

Long Beach Police Department Identity Theft/Fraud Information

Identity Theft / Fraud cases can be the most difficult cases to investigate and prosecute. There are things that victims can do to increase the likelihood of a successful investigation.

A detective will be assigned to your case shortly. In the meantime, you will need to obtain the following information, in order for the investigation to continue. Once you have obtained the documents and requested information, contact the Detective Division (516) 705-7320, if you have not already spoken to your assigned case detective.

THE INFORMATION REQUESTED BELOW IS MANDATORY FOR A SUCCESSFUL FRAUD INVESTIGATION.

FACTS are the most important items. If you are the victim of unlawfully obtained or used credit cards, be prepared with the following when you make your report or contact your investigator:

- When and how you discovered or became aware of the fraud/theft.
- When you last saw or possessed a credit card that was used without permission, and where/when did you lawfully use the card in the recent past.
- Any facts that you have about who might have committed the fraud/theft.
- The **complete account number** of each credit card that was used. If you do not initially have the complete number, at least be prepared with the last 4 digits, **but the complete account number will be needed.**
- The location, date, time and amount charged for each unauthorized charge. Time is of the essence for this information. Many retailers have video systems that overwrite data after a period of time; prompt information may aid evidence collection.
 - Make a list of unauthorized transactions including the card number, location used, date/time used and amount charged. Update this list as you receive additional information and provide it to your investigator.
- Address and name of recipient where unauthorized purchased goods were delivered.
- The name, address and telephone number of the card holder of the misused card.
- Name, address and telephone numbers of any companies or investigators you have already spoken to about your case.
- If/when you were found to be not liable for a charge by your credit card company.

NEXT STEPS

- **Immediately call each credit card company where a card was used without your permission and alert them to the theft/fraud.** Follow up each phoned in report with a mailed letter disputing the charges to preserve your rights.
- Demand the complete information regarding the WHEN, WHERE and AMOUNTS of the unauthorized charges from your credit card company. The more information you obtain, the more likely your Police Department can apprehend an offender.
- Contact the three major credit reporting bureaus to obtain and review copies of your credit reports. Search for “identity theft” on each site to obtain free reports:
 - **TransUnion** (<http://www.transunion.com>) (1-800-680-7289)
 - **Experian** (<http://www.experian.com>) (1-888-397-3742)
 - **Equifax** (<http://www.equifax.com>) (1-800-525-6285)
- Set up a Credit Check Report with each company for at least a year to make sure there are no fraudulent accounts that are opened up under your name.

