

**IMPORTANT:** DMV uses your social security number for identification purposes. It is not released to anyone unless required by law (*California Vehicle Code §1653.5*).

### **What Do I Do if I Become a Victim of Identity Fraud?**

If you discover that you have become a victim of fraud as a result of DL or ID card identity theft, immediately contact your local DMV for an appointment. At the time of your appointment be prepared to:

- Complete a statement describing the facts of the fraud.
- Submit a copy of the police report, or a written explanation why a report was not filed with the police.
- Submit copies of canceled checks, bills, or letters from companies or banks indicating the fraud.

In addition, you will need to prove your identity. With the exception of an expired California DL or ID card, only valid, unexpired documents are accepted. Here is a partial list of acceptable documents:

- California DL or ID card
- U.S. Birth Certificate or U.S. Passport
- U.S. Certificate of Birth Abroad or Report of Birth Abroad
- Certification of Citizenship
- Certification of Naturalization
- Permanent Resident Card
- U.S. Military Identification Cards
- Foreign passport with a valid I-94 form

Contact your local DMV office or visit the website at [www.dmv.ca.gov](http://www.dmv.ca.gov) for other acceptable documents.

### **DMV DL/ID Fraud Hotline**

To report identity theft of your driver license and identification card information to the DMV:

- Call toll free 1-(866)-658-5758 or
- Email your information to:  
[dlfraud@dmv.ca.gov](mailto:dlfraud@dmv.ca.gov)

### **Additional Contacts**

Here are some of the bureaus or agencies you may want to contact if you are a victim of identity theft:

#### **Equifax**

[www.equifax.com](http://www.equifax.com)  
PO Box 740241  
Atlanta, GA 30374  
1-(800)-525-6285

#### **Experian**

[www.experian.com](http://www.experian.com)  
Visit the website or call 1-(888)-397-3742

#### **Trans Union**

[www.transunion.com](http://www.transunion.com)  
Fraud Victim Assistance Division  
PO Box 6790  
Fullerton, CA 92834  
1-(800)-680-7289

#### **U.S. Federal Trade Commission**

[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
Call toll free: 1-877-ID-THEFT (438-4338);  
TTY: 1-(866)-653-4261 or write to:

#### **Identity Theft Clearing House**

Federal Trade Commission  
600 Pennsylvania Ave, NW  
Washington, DC 20580

#### **Social Security Administration**

[www.ssa.gov](http://www.ssa.gov)  
1-(800)-772-1213 or TTY: 1-(800)-325-0778

#### **California Office of Privacy Protection**

[www.privacyprotection.ca.gov](http://www.privacyprotection.ca.gov)

#### **Your Local Police Department**

**Save Time. Go Online.**  
[www.DMV.ca.gov](http://www.DMV.ca.gov)  
DRIVING CHANGE

**Go online 24 hours a day, 7 days a week at [www.dmv.ca.gov](http://www.dmv.ca.gov) to:**

- Renew your vehicle registration.
- Renew your driver license or identification card.
- Calculate registration fees.
- Verify & update vehicle registration insurance suspension information.
- Take a sample driver license test.
- Order special license plates.
- Get forms, brochures, and handbooks.
- Find answers to your DMV questions.
- Make appointments (except commercial driving test\*).

**Call 1-800-777-0133 for automated service 24 hours a day, 7 days a week to:**

- Make an appointment (except commercial driving test\*).
- Renew your vehicle registration or driver license. See your renewal notice for the Renewal ID Number (RIN).
- Get forms and publications.
- Listen to general information.
- Verify & update vehicle registration insurance suspension information.

*\*To make a commercial driving test appointment or speak with a technician, call 1-800-777-0133 during our normal business hours:*

For hearing impaired service call  
TTY 1-800-368-4327.

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## Identity Theft

## Fast Facts

**Have You Been a Victim of Identity Theft?**

**Is Your Identity Secure?**

**Let's Make Sure!**



[www.dmv.ca.gov](http://www.dmv.ca.gov)





Identity theft and identity fraud are two of the fastest growing crimes in the United States.

Because the driver license (DL) and identification (ID) card are the primary identification in California, they are targets for identity fraud. The Department of Motor Vehicles (DMV) is doing everything possible to protect your identity.

DMV has designed this brochure to help you understand what identity theft is as well as what DMV is doing to protect your identity.

### **What Is Identity Theft?**

Identity theft is taking someone else's personal information (such as the driver license or identification card number, social security number, bank or credit card account numbers, etc.). An impostor can use your identity to open fraudulent credit accounts, secure loans for cars and housing, or steal money from your bank accounts. It is a serious crime with serious consequences.

### **How Do Thieves Get Your Information?**

**Thieves can get your information by:**

- Going through your trash looking for bills or other documents with your personal information on it.
- Stealing your mail or your wallet.
- Stealing your credit card and debit card numbers by using "false fronts" attached to the front of ATM devices.
- Listening to conversations you have in public.
- Tricking you into giving them information through the telephone or by email.
- Obtaining your information on the Internet or from someone who might have stolen it.
- Stealing your information from a loan or credit application, or from files or dumpsters of a hospital, bank, school, or business with which you have dealt.

- Hacking into your personal computer or phone equipment.
- Someone you know accessing your personal information such as a friend, relative, roommate, coworker, or employee.

#### **Prevention Tips:**

- If you recently applied for a driver license or ID card and did not receive it within 60 days, call your local DMV office to find out why. Sometimes such items are stolen from mailboxes.
- Avoid putting additional personal information, such as your driver license number, middle name, or telephone number, on your checks. Store checks in a safe place.
- Store your personal information in a secure place at home, especially if you have roommates, you employ outside help, or you are having work done on your house.
- Before putting credit card or ATM receipts, bank account and credit card statements, and unsolicited credit card offers in the trash, shred them (a crosscut shredder works best).
- Do not use public waste cans to discard forms or papers that contain Personal Identifying Information (PII).
- Reduce the number of pre-approved credit offers you receive by calling toll-free (888)-5OPT OUT (567-8688).
- Put passwords on your accounts instead of using your mother's maiden name.
- Do not carry your social security number in your wallet. If you have other cards that use your social security number, such as health plans or bank accounts, ask the company for another number. Never give your social security number to someone unless there is a legitimate reason to do so.
- Carry only the minimum amount of identifying information and only one credit card in case your wallet is lost or stolen.
- Always take your receipts for credit card and ATM transactions.

- Never give out personal information on the phone unless you initiated the call.
- Use a locked mail box to send and receive mail.
- Never click on links sent in unsolicited emails. Protect your personal information on your computer with strong passwords. Use a firewall, virus and spyware protection software that is updated regularly.
- Before you discard your old computer, use secure deletion software to permanently erase your hard drive data or physically destroy your hard drive. Utilize an e-waste facility to recycle your computer, PDA's and cell phones.
- Pay attention to your billing cycles and statements. If you do not receive a statement, call the bank or the issuing company. Report unauthorized charges or withdrawals immediately.
- Monitor and review your credit report. You may request a free credit report once every 12 months from each of the three major consumer credit reporting companies: Equifax, Experian and TransUnion. Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-(877)-322-8228 for more information.

***Disclaimer:** This brochure is for informational purposes only and should not be construed as legal advice or as policy for the California Department of Motor Vehicles. If you want advice on a particular case, you should contact an attorney or other expert.*

### **What Is DMV Doing to Help Secure My Identity?**

DMV is taking the following measures to ensure your identity is secure:

- DMV employees are continuously trained on fraud document detection.
- Customers applying for a California DL or ID card for the first time are required to provide a birth verification/legal presence document, and their Social Security number.

At the application and payment window, your fingerprint will be captured electronically and stored. The fingerprint provided by you at the time your photo is taken will be compared to the print that you first gave at the application and payment window to make sure you are the same person who started the transaction. This will ensure that anyone attempting to access your record will not be able to do so.

- When you have to conduct business in a DMV field office, your fingerprint will be captured at the time your application and payment are processed. It will then be compared with your fingerprint already stored on your record. The DMV technician will also verify your personal information and check your photo on the DMV database. If you need a new photo taken, your fingerprint taken at the photo station will be compared with the fingerprint captured at the time of application and payment. These precautions will assist the department in ensuring fraud does not occur on your record.
- Registered owner(s) requesting replacement license plates or a duplicate ownership certificate for a vehicle are required to provide a California DL or ID card to prove identity.
- Companies, such as auto dealerships or driving schools, licensed by DMV are audited regularly to ensure their compliance with the law.
- DMV verifies legal presence documents issued from the US Citizenship and Immigration Service (USCIS) with the USCIS, a Bureau of the Department of Homeland Security.
- DMV electronically verifies the Social Security Number with the Social Security Administration.
- A DL or ID card will not be issued until the information provided is verified.