


**Identity Theft**

Joel Jacobsen  
Information Security Officer



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**Today's Goals**

- Definitions and Statistics
- Identity Thief Tactics
- Warning Signs
- Prevention Tips



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**Identity Theft Statistics**

- #1 complaint to the Federal Trade Commission for 12 years running
- 11.6 million victims in 2011
- 7% of all US households had at least 1 family member (over age 12) experience



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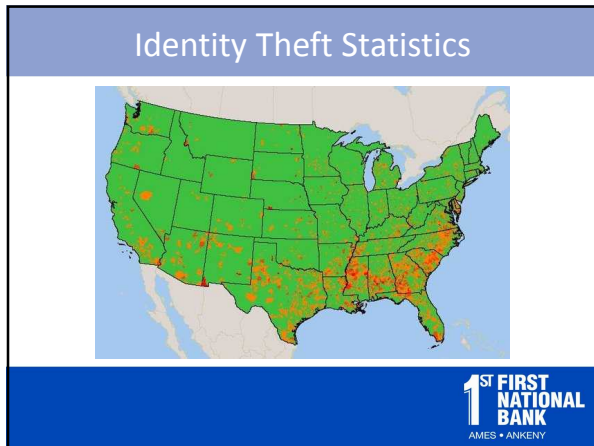
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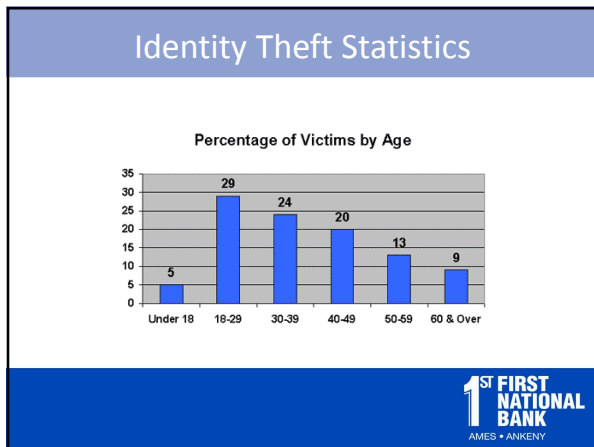
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### What is Identity Theft?

- Use of your personal information without your permission to commit:
  - Bank / financial fraud
  - Employment fraud
  - Utilities fraud
  - Medical fraud
  - Other crimes

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### What is Identity Theft?

- Identity Theft Categories (FTC Statistics):
  - 27% - Government documents / benefits fraud
  - 14% - Credit card fraud
  - 13% - Phone / utilities fraud
  - 9% - Bank fraud
  - 8% - Employment fraud
  - 3% - Loan fraud



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### What is Your Identity?

- Your personal information includes:
  - Social Security Number
  - Account Numbers
  - Contact Information
  - Birth Date, Birth Place
  - Verification Data



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### What do Thieves do with Your Identity?

- Access your existing accounts
- Open new accounts (in your name)
- Sell your information to other thieves
- Find other ways to benefit



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### How Can Your Identity be Stolen?

- Lost or Stolen Wallet
- "Skimming" Card Information
- "Friendly" Theft
- Stolen Mail or Trash
- Online (Computer Viruses, Hacking, etc.)
- Data Breaches
- Asking You For It



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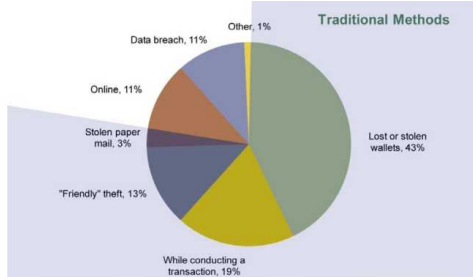
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### How Can Your Identity be Stolen?



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### Warning Signs

- Bills from unknown companies
- Unknown charges on statements
- Late statements
- Inaccurate history on credit report
- Tax filing difficulties



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**If Your Identity is Stolen:**

- Place a fraud alert on your credit reports
  - Equifax, Experian, Trans Union
- Disconnect your computer from the Internet
- Review your credit report
- Contact your financial institutions
  - Review recent activity
- File a police report
- Document all steps



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**What Does the Bank Do?**

- Fraud Loss Procedures
- Information Security Program
- Customer Identification Policy
- Debit Card Transaction Monitoring
- Internet Banking Security Measures
- Identity Theft “Red Flags” Procedures



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**What Can You Do?**

**Monitor Your Records:**

- Review your statements
- Know your billing cycles
- Check your credit report each year  
[www.annualcreditreport.com](http://www.annualcreditreport.com)



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**What Can You Do?**

**Why check your credit report?**

- Catch identity theft sooner than later
- Catch errors before they cause problems
- Know how your credit history looks before applying for new credit
- Ensure cosigned loans are in good standing
- Ensure past issues have been resolved



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**What Can You Do?**

**Protect Information at Home:**

- Secure sensitive records
- Shred sensitive trash
- Ignore phone calls asking for personal information
- Register for the National Do Not Call Registry:  
[www.donotcall.gov](http://www.donotcall.gov)



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**What Can You Do?**

**How long should you keep old records?  
(Verify with your financial / tax advisors)**

- Tax Returns – 7 years
- Bank Statements – 3 months to 1 year
- Credit Card Statements – 3 months
- Medical Records – 5 years to permanent
- Insurance – 5 years
- Investments – Purchase record and current 3 months  
– Benefits statements may be needed indefinitely



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What Can You Do?

**Protect Your Mailbox:**

- Empty your mailbox promptly
- Sign up for electronic statements
- Opt out of "pre-approved" credit mailings:  
[www.optoutprescreen.com](http://www.optoutprescreen.com)
- Opt out of unwanted credit card checks



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What Can You Do?

**Protect Information When Traveling:**

- Keep your wallet thin
- Don't take your checkbook
- Use credit cards carefully
- Secure personal belongings in hotel safe  
(passport, credit cards, prescription medications)
- Keep copies of important travel documents



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What Can You Do?

**Protect Your Wallet:**

- Don't carry Social Security cards
- Don't carry passwords or PINs
- Sign the back of debit and credit cards
- Check your cards for RFID
- Keep a record of items in your wallet



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### What Can You Do?

- Credit card liability:
  - Under the Fair Credit Billing Act, maximum liability is \$50 for unauthorized use
  - Many companies fully reimburse
- Bank account / Debit card liability:
  - Discuss with the bank



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### Beware of Card “Skimming”

- “Skimming” involves use of a small electronic device to read and record the information on your credit or debit card without your consent
- Stolen card information can be used to make “clone” cards
- Watch for suspicious card readers, especially on free-standing outdoor machines



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### Beware of Card “Skimming”

- Some cards include a computer chip (RFID) that transmits information without contact
- Look for the RFID symbol:
- Some new wallets shield RFID transmissions



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### What Can You Do?

**Protect Yourself Online:**

- Ignore emails asking for personal information
- Be skeptical of links and attachments
- Use current anti-virus software
- Use different passwords for different sites
- Use **STRONG** passwords


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### What Can You Do?

**Strong Passwords:**

- At least 8 characters
- Use letters, numbers, and characters
- Avoid simple words - Consider an acronym or sentence
- Add a unique identifier for each site


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### What Can You Do?

Password Length	All Characters	Only Lowercase
3 characters	0.86 seconds	0.02 seconds
4 characters	1.36 minutes	.046 seconds
5 characters	2.15 hours	11.9 seconds
6 characters	8.51 days	5.15 minutes
7 characters	2.21 years	2.23 hours
8 characters	2.10 centuries	2.42 days
9 characters	20 millennia	2.07 months
10 characters	1,899 millennia	4.48 years
11 characters	180,365 millennia	1.16 centuries
12 characters	17,184,705 millennia	3.03 millennia
13 characters	1,627,797,068 millennia	78.7 millennia
14 characters	154,640,721,434 millennia	2,046 millennia




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**What Can You Do?**

**If your email gets “hacked”:**

- Run anti-virus and anti-malware scans
- Use a secure computer to:
  - Review your email accounts for other suspicious activity, such as alternative contact information
  - Update passwords on all online accounts
  - Review all online accounts for suspicious activity



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**What Can You Do?**

**Consider Third Party Programs:  
(DISCLAIMER: Do your research)**

- Identity Theft Insurance
  - Homeowner’s Insurance Rider?
- Prevention Programs
- Restoration Programs
  - FNB’s ID Theft Smart



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**QUESTIONS?**

Contact Information:

**Joel Jacobsen**  
Compliance / Information Security Officer  
515-663-3003  
[joel.jacobsen@fnbames.com](mailto:joel.jacobsen@fnbames.com)



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