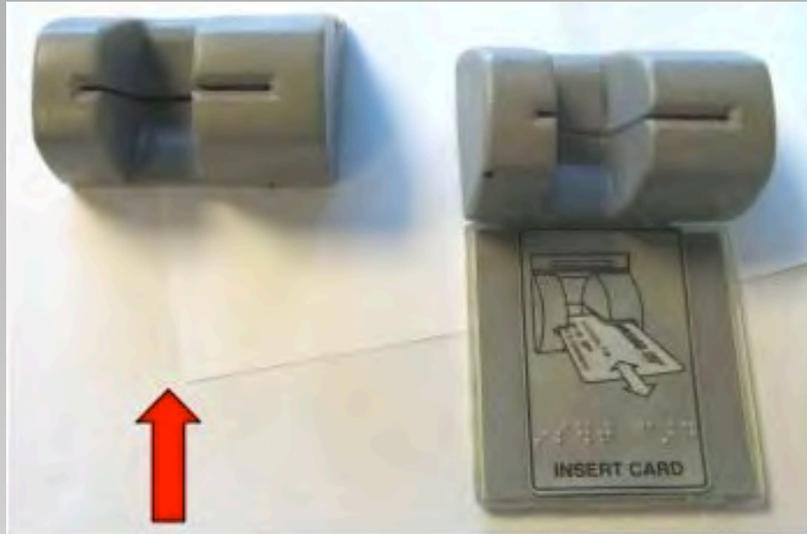
SKIMMING / SKIMMERS

- Restaurant / Retail chain are also big target.
- Waiters hired and given skimming machine.
 - Do you know where your credit card is at all times? Is it always in your site?
 - Many restaurants have gone to table side paying machines (i.e. Chili's)



IDENTITY Theft

SKIMMING / SKIMMERS



The real card reader slot.

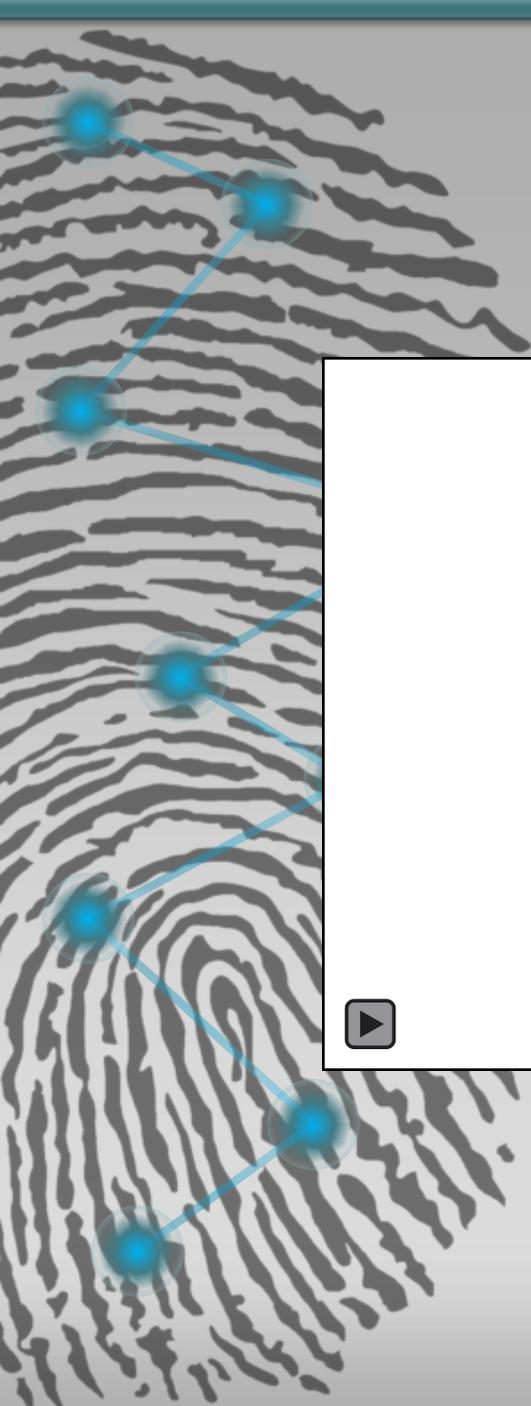
The capture device



The side cut out is not visible when on the ATM.

IDENTITY Theft

SKIMMING / SKIMMERS



IDENTITY Theft

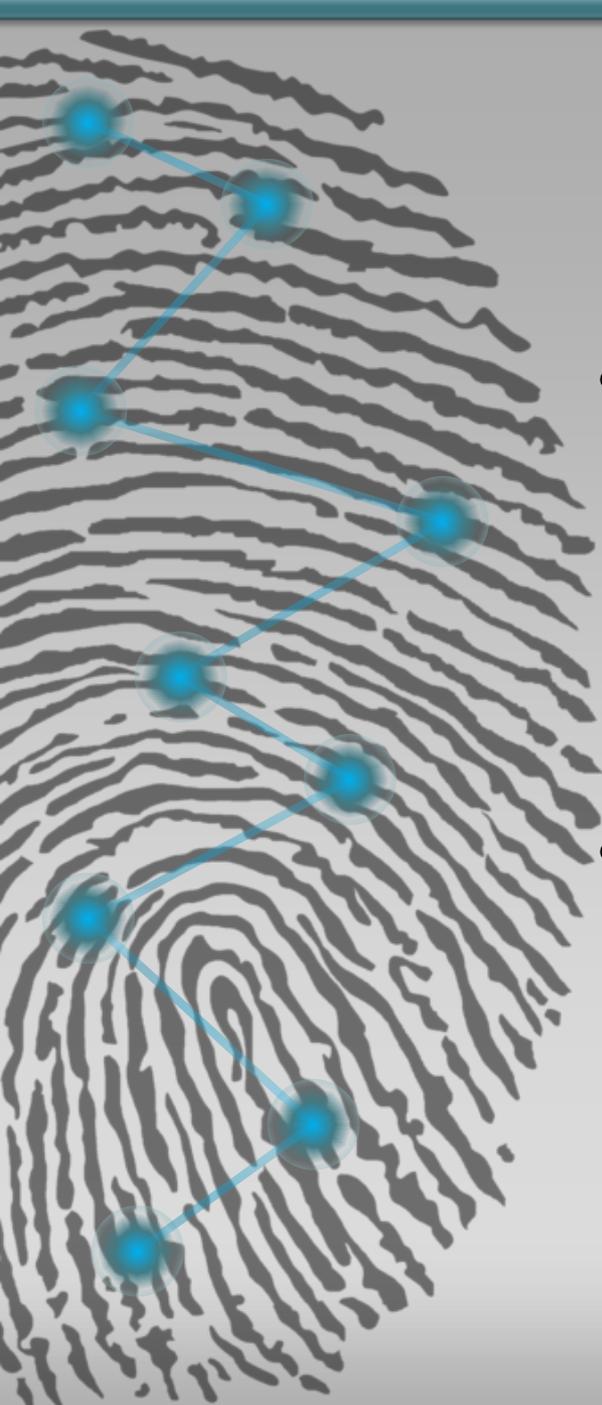
WAYS TO PREVENT SKIMMING

- Look at card reader (give it a tug).
- Some cards can be turned on and off via online app. (i.e. Turn off online purchases, or atm withdrawals).
- Have credit card company set limits to card (i.e. GPS limits to card when outside geographical area, or phone tracking to where purchase is being made).
- Only use cards w/ Chip in it (more secure).



FRAUD AGAINST SENIORS

- Senior citizens are most likely to have a “nest egg,” to own their home, and/or to have excellent credit—all of which make them attractive to con artists.
- Older Americans are less likely to report a fraud because they don't know who to report it to, are too ashamed at having been scammed, or don't know they have been scammed.



IDENTITY Theft

FRAUD AGAINST SENIORS

- Victims age 70+ may not report crimes, for example, because they are concerned that relatives may think the victims no longer have the mental capacity to take care of their own financial affairs.



IDENTITY Theft

TELEMARKETING FRAUD FOR SENIORS



If you are age 60 or older—and especially if you are an older woman living alone—you may be a special target of people who sell bogus products and services by telephone. Telemarketing scams often involve offers of free prizes, low-cost vitamins and health care products, and inexpensive vacations.

If it's too good to be true, it probably is!

HOW HAS I.T. EMERGED?



IDENTITY Theft

WHY IS IDENTITY THEFT ON THE RISE?

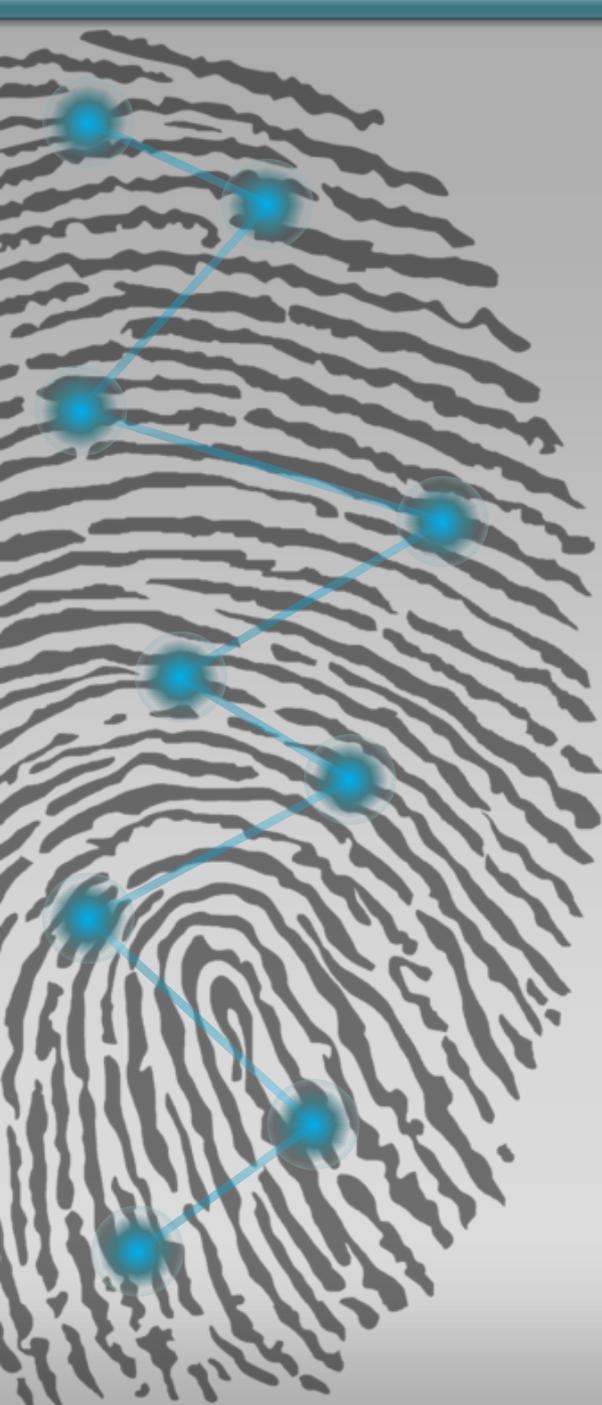
- Computers have made record keeping faster. Automation also removes human analysis, making it easier for someone to steal an identity or pose as another person.
- More and more transactions are being handled electronically, a trend that is continuing to increase dramatically.
- More computer hackers now go for monetary returns, not for the thrill of conquering another computer.



IDENTITY Theft

WHY IS IDENTITY THEFT ON THE RISE?

- Mobility means that many of us shop in stores all over our communities, regions, or the country, so we are more anonymous than ever.
- Many find it hard to believe I.T. could happen to us, even though millions are victims each year.

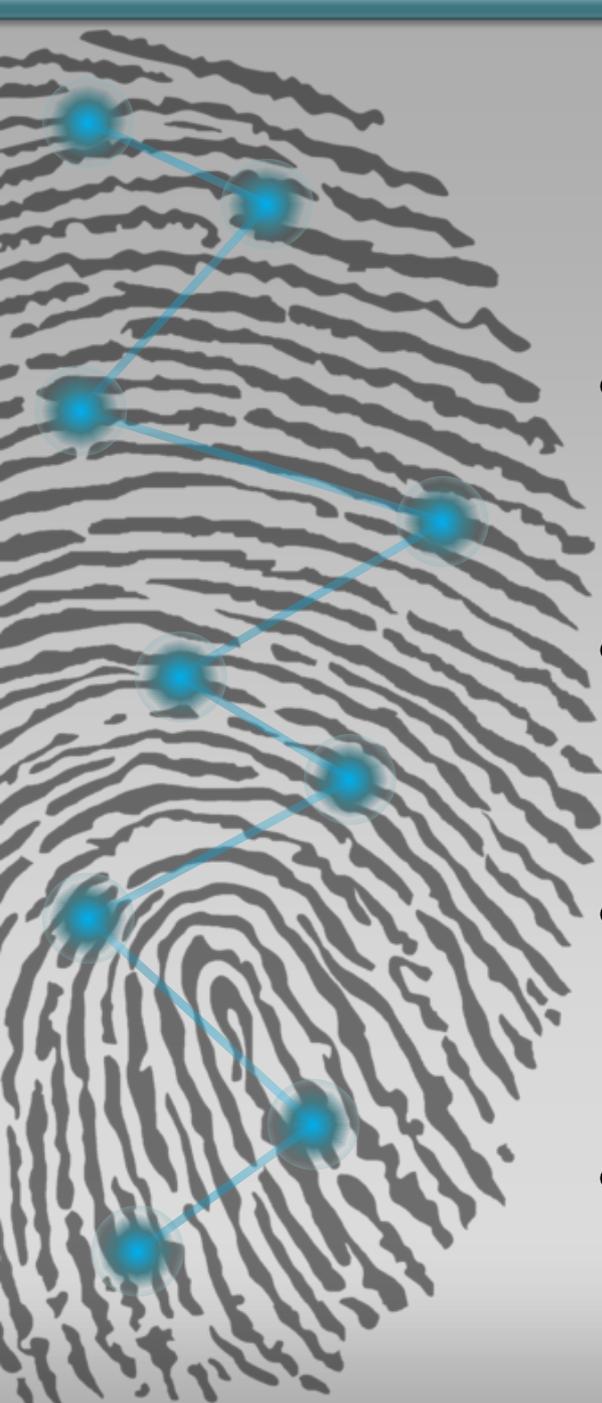


WHAT IS BEING DONE ABOUT I.T.?



WHAT IS BEING DONE?

- Increased reporting, resulting in more criminals being caught.
- Increased consumer education and awareness of fraud tactics.
- Creditors are using fraud prevention tools effectively.
- Constant security upgrades to web browsers / better filters / spyware

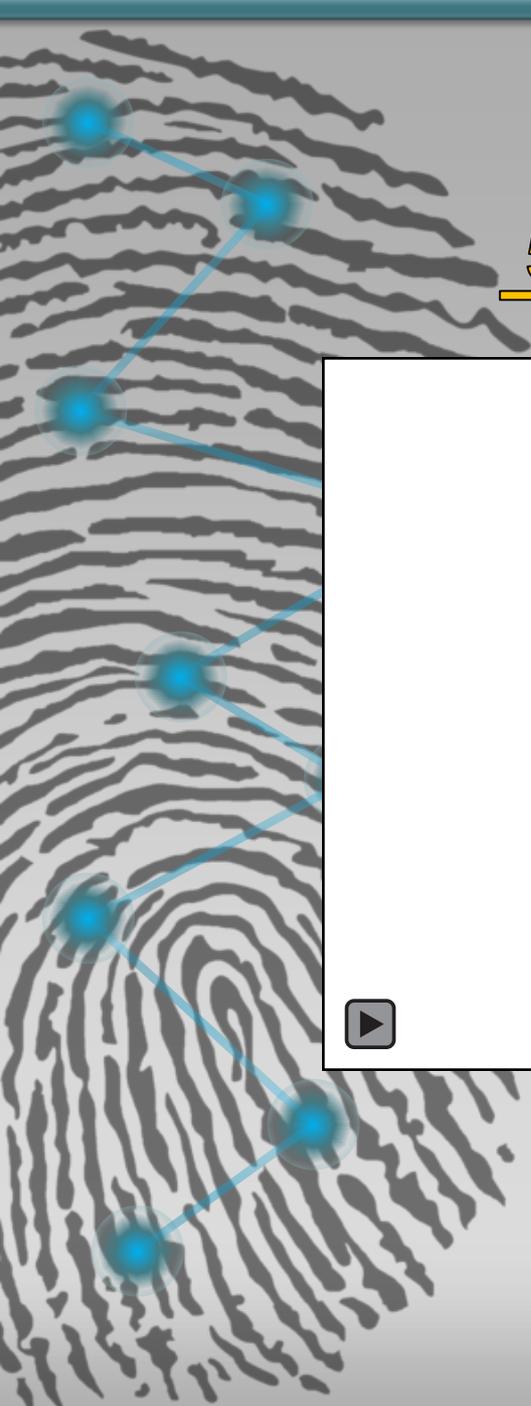


HOW TO PROTECT YOURSELF



IDENTITY Theft

5WAYS TO PROTECT YOURSELF



IDENTITY Theft

KNOW THE WARNING SIGNS

- Mistakes on accounts and/or your “Explanation of Medical benefits”
- Regular bills go missing
- Calls from debt collectors for debts that are not yours
- Notice from the I.R.S.
- Calls or mail about accounts in your minor child’s/grandchild’s name



IDENTITY Theft

REDUCE YOUR RISK

Identity protection means treating your personal information with care.

Make it a habit.

- Like buckling your seatbelt or
- Locking the doors at night



IDENTITY Theft

REDUCE YOUR RISK

- Right to free credit report every 12 mo's
- To order:
 - www.annualcreditreport.com
 - 1(877) 322-8228
- Use free sites like CREDIT KARMA
- Only purchase online from TRUSTED companies websites.
- Avoid buying on overseas websites



REDUCE YOUR RISK

- Best credit monitoring companies:
 1. Identity Force (monitor all 3 CC bureaus, New credit reports, bank/CC cards, 24/7 help, 2 factor authentication)
 2. LifeLock
 3. ID Shield
 4. Experian
 5. Equifax
 6. IdentityGuard



IDENTITY Theft

REDUCE YOUR RISK

Be alert to online impersonators

- Do you know who is getting your personal information?
- Be alert for bills that don't arrive when you expect them.
- Follow up if you get account statements you don't expect.



REDUCE YOUR RISK

Protect your computer.

- Use anti-virus software, anti-spyware software, and a firewall.
- Create strong passwords.
- Keep your computer's operating system, browser, and security up to date.

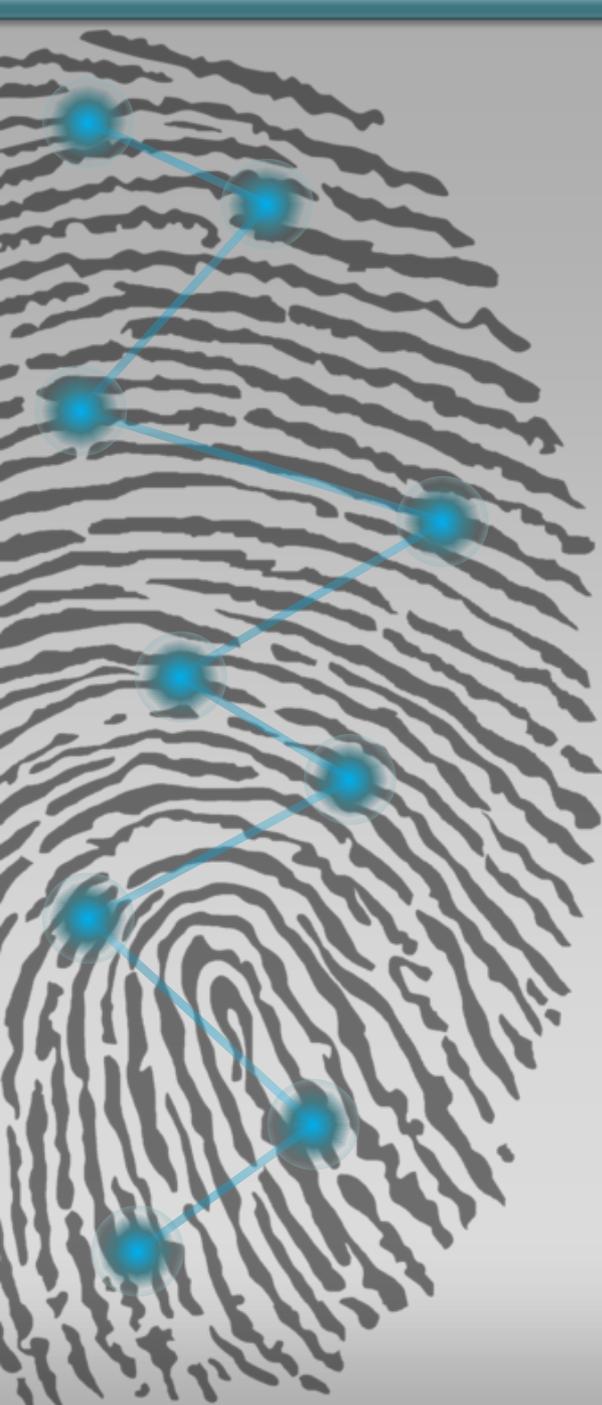
- (cont) -



REDUCE YOUR RISK

Protect your computer.

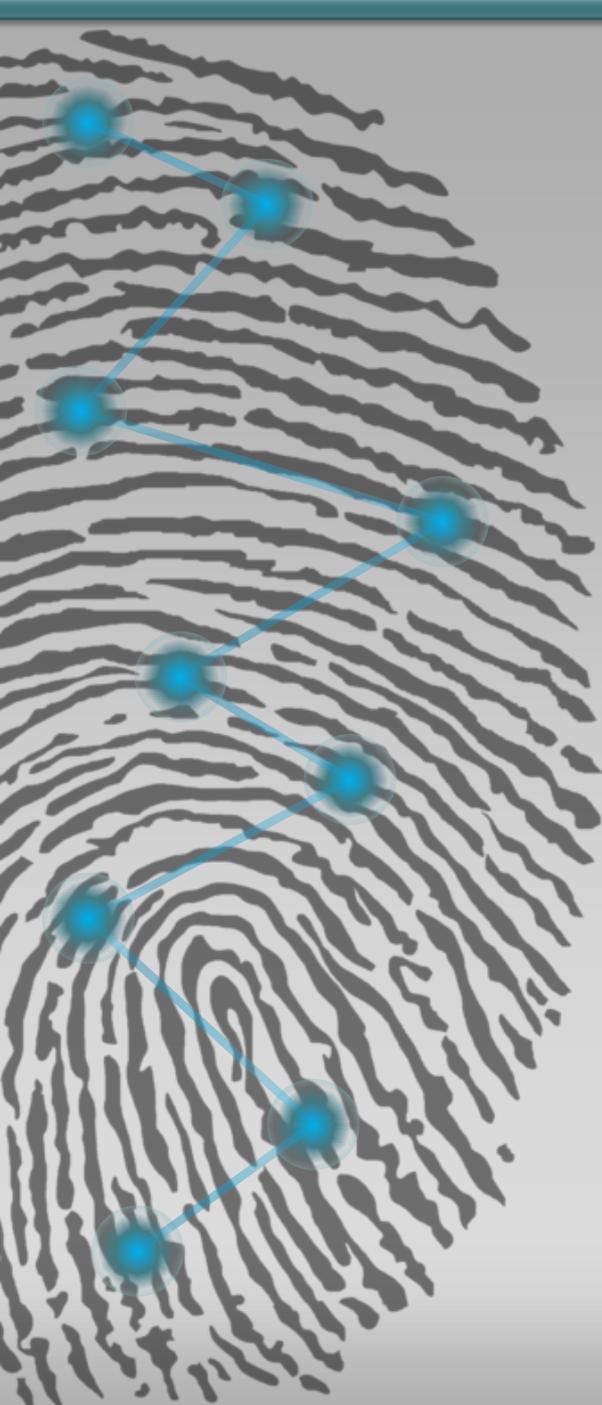
- Look your laptop
- Read privacy policies



IDENTITY Theft

WHAT DO YOU DO IF SOMEONE HAS STOLEN YOUR IDENTITY?

- Act fast to limit the damage.
- Take steps immediately.



IF YOUR IDENTITY IS STOLEN...

Step 1: Place an initial fraud alert on your credit report.

- Contact any one of the three nationwide credit reporting companies:
 - ***Equifax*** 1(800) 525-6285
 - ***Experian*** 1(888) 397-3742
 - ***TransUnion*** 1(800) 680-7289



IF YOUR IDENTITY IS STOLEN...

Step 2: Order your credit reports.

- Contact each of the three credit reporting agencies.
- ID theft victims get a copy of their reports for free.
- Read your reports carefully and correct any errors.

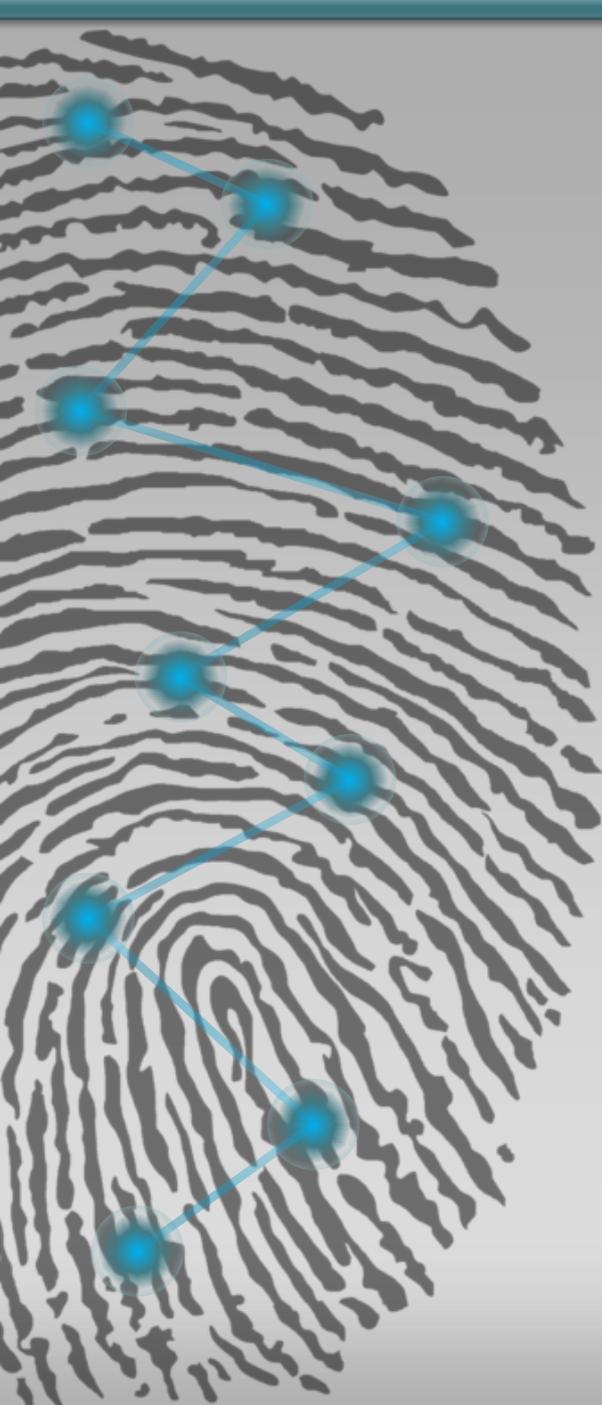


IDENTITY Theft

IF YOUR IDENTITY IS STOLEN...

Step 3: Create an Identity Theft report.

- Gives you rights that help you to recover more quickly.
- File a complaint with
 - Ftc.gov/complaint or 1-877-438-4338
 - This will become your FTC affidavit
- File a police report.



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IDENTITY Theft



**IDENTITY
THEFT
AFFIDAVIT**



+
**POLICE
REPORT**



=
**IDENTITY
THEFT
REPORT**

Questions? More Information?

Corporal Tom Perez

**Community Services /
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657-278-3423

University Police Department:

657-278-2515

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