

# What to Do When Your Wallet is Stolen

Losing your wallet, with all your information that can be used for identity theft, is bothersome and frightening.

## Administrative Tips

- Keep good records of everything you do in dealing with government agencies and other authorities, as well as financial companies.
- Keep a log of all conversations, including dates, names, and phone numbers.
- Note the time you spend, and any expenses incurred, in case you are able to seek restitution in a later judgment or conviction against the thief.
- You may be able to obtain tax deductions for theft-related expenses.
- Confirm all conversations in writing.
- 123456789 correspondence through certified mail with return receipt requested.
- Keep copies of all letters and documents.

## Some Immediate Steps to Take

### POLICE

- Report the situation to the police.
- Get a copy of the police report, which is called an “identity theft report.”
- Keep the phone number of your investigator handy and give it to creditors and others who require verification of your case.

### CREDIT CARDS

- Start with a phone call and immediately follow up in writing.
- Contact credit card companies and cancel missing cards.
- Request replacement cards with new account numbers.
- If there are monthly debits to any of the credit cards, call the service providers directly (subscriptions, charitable donations, etc.) and suspend charges until new credit cards arrive.

## ATM CARDS

- Start with a phone call and immediately follow up in writing.
- Contact your bank(s) and fill out a fraud affidavit.
- Get a new card, account number, and password.
- Do not use your old password.
- Closely monitor your account statements.
- You may be liable if the fraud is not reported quickly.
- Be sure to read the credit/debit card contract for information about liability.
- Some cards are better protected in cases of fraud than others

## CREDIT REPORTS

- Immediately report the situation to the fraud department of the three credit reporting companies:
  - [Experian](#) (888) 397-3742
  - [Equifax](#) (800) 525-6285
  - [TransUnion](#) (800) 916-8800
- Placing the fraud alert means that your file will be flagged and that creditors are required to call you before extending credit.
- Even after reporting to the three companies, it is important to continue to monitor your credit reports.
- When you place fraud alerts, you can ask for free credit reports. Then in a couple of months, ask for another set of free credit reports by calling 877-322-8228, or by going to [annualcreditreport.com](http://annualcreditreport.com).

## DRIVER'S LICENSE

- Contact your local Department of Motor Vehicles (DMV) office to report your license stolen and put a fraud alert on your file. Go to your state's DMV website for instructions and contact information.
- You may need to change your driver's license number if someone is using yours fraudulently. Contact the DMV Fraud Hotline in your state to see if another driver's license has been issued in your name
- Fill out any DMV paperwork or online forms to begin the investigation process and send any requested documents to the appropriate DMV investigation office.
- If necessary, get a replacement license online or in person at a local DMV office.

## SOCIAL SECURITY

- Contact the Social Security Administration to get a replacement card.
  - Visit the SSA [website](#)
  - Call the SSA at 800-772-1213
  - Find and visit your [local SSA office](#)

## MEDICARE

To report your stolen Medicare card, follow the directions above for contacting the Social Security Administration.

## PASSPORTS

- Visit the State Department's [Bureau of Consular Affairs](#) website to report your passport stolen by filling out Form DS-64.
- You may also call 877-487-2778 (TTY 1-888-874-7793), or write to:  
U.S. Department of State, Passport Services  
Consular Lost/Stolen Passport Section  
1111 19th St., NW, Suite 500  
Washington DC 20036
- You need to apply for a new passport in person using Form DS-11, also available on the website.
- Whether or not you have a passport, you should notify the State Department to alert them to anyone who may be ordering a passport fraudulently.

## Eddy & Schein Group can help – just tell us what you need.

If you or someone you know needs help handling identity theft or could benefit from having a Personal Finance Manager, please contact Eddy & Schein Group for a free phone consultation.

Visit our [website](#) or call us: [New York 212-987-1427](#) or [California 917-881-7042](#)