



FRAUD REDUCTION GUIDELINES STRATEGIES FOR IDENTITY THEFT PREVENTION AND VICTIM ASSISTANCE

MISSION

Members of The Financial Services Roundtable and BITS are committed to creating and implementing a set of efficient, effective and consistent procedures to restore a victim's financial identity and to prevent ongoing incidences of identity theft. To that end we, the participating financial institutions, agree to share and implement the following successful strategies.

PREVENTION

Participating financial institutions agree to:

- Share on an ongoing basis successful fraud prevention strategies in areas that include:
 - Account opening and online transactions
 - Authentication
 - Monitoring Controls
 - Loss tracking and reporting
 - Personnel training to detect suspicious activity
- Provide educational materials to our customers to assist them in protecting their financial identities.
- Provide data relating to identity theft to appropriate law enforcement agencies for trending and analysis of patterns of fraudulent activities and prosecution of fraud rings.
- Join with industry associations and organizations, and consider joining the Identity Theft Assistance Center (ITAC), if such a Center is established, to analyze and pool identity theft data for law enforcement purposes.

VICTIM ASSISTANCE

Participating financial institutions agree to:

- Establish an internal system that provides victims a single point of contact within the financial institution.
- Provide each victim with educational materials to assist in preventing further instances.
- Utilize an industry-wide Uniform Affidavit.
- Establish a system for disseminating the Uniform Affidavit, as appropriate, to law enforcement, industry organizations, and others, including an ITAC, if such a Center is established and participation is elected.
- While reserving the right to receive additional information from the victim, receive and use a completed Uniform Affidavit from other financial institutions.
- Upon receipt of a completed Uniform Affidavit, contact the victim to seek resolution of affected accounts within their own institutions.