

Stay safe online,  
over the phone,  
and in the mail!

## WHAT IF MY IDENTITY IS STOLEN?

If your identity is stolen you need to immediately notify the issuing bank and any companies that may have been affected. In addition, please follow these steps:

- Place a fraud alert with the three credit reporting bureaus.  
    Experian (888-397-3742)  
    TransUnion (800-680-7293)  
    Equifax (800-685-1111)
- Review your credit report regularly. A free credit report can be obtained from [www.annualcreditreport.com](http://www.annualcreditreport.com)
- Review your financial statements regularly.
- Complete any affidavits or reports provided by the affected financial institutions.
- Visit the Federal Trade Commission (FTC) website, [www.ftc.gov](http://www.ftc.gov), for more information regarding additional steps to protect your identity.

## IDENTITY THEFT PREVENTION

Identity Theft is an international problem. Many of the crimes are initiated outside of the United States. The enforcement and investigation of Identity Theft and Internet Crimes can be difficult. The most important thing you can do is prevent it. The following tips will help reduce your chance of being a victim of Identity Theft or an on-line scam.

- Do not ever provide your personal information based upon a phone call or email you receive. Call the bank or inquiring company from the phone number on your statement.
- Do not wire anyone money from Western Union, MoneyGram, Green Dot or any other money transfer service. If the transaction is fraudulent, you will not get your money back. These are not appropriate means of payment for any service.
- Do not provide your personal information for transactions, phone calls, or emails that you did not initiate.
- Know the IRS and the police will not call you for payment of anything. To report an IRS scam, visit:  
<https://home.treasury.gov/services/report-fraud-waste-and-abuse/report-scam-attempts>
- Shred documents containing your personal information.

## IDENTITY THEFT INVESTIGATION

It is important to preserve evidence to help identify the suspects of Identity Theft. For crimes that occur within the jurisdiction of the City of San Mateo, it is important for responding officers to know exactly where and when the fraudulent transaction was made. The officer will need the date, time, location, and amount of each transaction. Some retailers can only research and/or provide this information based upon the credit card number used and with your authorization. Please provide the full credit card number to the officer, as it can no longer be compromised once you've alerted the company of fraud. Please attempt to obtain all necessary information prior to officer response.

For crimes outside of San Mateo, we will take a courtesy report and forward it to the appropriate jurisdiction for follow-up.

***YOUR POLICE DEPARTMENT AND ITS MEMBERS ARE HERE TO SERVE EVERYONE IN OUR COMMUNITY. IT IS OUR GOAL TO MAKE OUR NEIGHBORHOODS SAFER.***

## ONLINE REPORTING

Online reporting is available to victims of certain crimes. Reports can be made online when the loss is under \$5,000, the suspect is unknown, and there is no need for evidence processing.

### Examples Include:

- Vandalism
- Harassing Phone Calls
- Theft from a vehicle (not burglary)

Online reporting allows you to file a police report at a time convenient to you. A free copy of the final report will be emailed back to you. This is available 24/7.

All reports will be reviewed and you may be contacted for follow-up.

To file, visit:  
[www.sanmateopolice.org](http://www.sanmateopolice.org)



### DO YOUR PART TO MAKE OUR NEIGHBORHOODS SAFER

We count on our community members to be our "eyes and ears." Report ANY suspicious activity to SMPD right away via 911, or (650)522-7700. You may also contact us anonymously by voicemail at (650)522-7676 or text message to (650)262-3473.

### JOIN NEIGHBORHOOD WATCH

If a Neighborhood Watch does not exist on your block, you can start one with help from SMPD. For additional information about the City of San Mateo Neighborhood Watch Program, call us at (650)522-7791 or email us at [neighborhoodwatch@cityofsanmateo.org](mailto:neighborhoodwatch@cityofsanmateo.org).

## CITY OF SAN MATEO

San Mateo Police Department  
200 Franklin Parkway  
San Mateo, California 94403

Phone: (650)522-7700  
Fax: (650)522-7711

[www.cityofsanmateo.org](http://www.cityofsanmateo.org)

CITY OF SAN MATEO

SAN MATEO POLICE  
DEPARTMENT



## Identity Theft:

## Prevention & Investigation

(650)522-7700  
[www.sanmateopolice.org](http://www.sanmateopolice.org)