



## **If you think you have been OR You are a victim of Identity theft**

**Like any other theft - Identity theft MUST be reported to the police.** Call you nearest police station and provide all documentation necessary to for them to investigate the crime.

### **Alternatively, call Crime stoppers in your state, if you have witnessed a crime**

If you have seen somebody taking mail out of someone else's mailbox, papers from their desk/filing cabinet or cards/receipts from their purse of wallet please call Crime Stoppers on 1800 333 000 or visit

[www.crimestoppers.com.au](http://www.crimestoppers.com.au)

### **Contact the Credit Reporting Agency**

Report that you are a victim of identity theft. Ask that an alert be placed on your file, and ask that you be contacted by phone if credit providers want to open accounts for you. Accessing your credit file is free – you should not be asked to pay a fee.

### **Check your credit file carefully for unauthorised entries**

Look for accounts that have been opened in your name, or unauthorised changes to your existing accounts.

### **Close all accounts**

Contact all the businesses with whom unauthorised accounts have been opened in your name and ask them to close all fraudulent accounts. Also close all legitimate accounts and open new accounts with new PINs and passwords.

### **Keep all documentary evidence of fraud**

Take notes, keep copies and keep police reports, get confirmation of conversations and actions in writing. Never send originals away in the mail - if documents are required by someone else, send photocopies.

### **With police help, take action to clear criminal records**

Your first point of contact is the police - you may have to undergo police routines of photographing and fingerprinting to establish that you are not the same person as the person who stole your identity and used it fraudulently. You may need to hire a lawyer— Legal Aid or the Law Society in your state or territory may be able to assist.