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Reacting to ID Theft

1. Call the company where you know fraud occurred (in store credit card, bank, or regular credit card), document who you spoke to & date
2. Contact the three credit reporting agencies: Place a fraud alert and or a security freeze. Monitor the accounts. Numbers below.
3. File a complaint with the Attorney General: 617-727-8400
4. File a complaint with the Federal Trade Commission and get a copy for your records.
5. File a report with your local police department and get a copy for your records.
6. Notify your bank and in store credit card companies

Equifax: 800-525-6285

Experian: 888-397-3742:

TransUnion: 800-916-8800

Federal Trade Commission: 877-(IDTHEFT) 438-4338: www.identitytheft.gov

www.annualcreditreport.com: 877-322-8228

Reporting Scams

* Treasure Inspector General for Tax Administration: 800-366-4484 or www.tigta.gov

* IRS Tax fraud hotline: 800-829-0433

* Phone Scams: FTC 1/877/382-4357 or www.ftccomplaintassistant.gov

* Report all unsolicited email claiming to be from the IRS or and IRS-related function to phishing@irs.gov

Resources

NOMOROBO: To stop robocalls and telemarketers: Landline is free, for Cell phones it is free the first month and \$1.99 a month and you can download an app via www.nomorobo.com.

OptOutPrescreen: A consumer can opt-in or opt-out of credit card or insurance offers.

www.optoutprescreen.com or 888-567-8688

Do Not Call MA: www.mass.gov/donotcall or call 866-231-2255

Do Not Call national: www.donotcall.gov or call 888-382-1222

Side Note: the Do Not Call does not cover political organizations, charities, and telephone surveyors, as well as companies you have an existing business relationship with, or those to whom you've provided express agreement in writing to receive their calls.

Violations of the Do Not Call Registry: If a consumer's number has been on the Do Not Call list for at least 31 days, and they receive a call that is believed to be covered by the Do Not Call Registry they can file a complaint www.complaints.donotcall.gov or call 888-382-1222

Consumer Hotline
617-973-8787 or 888-283-3757
www.mass.gov/consumer

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