

## **How to prevent Identity Theft**

Here are useful Tips that you can apply to reduce the likelihood of becoming a fraud victim:

1. Never leave your purse or wallet unattended in open view at any place.
2. Limit the number of credit cards you have and cancel any inactive accounts.
3. Shred your ATM and credit card receipts before discarding in a public trash.
4. Monitor billing cycles and contact your Credit Card Issuer immediately if your statements arrive late.
5. Memorise your Personal Identification Numbers and passwords instead of carrying them with you.
6. Do not disclose your Card number or confidential personal information to anyone via phone/ internet/ mail unless you are able to verify that the other party is legitimate.
7. Do not leave pre-approved credit offers or bank statements in the trash bin without tearing them into small pieces.
8. Set up Credit Card Fraud Alert with Credit Bureau Singapore (CBS) - My Credit Monitor

The above 12-month monitoring service alerts you via email or post whenever CBS Members notify us about missed payments on loans or other credit, or when an application for credit is made in your name. In this way, it allows you to check that delinquency reports are accurate and also protects you against fraud.

To subscribe to this service, simply complete our application form available at CBS office and at any branch of SingPost. Please bring along your original photo ID so your identity can be verified.

## **What should you do if you are a victim**

1. Obtain a copy of your personal credit report from CBS.

Check for any irregularities.

If you spot any unauthorized activity, raise a query with CBS so that we can assist you to speak to the Members concerned.

For example, your credit report reflects an enquiry conducted by a Member for a new application for credit facility which you did not apply for, or if there are loan accounts opened under your name without your knowledge and consent.

CBS will then post a notice in your credit file that the credit data is being disputed and is under investigation; and will inform you of the progress and outcome of the investigation.

In the interim, should any Member receive an application for credit, they are to contact you for verification.

2. File a police report regarding the fraudulent activity.

This is necessary to help convince creditors that someone else has opened an account in your name.

3. Contact the financial institutions to verify your account information in their records.

Provide them with a copy of your police report and any other documentation that will assist in the investigation.

Keep a record of your phone conversations with the bank's officers whom you have spoken to, for easy follow-up.