

Reclaiming Your Identity

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.



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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.

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

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.

8. 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.

9. 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

10. 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.
- » 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.

11. 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

Contact checklist and forms

Credit Bureaus

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



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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			

Contact Checklist and Forms

Government Agencies & Law Enforcement

Report criminal activity to the appropriate agencies.



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Organization	Date Contacted	Contact Name	Notes
Local Police Department			
Federal Trade Commission 1-877-ID THEFT www.consumer.gov/idtheft			
Postal Inspection Service www.usps.gov			
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