

IDENTITY THEFT IT HAPPENED TO US IT CAN HAPPEN TO YOU!

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Learn ways to minimize risk, identify threats quickly, and how to assure those that depend on and trust your agency.

What is identity theft?

- **Identity theft** is a form of fraud in which someone pretends to be someone else in order to steal money or obtain other benefits.
- **Identity theft** is America's *fastest-growing crime*.
- **10 Million Americans Have Stolen Identities Each Year**

What kind of information do thieves want?

- Account information
- Social security numbers
- Bank account information
- Credit and debit card information
- Pin numbers
- Passwords any form of account number
- Birth date
- Drivers license number

Where do they get that information?

- **Dumpster Diving.** They rummage through trash looking for bills or paper with your personal information on it. (mail, prescription bottles, canceled checks, etc.)
- **Stealing.** They steal wallets and purses; mail, including bank and credit card statements; pre-approved credit offers; and new checks or tax information. They steal personnel records, or bribe employees who have access.
- **Skimming.** They steal credit/debit card numbers by using a special storage device when processing your card.
- **Phishing.** They pretend to be financial institutions or companies and send spam or pop-up messages to get you to reveal your personal information.

What do they do with your information?

- They may create counterfeit checks using your name or account number.
- They may open a bank account in your name and write bad checks.
- They may clone your ATM or debit card and make electronic withdrawals your name, draining your accounts.
- They may take out a loan in your name.

What is Check Fraud?

- **Check fraud is one of the largest challenges facing businesses and financial institutions today.**
- **A significant amount of check fraud is due to counterfeiting through desktop publishing and copying to create an actual financial document.**
- **With the advancement of computer technology it increasingly easy for criminals, either independently or in organized gangs, to manipulate checks in such a way as to deceive innocent victims expecting value in exchange for their money.**

What are your agency's procedures?

- The mail comes – and then what?
- Who sees this information?
- How is the donation recorded?
- How is the donation acknowledged?
- Where is information kept and how long do you keep it?

Our Story

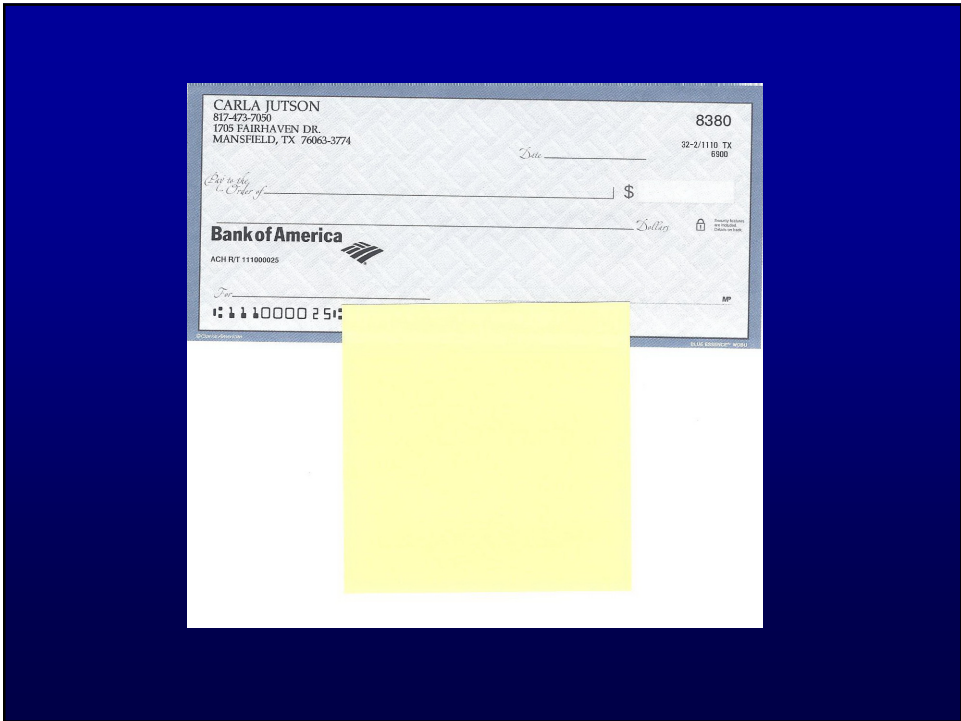
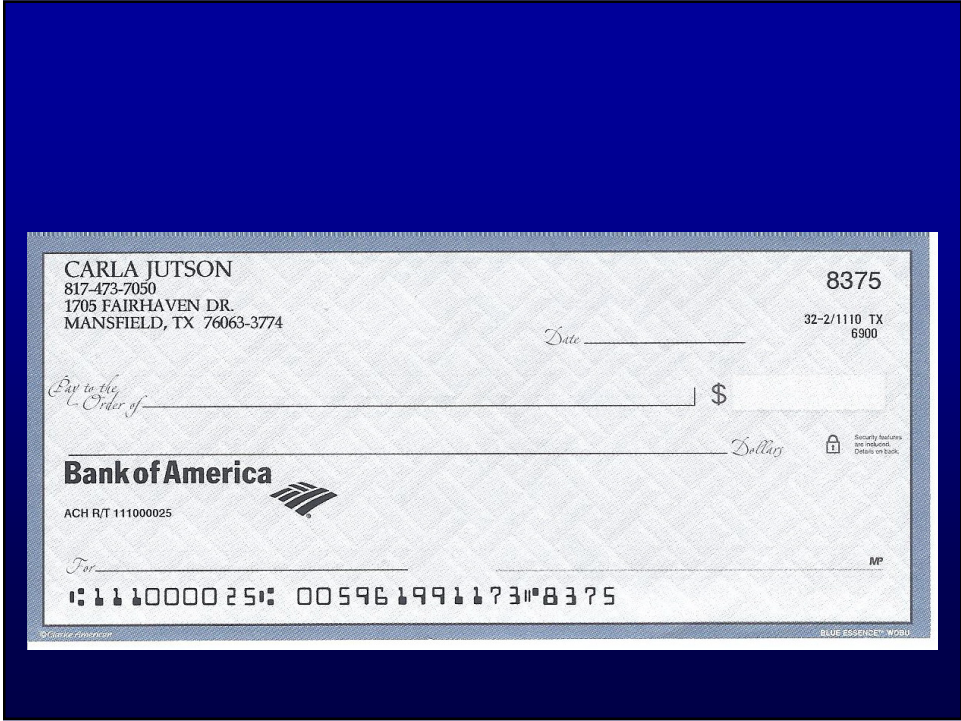
- Donor telephone call
- Remembering a previous accusation of a staff member
- Gathered two supervisors
- Learned employee had left the building
- Gathered other supervisors to ask if they had heard anyone mention they had had their checking account compromised
- Called police and filed report

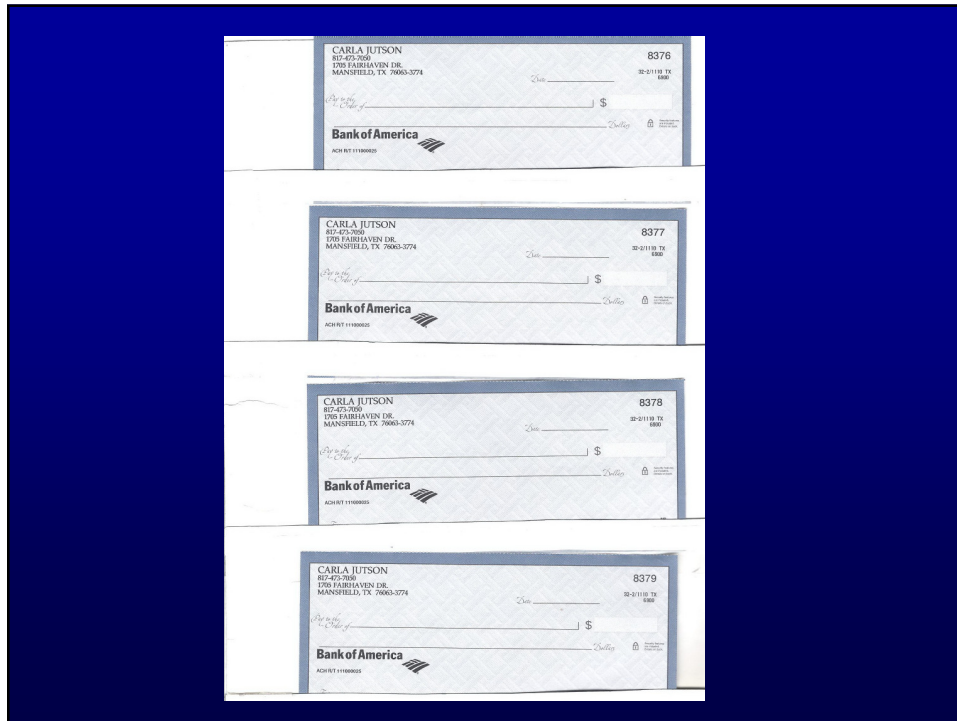
Our Story

- Following day was board day, informed board
- 3 board members & 3 staff members very victims
- Contacted Communication Specialist
- Drafted letters to clients, donors, volunteers informing them and to contact us if their bank account was compromised.
- In total, almost 10,000 letters were mailed.
- Cost in letters and postage - \$8,000
- Cost of communication specialist - \$10,000
- Cost in staff time – weeks spent on the phone
- Cost in reputation?

How to protect donors and clients

- Envelopes are opened by at least 2 people.
- Checks are coded to MOWI account numbers.
- Checks are processed by a remote capture method.
- The bank sends back an image of the front of all checks with the account number obscured.
- If a check is copied in house, account and routing numbers are concealed.
- All other MOWI employees only see copied checks with account and routing numbers concealed.





Digital Check Scanners

- Scan checks from your desktop -- instantly converts paper checks to electronic checks -- and the money is deposited into your business bank account via your PC.



Bank sends back email

- The bank sends back pdf files of check images with the account and routing number obscured.
- Processed checks are stamped “Electronically processed”, placed in a locked closet, then shredded after two weeks.

Bank’s returned check copy

BARBARA L THORLEY
HARRY THORLEY JR
1521 WHITLEY RD
KELLER, TX 76248-3127

6107
37-85/11110 2385
9967076981

PROCESSED
ELECTRONICALLY 7-21-10 Date

Pay to the
Order of MEALS ON WHEELS, INC. OF T.C. \$ 50.00
FIFTY & XX/100 Dollars

WELLS FARGO
Wells Fargo Bank, N.A.
Texas
wellsfargo.com

25.00 VOLUNTEER APPREC.
For 25.00 MEALS

Harry Thorley, Jr.

"Any junior high school kid these days probably has the technology to make a counterfeit check"

- Fake checks do not have to mirror a real one to fool a teller -- many fakes contain security features such as watermarks and translucent ink. Fake checks also can contain real routing numbers, but fake account numbers, which slows down detection.

How can you find out if your identity was stolen?

The best way to find out is to monitor your accounts and bank statements each month, and check your credit report on a regular basis. If you check your credit report regularly, you may be able to limit the damage caused by identity theft.

Am I responsible for forged checks?

- You are responsible for reviewing your periodic statement. If there was only one forged transaction, you generally have up to one year after the statement date to notify the bank.
- But if there were multiple forged transactions from the same person, you generally have 30 days from the statement date to find the error and inform the bank.
- National banks are generally required to reimburse customers for forged checks.

Ways to reduce vulnerability

- Limit the amount of personal information on your check. For example, do not include your Social Security, driver's license or telephone numbers on your check.
- Do not mail bills from your mailbox at night. It is a favorite location from which a criminal can gain possession of your check with the intent to defraud you.
- Don't write your credit card number on the check.
- Limit check writing.

Statement of Meals On Wheels, Inc. of Tarrant County

- April 2010
- In the fall of 2009 we learned that some donor checks sent to us were compromised by a former employee. We immediately notified those whose checks may have been compromised and we notified the Fort Worth Police Department. Our organization also took steps to further protect our sensitive business records and bank transactions. Fortunately, to our knowledge the donors and sponsors who had checks compromised, did not suffer personal financial loss.
- We thank the men and women of the Fort Worth Police Department for their professionalism and dedication. Because of their hard work some perpetrators of this crime have been apprehended.

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CG Group, Inc.

“Take nothing for granted
when crafting your messages
if you want your communication
to succeed”