

# Identity Theft

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## Background

A taxpayer who suspects that she is the victim of identity theft should report the crime to local law enforcement, file a complaint with the Federal Trade Commission, and mail to the IRS Form 14039 *Identity Theft Affidavit*. Upon request, the IRS will issue the theft victim an additional identifying number for use in preparing future tax returns.

## Foundation Communities Policy

VITA volunteers may assist clients in preparing Form 14039, although it is likely that any identity theft will not be discovered until their e-filed return is rejected because a return already was filed using their SSN or until they receive correspondence from the IRS claiming they failed to report income. See a helpful guide, published at <https://www.irs.gov/uac/taxpayer-guide-to-identity-theft>. A taxpayer may also become aware of identity theft by discovering erroneous information on her tax transcript. See *Tax Transcripts* available in these Volunteer Resources.

## How To Assist Tax Clients

Advise the client to first file a police report on the identity theft. Next, the client is to file an ID theft complaint with the Federal Trade Commission at <https://www.identitytheft.gov/>. Volunteers may download Form 14039 <https://www.irs.gov/pub/irs-pdf/f14039.pdf> from the IRS website and assist a client in completing it. Volunteers may also provide the client with a blank Form 14039 for her use in the event she later confirms identity theft. The client may request an Identity Protection PIN at <https://www.irs.gov/individuals/get-an-identity-protection-pin>. Once issued, this IP PIN must be entered on the tax return, or the tax return will be rejected.

See the Identity Theft Job Aid page on page P-2 of Publication 4012.

When the client presents an Identity Protection PIN issued by the IRS, the tax preparer enters the PIN under Federal Section > Miscellaneous Forms > IRS Identification PIN. This must be done whether the return is to be efiled or mailed as a paper return.

Identity theft may span many years and may involve more than one thief. Because of its complexity, some victims may require legal assistance. Refer any such victims to Texas RioGrande Legal Aid at 512-374-2700.

Identity theft victims may be concerned about the adverse impact on their credit scores from fraudulent activity. Refer them to a Foundation Communities financial coach for credit counseling assistance.

Refer to the attached Client Checklist for action steps for clients who are victims of identity theft.

## Combating Identity Theft — Client Checklist\*

Organization	What to Do
<b>Credit Agencies</b>	<input type="checkbox"/> Report the identity theft to the fraud department of one of the following reporting agencies as soon as possible. They must notify the other two agencies. <ul style="list-style-type: none"> <li>• Equifax: <a href="http://equifax.com">equifax.com</a></li> <li>• Experian: <a href="http://experian.com">experian.com</a></li> <li>• TransUnion: <a href="http://transunion.com">transunion.com</a></li> </ul> <input type="checkbox"/> Request a <a href="#">copy of your credit report</a> and request that only the last four digits of your Social Security number be placed on the report.
	<input type="checkbox"/> Close accounts that you think have been compromised or opened fraudulently.
	<input type="checkbox"/> Inform the credit bureaus and the credit issuers (in writing) of any fraudulent accounts and incorrect information.
	<input type="checkbox"/> Obtain replacement credit cards with new, secure account numbers and destroy any old cards.
	<input type="checkbox"/> Notify those who have received your credit report in the last six months to alert them to any disputed, fraudulent or incorrect information.
	<input type="checkbox"/> Confirm that an extended fraud alert (seven years) is placed on your credit report.
<b>Federal Trade Commission (FTC)</b>	<input type="checkbox"/> Report the crime to the FTC to establish an Identity Theft Affidavit. <a href="#">Identity Theft Victim's Complaint and Affidavit</a> .
<b>Local Police</b>	<input type="checkbox"/> Report the crime to your local police or sheriff's department. Make sure to prompt as much documented evidence as possible.
	<input type="checkbox"/> Verify that the report lists the fraudulent accounts and keep a copy of the report.
<b>Internal Revenue Service (IRS)</b>	<input type="checkbox"/> Contact the IRS to report the theft. This will alert them to any claim for refund or other activity on your account. File <a href="#">IRS Form 14039, Identify Theft Affidavit</a> . <ul style="list-style-type: none"> <li>• IRS Identity Protection Specialized Unit (IPSU): 800.908.4490</li> <li>• Form 14039, Identity Theft Affidavit</li> </ul> Contact your CPA with any questions.
<b>State Tax Agency</b>	<input type="checkbox"/> Contact your state tax agency to report the theft. Some agencies may require a police report and/or the IRS affidavit.
<b>Other Agencies and Organizations</b>	<input type="checkbox"/> U.S. mail fraud: Contact your local postal inspector. <ul style="list-style-type: none"> <li>• Online: <a href="http://postalinspectors.uspis.gov">postalinspectors.uspis.gov</a></li> <li>• Phone: 800.275.8777</li> </ul> <input type="checkbox"/> Social Security number misuse — non-IRS issues: <p>Check your earnings record to make sure no one is using your SSN to obtain work. Call your local Social Security Administration (SSA) office if something looks inaccurate.</p> <p>Contact the SSA Inspector General to report Social Security benefit fraud, employment fraud, or welfare fraud.</p> <ul style="list-style-type: none"> <li>• Online reporting resources:               <ul style="list-style-type: none"> <li>- <a href="http://socialsecurity.gov/oig">socialsecurity.gov/oig</a></li> <li>- <a href="#">Fraud Reporting Form</a></li> </ul> </li> <li>• SSA fraud hotline: 800.269.0271</li> </ul>

**Health Insurance Provider**

- Contact your health insurance company if your insurance card was accessed or stolen to help prevent the thief from using your insurance. Similarly, notify Medicare if your Medicare card was accessed or stolen.

**Utilities and Brokers**

- Contact your local utility providers (gas, electric, cable, Internet, cellular carrier, etc.) to ensure no new accounts are opened in your name. Similarly, let your investment or retirement account company know your identity documents were stolen so they will be alert to any suspicious activity on your account.

**Debt Collectors**

- Tell collectors that you are a victim of fraud and, therefore, not responsible for the account.
- Ask for the name of the collection company/the name of the person contacting you, the phone number and the address.
- Ask for the name and contact information for the referring credit issuer, the amount of the debt, account number and dates of the charges.
- Ask if the debt collector needs you to complete a specific fraud affidavit form or whether the FTC affidavit may be used.
- Follow up, in writing, with the debt collector and ensure that they confirm, in writing, that you do not owe the debt and that the account has been closed.

**What Else Can You Do?**

- Create an identity theft file (keep copies of everything).
- Change all your account passwords. As an extra step, consider changing your username.
- In all communications with the credit bureaus, refer to the unique number assigned to your credit report. When mailing information, use certified, return receipt. Be sure to save all credit reports as part of your fraud documentation file.
- Review your credit report periodically. An extended fraud alert allows you to obtain two free credit reports from each of the credit reporting agencies within 12 months.
- Consider requesting a security freeze. By [freezing your credit reports \(bit.ly/freezefile\)](https://www.ftc.gov/identity-theft/freeze), you can prevent issuers from accessing your credit files unless you give them permission. This prevents thieves from opening up new credit card and loan accounts.
- Consider requesting a criminal background check to ensure your identity is not being used in connection with criminal activities.

\*This checklist provides you (our valued client) a structured plan to resolve identity theft issues. Use it to contact the applicable agency (or agencies) and report the fraud. Should you need assistance, please contact our office. Our trained staff is available to help you resolve identity-theft matters (including problems with the IRS) and proactively ensure your information is secure.