Kroll

IDShield

The Aftermath Isn't Just Property Damage: Tornados Can Spawn Identity Theft

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Emergencies DO Happen

What's in **YOUR** Home Emergency Kit?

- A First Aid Kit?
- Plenty of Food and Water?
- Flashlights?
- Batteries?
- Proof of Your Identity?

Identity Theft accounted for 16% of all complaints filed to the FTC in 2015

- One of the Top Complaints for over 16 consecutive years

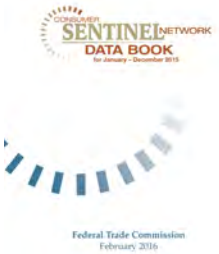
What Should You Be Prepared For?

1. *As a Business Owner*
2. *As an Individual*

The Threat of Identity Theft

What Causes Identity Theft?

- Government Documents or Benefits Fraud – **49.2%***
- Credit Card Fraud – **15.8%**
- Phone or Utilities Fraud – **9.9%**
- Bank Fraud – **5.9%**
- Loan Fraud – **3.5%**
- Employment-Related Fraud – **3.3%**
- Other – **19.2%**
  (Data Breach, Medical, Insurance, Unknown, etc.)



* 2015 Federal Trade Commission Consumer Sentinel Network

1 Impact to Business Owners

What Should You Be Prepared For?

Business Owners

- **An Incident Response Plan: What is it?**

The instructions and procedures an organization can use to identify, respond to, and mitigate the effects of a cyber event.

- NIST SP 800-34 Rev.1 Contingency Planning Guide for Federal Information Systems

What Should You Be Prepared For?

Business Owners

- **An Incident Response Plan: What is it?**

- An Incident should be clearly defined.
- Should clearly state who has the authority to declare an incident.
- Declaring an incident invokes the Incident Response Plan and convenes the Incident Response Team (IRT).

What Should You Be Prepared For?

Business Owners

- **An Incident Response Plan: Recommended Components**

Communications Flow

- Outlines how the team communicates internally.
- Defines who owns communications with external parties, such as legal counsel, the media, and regulators.

Roles & Responsibilities

- Outlines the role of each member of the Incident Response Team (IRT).
- Details each team member's responsibilities.

What Should You Be Prepared For?

Business Owners

- **An Incident Response Plan: Recommended Components**

Contact Information

- Should include contact information for the IRT, key stakeholders, as well as vendors/service providers.
- Should include out of hours contact information.
- Review and update quarterly.

Plan Testing

- Plan should be tested annually to identify gaps.

2 Impact to Individuals

What Should You Be Prepared For?

For Individuals

PRIOR to an Emergency

Some Basic Preparation now will be invaluable in the midst of an emergency.

- Make sure important documents such as Driver's Licenses and Proof of Insurance are up-to-date.
- Discard unneeded documentation that contains PII.
  - (old tax returns, college records, financial documents, etc.)
- Organize and inventory the documents that you have kept – list where they are kept and what personal and account identifiers each contains.
  - Do NOT put your actual personal identifiers and account numbers in your list.

What Should You Be Prepared For?

For Individuals

PRIOR to an Emergency

Some Basic Preparation now will be invaluable in the midst of an emergency.

- Types of documents and information to include in your inventory:
  - Driver's License
  - Birth Certificates
  - Social Security Cards
  - Passports
  - Insurance Policies
  - List of Prescriptions/Doctors
  - Financial Documents
  - Car Titles, Mortgage Deeds, etc.
  - Remember: Computers, flash drives and phones may hold important data

What Should You Be Prepared For?

For Individuals

DURING an Emergency

- Take what has been predetermined as most important and immediately accessible
  - Include your list of items that contain PII and their location so that you can come back for those items at an appropriate time.
- If you can get to your safe, do so – if not, don't.

What Should You Be Prepared For?

For Individuals

AFTER an Emergency

- You may need to prove your residence for return entry into your community and for application for federal.
- When proving your address, utility bills are often used in addition to a driver's license or state ID card.
  - It may be helpful to have online access to your utility accounts if possible
- Use your inventory of places where PII is stored to help you locate and, if necessary, dispose of it properly.

What Should You Be Prepared For?

For Individuals

AFTER an Emergency

- Consider fraud alerts carefully if you feel your Social Security number was exposed.
  - NOTE: This could cause inconvenience for you if you need to apply for credit during the aftermath of an emergency.
- You and your home/business are at risk of being continuously exposed after a disaster
  - You have to evacuate
  - You have to leave your home/business open to help it dry if damaged by water
  - Volunteers will be willing to help you sift through remains – be cautious

What Should You Be Prepared For?

For Individuals

AFTER an Emergency – CREDIT FREEZES

- This is not a Cure-All
  - Identity theft can still take – freezes do not reduce the chance of falling victim
  - Thieves can still commit 'account takeover' – existing bank accounts and credit cards
  - Will not help with non-credit-related issues
    - Medical Identity Theft
    - Criminal Identity Theft
    - Employment or Tax Fraud

3 Final Thoughts

Things to Keep in Mind…

Business Owners

- Establish an Incident Response Plan
- Know your Vulnerabilities
- Offer an Identity Theft Protection program to your employees
- Beware of Scams

Individuals

- Assess your personal information
  - Store in a secure location
- Know your Vulnerabilities – **PRIOR | DURING | AFTER**
- Subscribe to an Identity Theft Protection program for you and your family
- Beware of Scams