

## What to do if you are a victim

Any investigation requires documentation for evidentiary purposes. FirstBank works with all levels of law enforcement in their efforts to successfully prosecute those responsible for fraudulent activity.

If you are a victim, take the following steps:

- Contact your local police and file a report.
- Contact the nearest FirstBank branch.
- Bring documentation of the report to your nearest FirstBank branch. This may be a copy of the report or the report number.
- If your SSN is suspected to have been used or stolen, notify the three credit bureaus by phone and mail.
  - Equifax: 800-525-6285 – [www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374
  - Experian: 888-397-3742 (888-EXPERIAN); [www.experian.com](http://www.experian.com)  
P.O. Box 9532  
Allen, TX 75013
  - TransUnion: 800-680-7289; [www.transunion.com](http://www.transunion.com)  
Fraud Victim Assistance Division  
P.O. Box 6790  
Fullerton, CA 92834
- Store phone numbers for your credit card companies in a secure location.
- Contact the Federal Trade Commission at 877-438-4338 (877-IDTHEFT) or [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/).
- Contact the Social Security Administration's fraud hotline – 800-269-0271 to report the unauthorized use of your SSN.
- Contact the state department of motor vehicles to verify if an unauthorized license number has been issued in your name.
- Keep a journal or binder of all contacts, documents signed and letters sent. Send all correspondence through certified mail with a return receipt.

