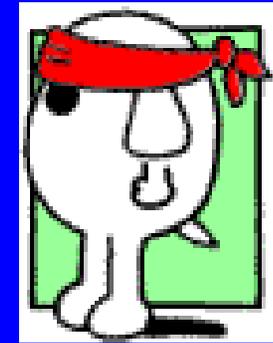


# CAPPA Luncheon Presenter: Yogi Schulz

Foil Identity Theft

# Foil Identity Theft



Yogi Schulz



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- ❑ **President of Corvelle Management Consultants**
- ❑ **Information technology related management consulting**
- ❑ **Project management and systems development**
- ❑ **Computing Canada & Calgary Herald columnist**
- ❑ **PPDM Association board member**
- ❑ **Industry presenter:**
  - Project World - 4 years
  - CIPS Informatics - 7 years
  - Yogi Schulz PMI - Information Systems SIG
  - **Corvelle** - Convergence - 5 years



# Presentation Outline

## Foil Identity Theft

- ❑ Origin of skyrocketing identity theft
- ❑ Consequences of identity theft
- ❑ Behaviors that reduce risk of identity theft
- ❑ Recognizing that we have become identity theft victims
- ❑ Recommendations
- ❑ Questions & Answers



# The Bottom Line

- ❑ Buy a cross-cut shredder
- ❑ Use it for all documents that contain your name, address and account information that you're ready to discard

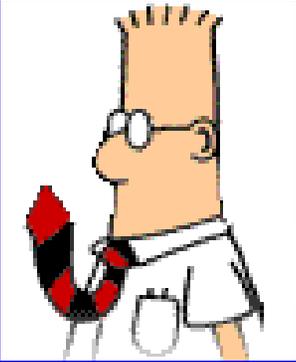


Foil Dumpster Divers



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# Origin of skyrocketing identity theft

Identity Theft

- ❑ **Ubiquitous computerization of personal data**

- Business, Government
- School, Leisure

- ❑ **Replacement of cash by electronic payment**

- ❑ **Creation of many personal profiles at web sites**

PIPEDA to reduce identity theft risk

Creates identity theft risk banks are managing

Creates identity theft risk we need to manage

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# Consequences of Identity Theft

## Foil Identity Theft

- ❑ **Loss of assets**
- ❑ **Loss of credit rating until corrected**
- ❑ **Huge effort to:**
  - Undo the damage
  - Correct the incorrect records



Frustration;  
feeling of being violated



# Summary Case Studies

## Change of Address

### Foil Identity Theft

- ❑ I moved apartments and submitted my change of address card at the Post Office branch nearest me.
- ❑ Unfortunately, they did not forward my mail to my new apartment.
- ❑ So when my mail was dropped at my old address, the people there just left it out in a common area where anyone walking by could take it.
- ❑ Someone took my personal mail from my bank and then filled out credit card applications and sent them in my name.
- ❑ When you move and fill out the change of address card, be sure to watch for a letter from the Post Office at your new address confirming that you've changed your address.
- ❑ If you don't get such a letter within a couple weeks, be sure to check with the Post Office to make sure they indeed paid attention to your change of address card.

Yogi Schultz



**Send your own change-of-address letters to your bank, credit cards, magazines.**

# Summary Case Studies

## Stolen Wallet

### Foil Identity Theft

- Recently, my wallet (including credit cards, driver's license, passport, and social insurance number) was stolen from my office. Within an hour, my credit cards were being used to buy pagers, car audio equipment, cigarettes, liquor, etc.
- Within two days, a woman was opening bank accounts, buying cell phones and commencing cell phone service, and applying for credit in my name. The

Instant survey:  
Who has their  
social insurance number  
in their purse or wallet?

□ Despite a deposit of only \$20, and a negative balance which eventually grew to over \$4,000, Washington Mutual continued to honor my identity thief's transactions.

- ChexSystems only provides banks with information regarding misuse of bank accounts (e.g., overdrafts). They do not inform inquiring banks of recent requests by other banks, or of fraudulent activity. Nor is it possible to add a "fraud alert" to one's ChexSystems file. Consequently, when Washington Mutual Bank requested information about me, they were not told that Wells Fargo had requested information about me two weeks earlier.

Yogi Schulz



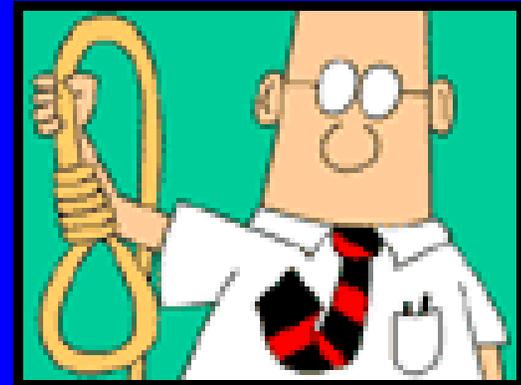
□ Several stores approved credit card transactions despite the fact that my thief either didn't sign the credit card slips, spelled my name wrong, or signed in a manner that did not look anything like my signature on the back of my credit cards.

- Still others allowed my thief to try credit card after credit card, until she found one that hadn't been reported stolen yet.

# Real world behaviors that reduce identity theft risk

## Foil Identity Theft

- ❑ Give out your credit card number only when you made the call
- ❑ Don't sign up for "free" offers
- ❑ Provide only the minimum information necessary
- ❑ Decline offers that are too good to be true because they are

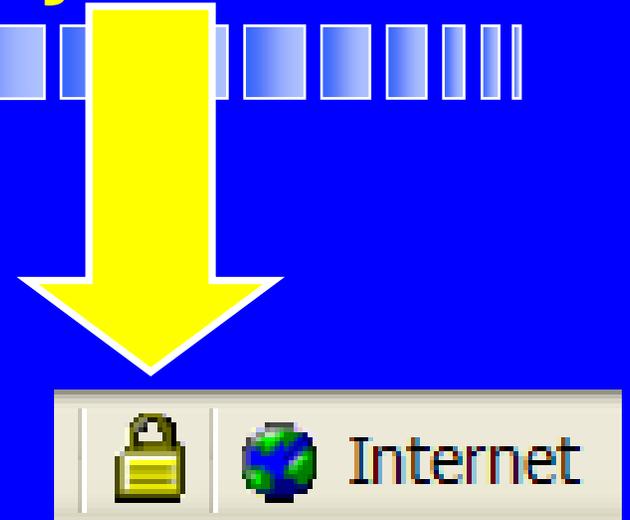


Minimize your exposure to identity theft

# Web behaviors that reduce identity theft risk

Foil Identity Theft

- ❑ **Share personal information only when browser lock is on**
  - Invokes https or SSL encryption
- ❑ **Don't enter contests**
- ❑ **Don't sign up for "free" offers**
- ❑ **Don't reply to suspicious e-mail**
- ❑ **Proactively reduce snooping on your PC**



# Reduce Snooping on your PC - 1

Foil Identity Theft

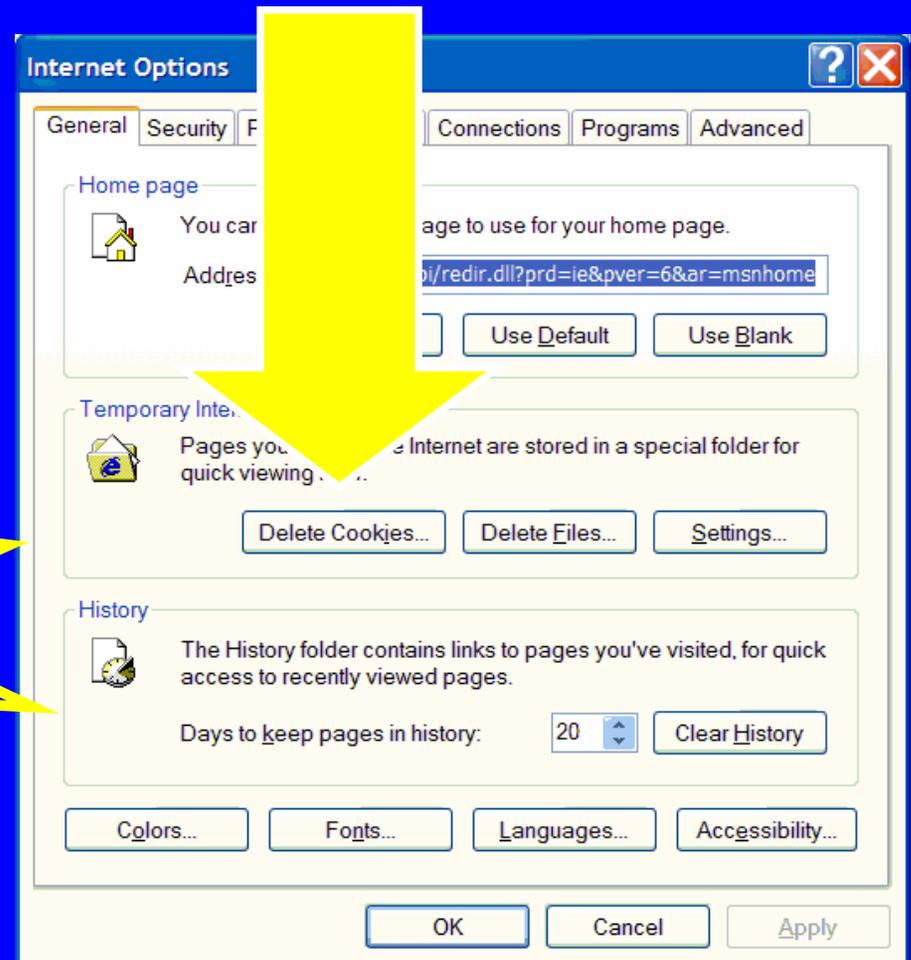


**Install a router/firewall**

**Delete cookies**



50% of  
Cable/DSL customers  
do not have a router



# Reduce Snooping on your PC - 2

Foil Identity Theft



Remove spyware

Delete/block viruses



"Can't you see,  
You need to do something here?"

Yogi Schulz



# Recognizing that we have become identity theft victims

## Foil Identity Theft



### ❑ **Statements:**

- Are not arriving at your mail box
- Contain unexpected transactions

### ❑ **Credit card company calls to confirm out-of-pattern transactions**

### ❑ **Bank calls to ask an unexpected question**

### ❑ **Businesses call:**

- With unexpected credit questions
- To confirm a purchase you didn't make



# Recovering from Identity Theft



## ❑ **Call the toll-free fraud number of a credit bureau**

- Place a fraud alert on your credit report
- Help prevent an identity thief from opening additional accounts in your name

## ❑ **Contact creditors to close any accounts that have been tampered with or opened fraudulently**

- Ask to speak with someone in the security or fraud department of each creditor
- Follow up in writing

## ❑ **File a report with your local police**

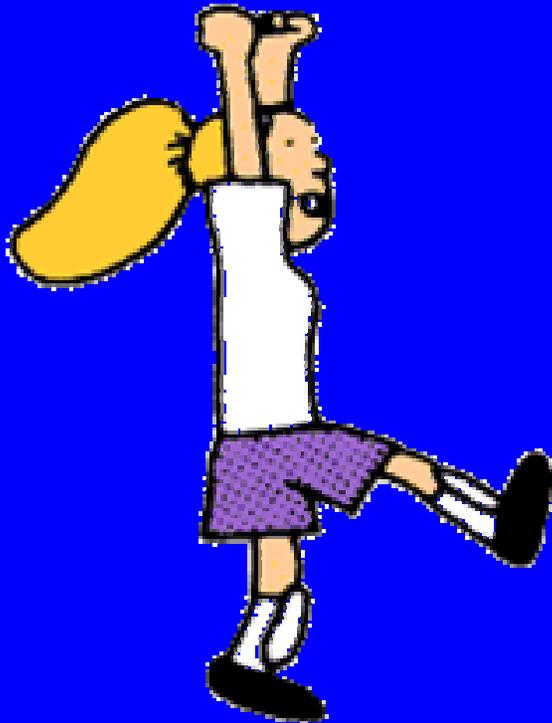
- Get a copy of the police report in case the creditors, credit bureaus or others need proof of the crime

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# Conclusions

Foil Identity Theft



**Small behavior  
changes will foil  
identity theft**

You don't have to become a victim

Yogi Schulz

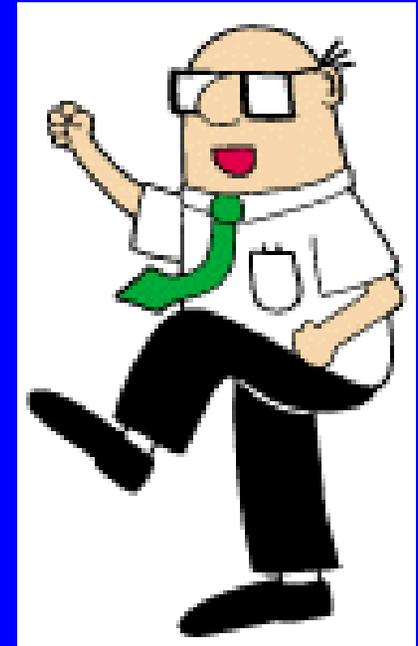
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# Recommendations

## Foil Identity Theft

- ❑ Buy a cross-cut shredder and use it
- ❑ Be cautious on the Web and with your e-mail
- ❑ Review your credit card statements
- ❑ Buy your own credit history report and scrutinize it
- ❑ Improve your PC defenses

Simple precautions  
reduce risk dramatically



# Questions & Answers

Foil Identity Theft



**Dogbert**  
**will explain it**  
**to you**

Yogi Schulz

**Corvelle**

# Foil Identity Theft

Foil Identity Theft



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# Major Anti-Virus Software Vendors

Foil Identity Theft

- ❑ **McAfee**

  - [us.mcafee.com](http://us.mcafee.com)



- ❑ **Symantec**

  - [www.symantec.com/index.htm](http://www.symantec.com/index.htm)



- ❑ **Trend Micro**

  - [www.trendmicro.com](http://www.trendmicro.com)



# Major Spyware Removal Software Vendors

Foil Identity Theft



## ❑ Lava Soft - Ad-aware

– [www.lavasoftusa.com](http://www.lavasoftusa.com)

The logo for Lavasoft, featuring the word "LAVASOFT" in white, uppercase, sans-serif font on a dark grey rectangular background.

## ❑ Spybot Search & Destroy

– [www.safer-networking.org](http://www.safer-networking.org)

The logo for Spybot Search & Destroy, featuring the word "Spybot" in a stylized font with a magnifying glass over the 'o', and "Search & Destroy" below it, with a fingerprint icon to the right.

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- ❑ **How to Trim the "Spam" from Your E-Mail Diet**
  - Tips for Reducing and Managing Junk E-Mail
  - [www.microsoft.com/security/articles/spam.asp](http://www.microsoft.com/security/articles/spam.asp)
- ❑ **ID Theft: When Bad Things Happen To Your Good Name**
  - [www.ftc.gov/bcp/conline/pubs/credit/idtheft.htm](http://www.ftc.gov/bcp/conline/pubs/credit/idtheft.htm)
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  - [www.idtheftcenter.org](http://www.idtheftcenter.org)

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- ❑ **Privacy Commissioner of Canada**
  - [www.privcom.gc.ca/fs-fi/02\\_05\\_d\\_10\\_e.asp](http://www.privcom.gc.ca/fs-fi/02_05_d_10_e.asp)
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  - [www.consumer.gov/idtheft/consumertopics\\_bk.html](http://www.consumer.gov/idtheft/consumertopics_bk.html)
  - [www.simplejoe.com/article-recovering-from-identity-theft.htm](http://www.simplejoe.com/article-recovering-from-identity-theft.htm)
- ❑ **Stop Thieves from Stealing You**
  - Consumer Reports, October 2003, p. 12
- ❑ **United States Federal Trade Commission**
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