



Information and Instructions

This packet is intended for use after you have contacted the Phoenix Police Department (PPD) and obtained a Case Report Number related to your identity theft incident. If you have not yet filed a police report, you can do so online by visiting: <https://www.phoenix.gov/police>. Click on “File a Police Report” under the “I Want To...” section. Be sure to keep a record of your report number, as it will be required by creditors, financial institutions, and credit bureaus during the resolution process.

My Phoenix Police Department Case Report # is:

This packet is for you to keep and contains important information to help you:

- Correct your credit reports,
- Ensure you are not held responsible for debts resulting from identity theft, and
- Understand how to obtain financial records related to any fraudulent accounts.

It also explains how to submit those records to law enforcement to support a criminal investigation and potential prosecution. Please note: Only submit the Identity Theft Affidavit and supporting documentation—do not include this entire packet. While some victims of identity theft are only interested in correcting their credit and may not wish to pursue prosecution, the Phoenix Police Department (PPD) requests that you **only submit the requested documents if you do wish to pursue criminal charges**.

Please keep the following in mind:

- In many identity theft cases, it can be difficult to identify and prove who used your personal information. Suspects often obtain this information through the internet or phone and may use false contact details such as fake addresses or phone numbers.
- If a suspect is identified, arrested, and the case proceeds to court, you will most likely be required to appear and testify as the victim.

If no suspect is identified, this will not affect your ability to dispute fraudulent accounts and have them removed from your credit report.

**** **Please follow Steps 1 through 5 listed on the following pages.** ****

EVIDENCE IS REQUIRED: *Without the document evidence requested on pages 3 and 4 of this packet, the PPD cannot begin the investigation.*

- If you suspect someone is using your personal information for employment purposes and there is no evidence of other types of identity fraud, refer to the section on contacting the Social Security Administration under “Additional Information” (see page 5). Do not contact the employer directly, as doing so may alert the suspect.
- Under the Fair and Accurate Credit Transactions Act (FACT Act), which amended the Fair Credit Reporting Act, you have the right to obtain copies of all records related to fraudulent accounts. You may also authorize law enforcement to access these records, allowing them to bypass the often-difficult process of obtaining subpoenas for the same information.

HELPFUL HINTS:

- Each creditor has its own policies and procedures for correcting fraudulent accounts, so be sure to ask each one about their specific process.
- Keep a detailed record of all dates, times, and the names of individuals you speak with regarding the identity theft and efforts to correct your credit.
- Always keep copies of everything you provide to creditors.

Step 1: Contact your bank and other credit card issuers.

If the theft involved **existing bank accounts** (checking or savings accounts as well as credit or debit cards), you should do the following:

- Close all accounts that was used fraudulently or put stop payments on all outstanding checks that might have been written without your knowledge.
- Close all credit card accounts that were used fraudulently.
- Close any account accessible by debit card if it has been accessed fraudulently.
- Open new accounts protected with a new password or personal identification number (PIN)

If the identity theft involved the creation of **new bank accounts**, you should do the following:

- Call the involved financial institution and notify them of the identity theft.
- They will likely require additional notification in writing (see step 4)

Step 2: Contact the three (3) national credit bureaus.

You should contact the credit bureaus to request a Fraud Alert and/or a Security Freeze on your credit reports:

- A Fraud Alert notifies creditors to take extra steps to verify your identity before extending credit.
- A Security Freeze is the most effective way to help prevent new accounts from being opened in your name. Some of the credit bureaus require a PIN to be designated on your credit file and subsequently, the PIN must then be given for credit to be extended.

Below is the contact information for the three major credit bureaus, including links and phone numbers to place a Fraud Alert and/or Security Freeze on your credit report:

Equifax

Equifax.com/personal/credit-report-services
1-800-685-1111

Experian

experian.com/help
1-888-EXPERIAN
1-888-397-3742

TransUnion

transunion.com/credit-help
1-888-909-8872

Because of the [FACT Act](#), the credit bureaus are required, upon request, to provide one free credit report, per credit bureau agency, per year, with subsequent credit reports available at a nominal fee. Request your free credit reports online at www.annualcreditreport.com.

Step 3: File a report with the Federal Trade Commission (FTC).

Report your identity theft and get a personal recovery plan online at <https://www.identitytheft.gov/> or by calling 1-877-IDTHEFT (438-4338).

Step 4: Contact the creditors involved in the identity theft.

This step involves contacting all the companies or institutions that provided credit or opened new accounts for the suspect/s and/or where the suspect/s accessed existing accounts. Some examples include, banks, credit card companies, mortgage companies, utility companies, telephone companies, cell phone companies, etc.

You will need to provide the below documents to EACH creditor.

Identity Theft Affidavit - The affidavit requests information regarding you as the victim, how the fraud occurred, any law enforcement actions, and a checklist for documentation you can provide.

If creditors, financial institutions, or collection agencies do not require you to complete their own affidavit, you may use the *PPD Identity Theft Affidavit Form 80-601D* located at the end of this packet.

Step 4: Contact the creditors involved in the identity theft. (Continued)

Dispute Letter - The dispute letter is used to dispute fraudulent account/s and/or transaction/s and should contain information related to the fraudulent account/s and/or transaction/s, your dispute of the account/s and/or transaction/s, and your request for the information to be corrected. In addition, the letter should:

1. Reference the appropriate *FACT Act* section.
2. Request copies of any and all records related to the fraudulent accounts to be provided to you.
3. Request all records to be made available to law enforcement.

FACT Act - You should provide a copy of the appropriate *FACT Act* section with the submission of an identity theft affidavit and dispute letter to the individual creditors.

Sample letters and *FACT Act* sections can be found on the FTC's website at: <https://www.identitytheft.gov/Sample-Letters>

Step 5: Send a completed and signed *PPD Identity Theft Affidavit Form 80-601D** **AND** copies of all document evidence obtained from the creditors regarding the fraudulent account/s and/or transactions to the PPD.

The Phoenix Police Department uses Axon's Evidence.com to manage all digital evidence. Community members receive a unique, secure link—sent via email or text message—that directs them to a secure portal where they can upload photos, videos, or other relevant documentation such as bank statements, emails, or letters. Investigators access Community Requests through the Department's Axon Evidence.com portal. While recipients can opt out of future reminders using the link in the notification, they can still submit evidence at any time using the original secure link.

To request a secure evidence submission link, send an email to documentcrimes@phoenix.gov with your Phoenix Police Department case report number in the subject line. Do not attach any documentation to the email—all evidence must be submitted through the secure link you will receive in response.

The *PPD Identity Theft Affidavit Form 80-601D* can be found at the end of this packet and the types of document evidence needed are listed below.

DO YOU DESIRE PROSECUTION?

Only submit the requested documents to the PPD if you desire prosecution and will appear and testify in court should a suspect be identified and arrested (do not submit this packet if you are only interested in the correction of your credit and do not necessarily desire prosecution).

Document Evidence Needed to Begin an Investigation for Prosecution:

To obtain the document evidence listed on the next page, sample *Dispute Letters* are available from the FTC's website at <https://www.identitytheft.gov/Sample-Letters>.

- Write your PPD Case Report number on copies of all documents you will be sending to the PPD.
- If only a partial account number is listed on the document, please write the entire number on the copy you will be sending to the PPD.

Document Evidence Needed to Begin an Investigation for Prosecution: (Continued)

1. If your existing accounts are being accessed, please obtain the following:

- (a) Full and complete bank statements or bills showing where the transactions occurred.
 - Please circle, underline, or highlight the fraudulent transactions.
 - Complete credit card number used for the fraudulent charges.
 - Call your financial institution and request the physical address for where the transactions occurred.
- (b) Bills from companies showing merchandise ordered.
 - Addresses where items were delivered.
 - What phone numbers were associated with the order.
 - Letters or emails received from a company regarding orders.
- (c) Any information from the creditor that shows how or where the account was used.
- (d) The name or employee number and phone number of any representative from the businesses you speak to

2. If new accounts have been opened in your name, please obtain the following:

- (a) Any bank statements for accounts that are not yours
- (b) Credit reports showing the accounts that are not yours
 - Please circle, underline, or highlight all accounts that are not yours.
- (c) Bills from utility companies for accounts you did not open.
- (d) Letters or documentation from creditors or utility companies that contain:
 - Copies of applications for credit
 - How the account was opened (in person, over the phone, on internet)
 - Where the account was opened if done in person
 - Where the account is being used (addresses of transactions)
 - Address where any cards, bills, merchandise, or correspondence was mailed.
 - Any phone numbers associated with the fraudulent account.
- (e) The name or employee number and phone number of any representative from the businesses you speak to.

3. If someone is using your personal information for employment, the PPD will need copies of a DES or SSA report showing your information is being used for employment in Phoenix:

- (a) Department of Economic Security Public Records Portal at
[https://desaz.govqa.us/WEBAPP/_rs/\(S\(cgf1zdyui0kl035fpvr4hijm\)\)/support/home.aspx](https://desaz.govqa.us/WEBAPP/_rs/(S(cgf1zdyui0kl035fpvr4hijm))/support/home.aspx)

OR

- (b) Social Security Administration at <https://www.ssa.gov/myaccount/>

4. Please include a typed (pdf or Word document) Victim Statement detailing the fraudulent activity with as much detail as possible.

Additional Information:

- ✓ **Post Office** - If you suspect your mail has been stolen or diverted with a false change-of-address request, contact your local postal inspector. Find your local postal inspector online at <http://usps.com> or by calling 1-800-275-8777.
- ✓ **Social Security Administration** - If you suspect someone is using your social security number to obtain employment, contact the Office of the Inspector General's fraud hotline at 1-800-269-0271 or submit a report online at <https://oig.ssa.gov/>. Check the accuracy of your work history by requesting a copy of your *Social Security Statement*:
 - Access/create a My Social Security account online at <https://www.ssa.gov/myaccount/> or
 - Print, complete, and mail a *Request for Social Security Statement Form SSA-7004* to the address listed on the form (takes approximately four to six weeks to process).
- ✓ **Internal Revenue Service (IRS)** - If you suspect someone has used your social security number to file a tax return, go online to <https://www.irs.gov/identity-theft-central> and access the *Taxpayer Guide to Identity Theft* for information/steps on tax-related identity theft.
- ✓ **MVD Now** - Create your MVD NOW account online at [AZ MVD Now \[azmvdnow.gov\]](http://azmvdnow.gov). This account will require you to set up a password with this you will control the access preventing anyone from accessing your MVD information. If you are not able to create this account due to an account that is already set up please contact the investigator by email. They will need to request information direct from ADOT to find resolution to this problem.
- ✓ **If you are contacted by a collection agency** about a debt for which you are not responsible, immediately notify them that you did not create the debt and you are a victim of identity theft. Follow up with the collection agency and creditor in writing and include a copy of your police report, an identity theft affidavit, dispute letter, and a copy of the appropriate section of the *FACT Act*.

Request that a note be added to the account notes that you grant permission for the collection agency to provide information on and documentation to Investigators regarding the fraudulent account.

If the collection agency does not require you to complete their own affidavit, you may use the *PPD Identity Theft Affidavit Form 80-601D* located at the end of this packet.

- ✓ **Locking your SSN for Employment Purposes** - To lock your Social Security number for employment purposes, you can use the Self Lock feature on my E-Verify. This feature, accessible through the E-Verify website, allows you to temporarily block your SSN from being used in E-Verify, which is used by employers to verify employment eligibility.

Create a myE-Verify account: If you don't already have one, create an account at <https://myeverify.uscis.gov/>

Unlock your SSN when needed: If you are applying for a job with an employer who uses E-Verify, log back into my E-Verify and unlock your SSN before they conduct verification.

This process is only for locking of a Social Security Number for Employment purposes only and is not related to the freezing of one's credit through the three credit reporting bureaus (Equifax, Experian or TransUnion).



Phoenix Police Department Case Report #: _____

Victim Information

1. My full legal name is: _____
(First) _____ (Middle) _____ (Last) _____ (Jr., Sr., III) _____
2. (If different from above) When the events described in this affidavit took place, I was known as:
_____ (First) _____ (Middle) _____ (Last) _____ (Jr., Sr., III) _____
3. My date of birth is: _____
(Month/Date/Year) _____
4. My social security number is: _____
5. My driver license or identification card state and number is: _____
6. My current address is: _____
(Street) _____
(City) _____ (State) _____ (Zip Code) _____
7. I have lived at this address since: _____
(Month/Year) _____
8. (If different from above) When the events described in this affidavit took place, my address was:

(Street) _____
(City) _____ (State) _____ (Zip Code) _____
9. I lived at the address in Item 8 from: _____
(Month/Year) _____ Until _____
(Month/Year) _____
10. Contact phone number(s): _____
Contact email address: _____

How the Fraud Occurred

Check all that apply for items 11 – 16:

11. I did not authorize anyone to use my name or personal information to seek money, credit, loans, goods, or services described in this report.
12. I did not receive any benefit, money, goods, or services as a result of these events.

How the Fraud Occurred - (Continued)

13. My identification documents (for example, credit cards, birth certificate, driver license, social security card, etc.) were:
 Stolen on or about: _____ Lost on or about: _____
Day/Month/Year Day/Month/Year

14. To the best of my knowledge and belief, the following person(s) used my information (for example, my name, address, date of birth, existing account numbers, social security number, mother's maiden name, etc.) or identification documents to get money, credit, loans, goods, or services without my permission:

Name (if known)

Name (if known)

Address (if known)

Address (if known)

Phone number/s (if known)

Phone number/s (if known)

Additional information

Additional information

15. I DO NOT know who used my information or identification documents to get money, credit, loans, goods, or services without my knowledge or authorization.

16. Additional comments (for example, description of fraud, which documents, or information were used, or how the identity thief may have gained access to your information):

(Attach additional pages as necessary.)

Victim's Law Enforcement Actions

17. Check ONLY one:

I am willing to assist in prosecution of the person(s) who committed this fraud.
 I am NOT willing to assist in the prosecution of the person(s) who committed this fraud.

18. Check ONLY one:

I am authorizing the release of this information to law enforcement for the purposes of assisting them in the investigation and prosecution of the person(s) who committed this fraud.
 I am NOT authorizing the release of this information to law enforcement for the purposes of assisting them in the investigation and prosecution of the person(s) who committed this fraud.

19. (Check all that apply): I have have not reported the events described in this affidavit to another law enforcement agency. The other law enforcement agency did did not complete a report.

- If you have contacted another law enforcement agency, please complete the below information:

Agency #1

Name of officer/person who took report

Date of report

Report number

Phone number

Email address (if known)

Agency #2

Name of officer/person who took report

Date of report

Report number

Phone number

Email address (if known)

Documentation Checklist

Please collect all documentation / evidence related to the crime which you are alleging has occurred to submit:

20. A copy of a valid government-issued photo-identification (ID) card (for example, your driver license, state issued ID card, or your passport). If you are under 16 and do not have a photo ID, you may submit a copy of your birth certificate or a copy of your official school records showing your enrollment and place of residence.

21. Please provide a copy of the full statement(s) for EACH card used showing the fraudulent transactions (highlighted.) Investigators will need the EXACT dates / times AND location(s) of where EACH card was used or attempted to be used, Contact your bank or credit card company for this information.

** Include the **FULL & COMPLETE** credit or debit card number for each compromised account **

22. Copy of the credit report with the account highlighted that were opened without your permission.

23. Receipts/documentation of the fraudulent transactions

24. Copy of check (front and back), location check was cashed/ deposited if known or available, affidavits of fraud/forgery
25. State whether you have been reimbursed for the loss from your financial institution (for **EACH** unauthorized transaction).
26. Copies of any documents showing fraud

The investigation **WILL NOT** be started until this documentation is received by the Phoenix Police Department

When the above listed documentation is ready, please contact the Financial Crimes Detail by sending an email to documentcrimes@phoenix.gov with your report number to request the evidence upload link. Do not attach any documentation to the email—all evidence must be submitted through the secure link you will receive in response

If you have any questions, please email the Financial Crimes Detail at the above email address, or call 602-534-5940.

Signature

I certify that, to the best of my knowledge and belief, all the information on and attached to this affidavit is true, correct, and complete and made in good faith. I also understand that this affidavit or the information it contains may be made available to federal, state, and/or local law enforcement agencies for such action within their jurisdiction as they deem appropriate. I understand that knowingly making any false or fraudulent statement or representation to the government may constitute a violation of 18 U.S.C. 1001 or other federal, state, or local criminal statutes, and may result in imposition of a fine or imprisonment or both.

Printed Name

Signature

Date Signed