

# How can you protect yourself from identity theft?



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## Steps you can take to reduce your risk:

- Shred documents containing account numbers, social security numbers or other sensitive information
- Use electronic statements and bills instead of paper documents
- Do not put checks in your home mailbox for the postal service to pick up
- Enroll in email alerts to monitor your account activity
- Review your account statements often
- Do not use the same IDs and password for multiple systems
- Don't confirm or provide personal information in response to an unsolicited phone call, email or text
- Don't click on links or attachments to unsolicited email
- Consider placing "fraud alerts" or "security/credit freezes" on your credit reports with the three credit bureaus
- Review your free credit report from each of the credit bureau agencies each year
- Avoid companies that ask you to pay for a copy of your credit report

# How will you know you are a victim of identity theft?

## Here are some warning signs to watch for:

- Unauthorized charges on your checking account
- Unauthorized transfers or withdrawals on your bank statement
- Bills or credit card statements that don't arrive when expected
- Calls from financial institutions or debt collectors regarding accounts you did not open
- Accounts on your credit report that you did not open
- Receiving cards or billing statements from accounts you did not open
- Contact from companies about merchandise or services you did not buy

# What steps should you take to reclaim your identity?



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## A resource for victims of identity theft

If you think you are the victim of identity theft, use this resource guide to assist you in reclaiming your identity. You will find a checklist of steps you should take, along with forms for tracking and documenting conversations with companies and agencies you have contacted.

### Steps to Take

#### 1. Contact Old National

- » Report any fraudulent activity on your Old National accounts by calling us at 1-800-731-2265.

#### 2. Review account activity.

- » Look over all of your accounts, including your checking, savings, credit card, debit card, loans, online banking and bill pay. Be alert for changed addresses or Personal Identification Numbers (PINs). Also watch for new cards ordered.

#### 3. Change your online banking username and password.

- » This is something you should do regularly (at least every 45 days).

#### 4. Close breached accounts.

- » Close all accounts that have been breached and reopen them with new account numbers, passwords and PINs.

#### 5. Stop payment on stolen checks.

#### 6. Contact the three major credit bureaus.

- » Equifax: [www.equifax.com](http://www.equifax.com) or 1-800-525-6285 (Equifax ID theft/fraud support)
- » Experian: [www.experian.com](http://www.experian.com) or 1-888-397-3742 (Experian ID theft/fraud support)
- » TransUnion: [www.transunion.com](http://www.transunion.com) or 1-800-680-7289 (TransUnion ID theft/fraud support)
- » Request that they place a “fraud alert” on your credit file.
- » Request a free copy of your credit report ([www.annualcreditreport.com](http://www.annualcreditreport.com)) and fraud victim statement

**Note:** You may be required to provide sensitive data for authentication purposes. If you have any questions or concerns, please reach out to the bureau(s) directly.

#### 7. File a report with the police.

- » A police report will lend credibility to your case when dealing with creditors who may require proof of criminal activity.
- » Request a copy of the police report.

## 1. Contact other creditors.

- » Contact credit card companies, utility providers, banks, lenders and financial institutions where you have accounts.
- » Follow up phone conversations with a letter or email and document your conversations.
- » Close accounts that have been breached and reopen them with new account numbers, passwords and PINs.

## 2. Report criminal activity to the Federal Trade Commission (FTC).

- » Call 1-877-ID THEFT (1-877-438-4338) to speak with a trained identity theft counselor.
- » You can also file your complaint online at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)

## 3. Contact these additional agencies as necessary.

- » Notify the Postal Inspection Service if you think your mail was stolen or redirected. Find contact information at [www.usps.com](http://www.usps.com).
- » Call the Social Security Fraud Hotline at 1-800-269-0271 if you suspect someone is using your Social Security number fraudulently.
- » Contact your local Department of Motor Vehicles office if you believe someone is attempting to get a driver's license or ID card using your name and information.
- » Notify your medical insurance provider if you believe your insurance card has been lost.

## 4. Continue to monitor your accounts.

- » Identity theft can take time to resolve, so it is important to continue reviewing your account activity, both on statements and online.
- » Continue to monitor your credit report as well.
- » Report any discrepancies or suspicious activity immediately.



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# Contact checklist and forms

## Old National Bank

Review all accounts with us, including your checking, savings, credit card, debit card, loans, online banking and bill pay. If any of these accounts have been compromised, you should change your account numbers, usernames, passwords and PINs.



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**DO NOT WRITE DOWN NEW ACCOUNT NUMBERS,  
USERNAMES, PASSWORDS OR PINS.**

Account Type	Date Contacted	Contact Name	Notes



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# Contact checklist and forms

## Credit Bureaus

Place a fraud alert on your credit file. Request a copy of your credit report.

Bureau	Date Contacted	Contact Name	Notes
Equifax 1-800-525-6285 www.equifax.com			
Experian 1-888-397-3742 www.experian.com			
Trans Union 1-800-680-7289 www.transunion.com			



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# Contact checklist and forms

## Government Agencies & Law Enforcement

Report criminal activity to the appropriate agencies.

Organization	Date Contacted	Contact Name	Notes
Local Police Department			
Federal Trade Commission 1-877-ID THEFT <a href="http://www.consumer.gov/idtheft">www.consumer.gov/idtheft</a>			
Postal Inspection Service <a href="http://www.usps.gov">www.usps.gov</a>			
Social Security Fraud Hotline 1-800-269-0271			
Department of Motor Vehicles			

# Contact checklist and forms

## Banks, Credit Issuers & Other Financial Institutions

Change your account numbers, usernames, passwords and PINs on any accounts that have been compromised.



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Financial institution	Account Type	Date Contacted	Contact Name	Notes