

If your state uses your Social Security number as your drivers license number ask to substitute another number. In Massachusetts ask to be issued an "S" number.

MASSACHUSETTS REGISTRY OF MOTOR VEHICLES

Main Number: 617-351-4500
Online: www.mass.gov/rmv

- Contact the Social Security Administration to report a lost or stolen Social Security card and unauthorized use of your personal identification information.

Fraud Hotline: 1-800-269-0271
General Information: 1-800-772-1213
Online: www.ssa.gov

- Change the locks on your home and car if your keys were taken. Don't give a thief access to even more personal property and information.
- Cancel cellular phone accounts and calling card accounts, if they were lost or stolen.
- If you have been a victim of identity theft, [file a complaint](#) with the Federal Trade Commission (FTC) by contacting the FTC's Identity Theft Hotline.

Telephone: 1-877-IDTHEFT (438-4338)
TDD: 1-202-326-2502
Online: www.ftc.gov/idtheft

Mail: Identity Theft Clearinghouse
Federal Trade Commission,
600 Pennsylvania Avenue, NW
Washington, DC 20580

Ask the FTC for a copy of [Take Charge: Fighting Back Against Identity Theft](#), a free comprehensive consumer guide to help you guard against and recover from identity theft.



BOSTON UNIVERSITY MEDICAL CENTER

Public Safety Department
715 Albany Street, Boston, MA 02118
Tel: (617) 638-4444 or (617) 414-4444
URL: www.bumc.bu.edu/publicsafety

For more information, contact Brian Raymond
at (617) 414-4442

Have you been the Victim of Personal Information Theft?



**Boston University Medical Center
Public Safety Department**

Suggested steps to take:

IF you suspect that someone is using your credit or identification information in a fraudulent manner, or if your wallet, purse or personal identification has been lost or stolen, there are steps you can take to minimize the negative impact to your credit.

- File a report with your local police department or in the community where the theft took place. Get a copy of the police report in case your bank, credit card company or insurance company needs proof of the crime.

- Call your credit card company and immediately cancel credit and charge cards. Obtain replacement cards with new account numbers.

VISA 1-800-847-2911
MASTERCARD 1-800-626-8372
AMERICAN EXPRESS 1-800-528-4800
DISCOVER CARD 1-800-347-2683

- Contact the fraud departments of the major credit reporting agencies. Ask them to place a “Fraud Alert or Statement” on your account. The fraud alert or statement will advise any potential creditors to contact you before approving credit applications.

EQUIFAX

To report fraud: 1-800-525-6285
To order a credit report: 1-800-685-1111
Fax: 1-770-375-2821
Mail: P.O. Box 740241
Atlanta, GA 30374
Online: www.equifax.com

EXPERIAN

To report fraud: 1-888-397-3742
To order a credit report: 1-888-397-3742
Fax: 1-972-390-3974
Mail: P.O. Box 9532
Allen, TX 75013
Online: www.experian.com

TRANS UNION

To report fraud: 1-800-680-7289
To order a credit report: 1-800-916-8800
Fax: 1-714-447-6034
Mail: P.O. Box 6790
Fullerton, CA 92634
Online: www.transunion.com

Obtain a copy of your credit report from each of the credit reporting agencies. Review the reports carefully to determine if additional accounts were opened without your consent or if unauthorized charges were billed to your accounts.

In a few months, order new copies of your reports to verify your corrections and changes, and to make sure no new fraudulent activity has occurred.

- Report the loss to your bank if your wallet, purse or personal information contained bank account information, including account numbers, ATM cards or checks. Close checking and savings accounts and open new accounts. Stop payments on any outstanding checks. Get a new ATM card, account number and personal identification number (PIN) or password.
- Contact your state Department of Motor Vehicles to report a lost or stolen driver’s license, and to see if the Department has issued an unauthorized license number in your name.