

## GUARD YOUR PERSONAL INFORMATION AND DOCUMENTS

**Phishing is a con game updated to take advantage of new technology.**

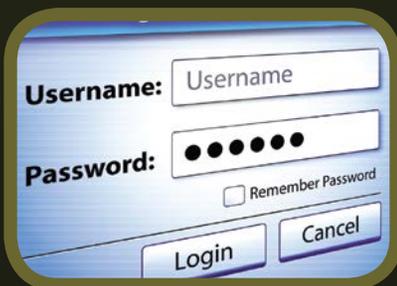
Phishing uses mail, phone or internet promotions in which thieves falsely claim to represent legitimate enterprises. They utilize upsetting or exciting information demanding an urgent response in an attempt to scam the user into disclosing private information. Such bogus e-mails will ask for account or PIN numbers.

**Pharmers redirect unsuspecting internet users from a legitimate commercial Web site to a malicious site which imitates the legitimate one.**

This is done by an "imbedded link" which mimics a secure site. When users enter their login name and password, criminals are able to capture the information.

### Tips for Computer Use

- Never use a public computer for financial transactions
- Install virus protection software and update it regularly
- Be careful which e-mails you open
- Look for Web sites that begin with https://
- Look for an icon of a lock or an unbroken key



### Riverside Police Services

To report a crime:

**EMERGENCY ONLY  
CALL 911**

**Non-emergency  
354-2007**

more information online at:  
[rpdonline.org](http://rpdonline.org)



**SERGIO G. DIAZ  
CHIEF OF POLICE**



City of Arts & Innovation

## Identity Theft



*Integrity Service Excellence*



**Riverside Police Department  
and City residents working  
together to prevent crime**

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

## WHAT IS IDENTITY THEFT?

Identity theft is when someone takes possession of personal information such as a credit card, driver's license, birth certificate, social security number or bank account without permission.

## HOW DO THEY OBTAIN YOUR IDENTITY?

### Shoulder surfing at Automatic Teller Machines (ATMs)

Thieves look for Personal Identification Numbers (PINs), credit card numbers or passwords.

### Dumpster diving or picking through recycling containers and see-through garbage bags:

Thieves rifle through trash looking for loan applications, credit card statements, financial documents and other personal information.

### Theft of personal property

Items such as wallets, purses and vehicles contain private information. Computers contain information about Web sites visited, personal e-mails and possibly financial information.

### Skimming or Tampering

Occurs at automatic bank machines and point of sale terminals. Thieves are able to read credit or debit card numbers and personal identification numbers (PINs) by way of a data storage device called a skimmer. These are often capable of gathering information that can be used to reproduce cards for their personal use at your expense.

### Buying Information

Account numbers are stolen by dishonest employees working for financial institutions or companies that process financial information, workers at retail stores or medical offices. Stolen records are passed on or sold through chat rooms or instant messaging sessions. Sometimes companies have their security breached— compromising your personal information.

### Mail Boxes

Thieves remove mail from mailboxes or have it redirected to another address. They are looking for new credit cards, pre-approved credit offers, bank statements, tax information, or investment and benefit documents.



### Public Sources

Sources such as newspapers (obituaries), phone books and government records open to the public are searched to obtain information for fraudulent purposes.

### Guard your personal information and documents

- If an important document such as a birth certificate, driver's license, passport, bank card or credit card is lost or stolen – IMMEDIATELY notify the issuer and the police
- Shred or destroy sensitive personal documents before recycling
- Shield the entry of your PIN and never give it to anyone else. Do not use your address, phone or SIN number as a PIN
- Secure your mail box and lock it if possible, or use a P.O. box. Keep track of when your bills, financial statements and credit cards are due. Notify the company if they do not arrive on schedule. When you are out of town, have a trustworthy person pick up your mail or use the post office hold mail service
- Check statements and financial records to catch irregularities
- Keep photocopies of your credit cards. This will help you alert the company if they are lost or stolen
- Do not carry documents such as birth certificates, passports or Social Security cards with you unless necessary
- Protect your computer with a start-up password only you know. Do not use automatic login features that save your user name and password

**Identity Theft is the fastest growing consumer crime in North America**