

**NOTICE - We are conducting this survey under the authority of Title 13, United States Code, Section 8. Section 9 of this law requires us to keep all information about you and your household strictly confidential. We may use this information only for statistical purposes. Also, Title 42, Section 3732, United States Code, authorizes the Bureau of Justice Statistics, Department of Justice, to collect information using this survey. Title 42, Sections 3789g and 3735, United States Code also requires us to keep all information about you and your household strictly confidential.**

ASK OF ALL PEOPLE AGES 16+

FORM ITS-1 U.S. DEPARTMENT OF COMMERCE  
 Economics and Statistics Administration  
 U.S. Census Bureau  
 ACTING AS COLLECTING AGENCY FOR  
 THE BUREAU OF JUSTICE STATISTICS  
 U.S. DEPARTMENT OF JUSTICE

**2008 IDENTITY THEFT SUPPLEMENT (ITS)  
 TO THE NATIONAL CRIME VICTIMIZATION  
 SURVEY**

We estimate that it will take from 5 to 15 minutes to complete this interview with 10 minutes being the average time. If you have any comments regarding these estimates or any other aspect of this survey, send them to the Associate Director for Finance and Administration, Room 2027, U.S. Census Bureau, Washington DC 20233, or to the Office of Information and Regulatory Affairs, Office of Management and Budget, Washington, DC 20503. According to the Paperwork Reduction Act of 1995, no such persons are required to respond to a collection of information unless such collection displays a valid OMB control number.

FIELD REPRESENTATIVE - Complete an ITS form for all NCVS interviewed people ages 16+. Do NOT complete an ITS form for Type Z noninterview people, NCVS persons interviewed by proxy or for people in Type A noninterview households.

**C. Type of Interview**

- 1  Personal - Self } **SKIP** to *INTRO 1*
- 2  Telephone - Self } **SKIP** to *INTRO 1*
- 3  Noninterview - } *FILL ITEM D*, Reason for noninterview

**D. Reason for noninterview**

- 1  Refused }
- 2  Not available }
- 3  Non-English speaking }  
 respondent } **SKIP** to **END**
- 4  NCVS Type Z }
- 5  NCVS interview }  
 completed by proxy }

**SCREEN QUESTIONS**

**INTRO 1** Now, I would like to ask you questions about identity theft. Identity theft means someone else using your personal information without your permission to buy something, get cash or services, pay bills, or avoid the law. Your answers will be kept confidential.

**First, I'd like to ask you some questions about the misuse of any of your EXISTING ACCOUNTS.**

**1** Since \_\_\_\_\_, 20\_\_, has someone, without your permission, misused any of your EXISTING ACCOUNTS in any of the following ways? Has someone....

**a.** Used or attempted to use one or more of your existing accounts, such as a bank account, credit card account, telephone account, insurance policies, or something else?

**YES**                      **NO**  
                               - Skip to h.

**b.** Was it a credit card account?

- Ask c.                       - Skip to d

**c.** Were they successful in charging anything to your account?

                            

**d.** Was it your checking or savings account, including debit or ATM cards?

- Ask e.                       - Skip to f

**e.** Were they successful in getting anything from your account?

                            

**f.** Was it another type of existing account such as your telephone, utilities, online payment account like Paypal, insurance policies, or something else?

- Ask g.                       - Skip to Intro

**g.** Were they successful in obtaining any goods or services from this account?

                            

**Intro:**  
**Next, I have some questions about any NEW ACCOUNTS someone might have opened. Since \_\_\_\_\_, 20\_\_, has someone, without your permission...**

**h.** Used or attempted to use your personal information to open any NEW accounts such as wireless telephone accounts, credit card accounts, loans, bank accounts, online payment accounts, or something else?

- Ask i.                       - Skip to j

**i.** Were they successful in actually opening any NEW accounts?

                            

**j.** Used or attempted to use your personal information for some other fraudulent purposes such as getting medical care, a job, or government benefits; renting an apartment or house; giving your information to the police when they were charged with a crime or traffic violation, or something else?

- Ask k.                       - Skip to l

**k.** Were they successful in using your identity for any of these purposes?

                            

**l.** Used or attempted to use your personal information in some other way?

- specify                        
 \_\_\_\_\_

**CHECK ITEM A**                      Is 'No' marked for all response categories 'a' through 'k' in question 1 above?

                     Yes - Skip to Section I, Risk Avoidance on Page 19  
                      No - Skip to Check Item B

**CHECK ITEM B**                      Is 'Yes' marked for any response category 'c' or 'e' or 'g' or 'i' or 'k' above?  
 (Were actual misuses reported)

                     Yes - Skip to Check Item C  
                      No - Skip to Intro, Section H, Attempted but Failed on Page 15

**CHECK ITEM C**                      Is 'Yes' marked in Q1.g?

Yes - Ask Q2  
 No - Check Item D

<p>2. You said that one or more of your existing accounts, other than credit card or banking accounts, had been misused. Which of the following types of your EXISTING accounts did the person run up charges on, take money from, or otherwise misuse? Did they misuse your.....</p> <p>a. Medical insurance accounts?  b. Telephone accounts?  c. Utilities accounts?  d. Online payment account such as Paypal?  e. Investment accounts?  f. Some other type of existing account?</p>	<p>YES NO</p> <p>1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> - specify 2 <input type="checkbox"/></p> <hr/>
<p><b>CHECK ITEM D</b> Is 'Yes' marked in Q1i?</p>	<p>1 <input type="checkbox"/> YES - Ask Q3  2 <input type="checkbox"/> NO - Check Item E</p>
<p>3. You said that someone used your personal information to open one or more NEW accounts. Which of the following types of NEW accounts did someone open? Did someone open....</p> <p>a. New telephone accounts?  b. New credit card accounts?  c. New checking or savings accounts?  d. New loans or mortgages?  e. New medical insurance policies?  f. New automobile insurance policies?  g. New online payment accounts, such as Paypal?  h. Some other type of new accounts?</p>	<p>YES NO</p> <p>1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> 2 <input type="checkbox"/>  1 <input type="checkbox"/> - specify 2 <input type="checkbox"/></p> <hr/>
<p>4. How many new accounts were opened through the misuse of your personal information?</p>	<p>_____ Number of new accounts opened</p>
<p><b>CHECK ITEM E</b> Is 'Yes' marked in Q1c. or Q1e. or Q1.g? (Someone misused one or more existing accounts)</p>	<p>1 <input type="checkbox"/> YES - Ask Q5a  2 <input type="checkbox"/> NO - Check Item F</p>
<p><b>You said that someone misused one or more of your existing accounts.</b></p> <p>5a. &lt;Was the existing account/Were the existing accounts&gt; that someone misused part of a joint account with your spouse or another individual?</p>	<p>1. Yes - ASK Q5b  2. No - GO TO Check Item F</p>
<p>5b. Including yourself, how many people are joint owners on this/these account(s)?</p>	<p>_____ Total number of joint account holders (including the current respondent)</p>
<p>&lt;This question is not asked for single person households&gt;.</p> <p>5c. Are ANY of the other account holders of &lt;this joint account/these joint accounts&gt; currently members of your household?</p>	<p>1. Yes - ASK Q5d  2. No - Check Item F</p>
<p>5d. What other household members are joint owners of &lt;this account/these accounts&gt;?</p>	<p>Select the line numbers of household members that are members. The current respondent will be excluded from the list of eligible line numbers displayed as available response categories.</p>
<p>5e. Who was the primary person in your household who addressed the misuse of &lt;this joint account/these joint accounts&gt;?  (SELECT A SINGLE RESPONSE)</p>	<p>Choose the line number who spent the most time addressing the issues. Display all the line numbers listed on the household roster including nonmembers. Also, display an option 31 to indicate someone outside the household.</p>

<b>CHECK ITEM F</b> Is 'Yes' marked in Q1k?	1 <input type="checkbox"/> Yes - Ask Q6 2 <input type="checkbox"/> No - Go to Section B, page 5																		
<p>6. <b>You said that someone used your personal information for some fraudulent purpose. As far as you know, did the person use your personal information in any of the following ways? Did they use your information ...</b></p> <p>a. <b>To file a fraudulent tax return?</b></p> <p>b. <b>To get medical treatment?</b></p> <p>c. <b>To apply for a job?</b></p> <p>d. <b>To provide false information to law enforcement when being charged with a crime or traffic violation?</b></p> <p>e. <b>To rent an apartment or house?</b></p> <p>f. <b>To apply for government benefits, such as social security, Medicare, disaster relief, food stamps, etc.?</b></p> <p>g. <b>In some other way?</b></p>	<table border="0"> <thead> <tr> <th data-bbox="950 298 1008 330"><b>YES</b></th> <th data-bbox="1206 298 1255 330"><b>NO</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="976 370 1018 397">1 <input type="checkbox"/></td> <td data-bbox="1206 370 1248 397">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="976 405 1018 432">1 <input type="checkbox"/></td> <td data-bbox="1206 405 1248 432">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="976 440 1018 467">1 <input type="checkbox"/></td> <td data-bbox="1206 440 1248 467">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="976 475 1018 502">1 <input type="checkbox"/></td> <td data-bbox="1206 475 1248 502">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="976 542 1018 569">1 <input type="checkbox"/></td> <td data-bbox="1206 542 1248 569">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="976 577 1018 604">1 <input type="checkbox"/></td> <td data-bbox="1206 577 1248 604">2 <input type="checkbox"/></td> </tr> <tr> <td data-bbox="976 645 1125 680">1 <input type="checkbox"/> - specify</td> <td data-bbox="1206 645 1248 680">2 <input type="checkbox"/></td> </tr> <tr> <td colspan="2" data-bbox="998 701 1339 715">_____</td> </tr> </tbody> </table>	<b>YES</b>	<b>NO</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>	_____	
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**SECTION B. How/When identity theft discovered**

**INTRO: The next couple of questions I have are about how and when you discovered the misuse of your personal information.**

**7a. How did you FIRST find out someone had misused your personal information? When answering this question, please think only about when you found out about the actual misuse.**

**(Select a single response)**

**DISCOVERED BY RESPONDENT**

- a. I contacted the credit card company or bank to report a theft and was told that fraudulent charges had already been made.
- b. I noticed money missing from my account.
- c. I noticed fraudulent charges on my account.
- d. I received merchandise or a card that I did not order.
- e. I had problems using my card or account because it was declined, closed, or had insufficient funds (bounced check)
- f. I applied for credit, a bank account or loan, telephone service, employment, or government benefits, etc. and had problems.
- g. I checked my credit report
- h. I received a bill that I did not owe.

**NOTIFIED BY FINANCIAL INSTITUTION**

- i. Credit card company or bank contacted me about suspicious activity on my account.
- j. My credit monitoring service contacted me.
- k. A collection agency, credit card company, or other company contacted me about late or unpaid bills

**NOTIFIED BY OTHER PARTY**

- l. A law enforcement agency notified me.
- m. A company or agency notified me.

**OTHER**

- n. Discovered in another way - (specify)  
\_\_\_\_\_

**7b1. In what year did you first discover that someone had misused your personal information?**

Enter year:  
\_\_\_\_\_ Year (1985-2008)

**7b2. In what month did you first discover that someone had misused your personal information?**

Enter month:  
\_\_\_\_\_ Month (01-12)

If Q7B1 is DK or RF, then ask:

**Was it a year ago or less?**

- 1. Yes
- 2. No—> **Was it more than 2 years ago?**
  - 1. Yes
  - 2. No

<p>7c. <b>How long had your personal information been misused before you discovered it?</b></p>	<p>___ 1. One day or less (1-24 hours)          ___ 2. More than a day, but less than a week (25 hours-6 days)          ___ 3. At least a week, but less than one month (7-30 days)          ___ 4. One month to less than three months          ___ 5. Three months to less than six months          ___ 6. Six months to less than one year          ___ 7. One year to less than two years          ___ 8. Two years or more</p>																																	
<p>7d1. <b>In what year did the most recent misuse of your personal information occur?</b></p> <p>7d2. <b>In what month in ^fill_year_reported did the most recent misuse of your personal information occur?</b></p> <p>If Q7d1 is DK or RF, then ask:  <b>Was it a year ago or less?</b>          1. Yes          2. No—&gt; <b>Was it more than 2 years ago?</b>              1. Yes              2. No</p>	<p>Enter year:          ___ year (1985-2008)</p> <p>Enter month:          ___ month (01-12)</p>																																	
<p><b>CHECK ITEM G</b> Compare the month and year reported in Q7d1 and Q7d2 to the current interview month. Was the most recent misuse more than 2 years ago?</p>	<p>___ 1. Yes - SKIP to NONVICTIM INTRO, SECTION I, RISK AVOIDANCE, page 19          ___ 2. No - Skip to Check Item H</p>																																	
<p><b>CHECK ITEM H</b> Are the answers to 7b1 and 7b2 AND 7c both within 12 months?</p>	<p>___ 1. Yes - Skip to Check Item J          ___ 2. No - Go to Check Item I</p>																																	
<p><b>CHECK ITEM I</b> Is the date or number of months entered in Q7b and Q7c 11 months ago or less</p> <p style="text-align: center;">AND</p> <p>Is more than one “yes” marked in Q1b or Q1d or Q1f or Q1h or Q1j ?</p>	<p>___ 1 Yes - SKIP to Q7e          ___ 2 No - Check Item J</p>																																	
<p>7e. <b>You just indicated that your personal information was misused at least once during the <u>past year</u>. Which incident(s) occurred during the past year? Was it the</b> &lt;autofill answer list with the actual and attempted misuses reported in Q1&gt;...</p> <p>a. <b>Attempted misuse of your existing credit cards?</b></p> <p>b. <b>Misuse of your existing credit cards?</b></p> <p>c. <b>Attempted misuse of your bank account?</b></p> <p>d. <b>Misuse of your bank account?</b></p> <p>e. <b>Attempted misuse of one of your other existing accounts?</b></p> <p>f. <b>Misuse of your other existing accounts?</b></p> <p>g. <b>Attempted opening of a NEW account?</b></p> <p>h. <b>The opening of a NEW account?</b></p> <p>i. <b>Attempted misuse of your personal information for some other fraudulent purpose?</b></p> <p>j. <b>The use of your personal information for some other fraudulent purpose?</b></p>	<table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left;"></th> <th style="text-align: center;"><b>YES</b></th> <th style="text-align: center;"><b>NO</b></th> </tr> </thead> <tbody> <tr> <td>a.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>b.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>c.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>d.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>e.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>f.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>g.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>h.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>i.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>j.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> </tbody> </table>		<b>YES</b>	<b>NO</b>	a.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	b.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	c.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	d.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	e.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	f.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	g.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	h.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	i.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	j.	1 <input type="checkbox"/>	2 <input type="checkbox"/>
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<p><b>CHECK ITEM J</b> Is more than one response category ‘c’ or ‘e’ or ‘g’ or ‘i’ or ‘k’ marked ‘Yes’ in question 1?</p>	<p>1. Yes - Q7f          2. No - Skip to Q8</p>																																	

<p>7f. You said that someone &lt;autofill from responses to Q1, including actual and unsuccessful attempts&gt; in the past TWO years, that is since _____, 20__? Were all these incidents the result of the same theft of your personal information or was your personal information stolen more than once?</p>	<p>1 <input type="checkbox"/> Same theft  2 <input type="checkbox"/> Multiple thefts - Go to Q10a or Q10b  3 <input type="checkbox"/> Don't know</p>
<p>8. Do you have any idea of HOW your personal information was obtained, even if you are not completely certain?</p>	<p>___ 1. Yes - Ask Q9  ___ 2. No – Skip to Q10a or Q10b</p>
<p>9. How do you think your personal information was obtained? (For example, was it lost or stolen from your wallet, stolen from your postal mail or garbage, or obtained in some other way?)  (SELECT A SINGLE RESPONSE)</p>	<p>___ 1. I lost it/It was stolen from my wallet or checkbook  ___ 2. It was stolen from a place where I stored it (home, office, car, etc.)  ___ 3. Someone stole it from my postal mail  ___ 4. Someone stole it from my garbage  ___ 5. Someone stole it during a purchase or other transaction  ___ 6. Someone changed my address at the post office  ___ 7. Someone hacked into my computer  ___ 8. I responded to a scam email/phone call  ___ 9. Stolen from personnel files  ___ 10. From an office/company that had my personal information in its files  ___ 11. Obtained in some other way - (specify)  _____</p>

**C. VICTIM RESPONSE**

<p>10a. Ask if answer to Q7f. is 'same theft' or 'don't know':  <b>Did you contact anyone at the credit card company, bank, or other company about the misuse of &lt;your personal information/fill in the blank&gt;?</b></p> <p align="center">OR</p> <p>10b. Ask if answer to Q7f if 'multiple thefts':  <b>For any of these incidents, did you contact anyone at the credit card company, bank, or other company about the misuse of &lt;your personal information/fill in the blank&gt;?</b></p>	<p>___ 1. Yes  ___ 2. No</p>																								
<p>11. <b>Did you contact a credit bureau about the misuse of &lt;your personal information/fill in the blank&gt;?</b></p>	<p>___ 1. Yes  ___ 2. No - Skip to Q15</p>																								
<p>12. <b>When you contacted the credit bureau, did you....</b></p> <p>a. <b>Request your credit report?</b>  b. <b>Request corrections to your credit report?</b>  c. <b>Place a fraud alert on your credit report?</b></p> <p>c.1 Was it a seven year fraud alert?</p> <p><b>When you contacted the credit bureau about the misuse of &lt;your personal information/fill in the blank&gt;, did you....</b></p> <p>d. <b>Send a police report to the credit bureau?</b>  e. <b>Place a freeze on your credit report, which prevents the credit bureaus from sending your credit report to anyone without your permission?</b>  f. <b>Do something else?</b></p>	<table border="0"> <tr> <td><b>YES</b></td> <td><b>NO</b></td> <td></td> </tr> <tr> <td>1 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td>1 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td>1 <input type="checkbox"/> - ask c.1</td> <td>2 <input type="checkbox"/></td> <td>3 <input type="checkbox"/> <b>DK</b></td> </tr> <tr> <td>1 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td>1 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td>1 <input type="checkbox"/></td> <td>2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td>1 <input type="checkbox"/> - specify</td> <td>2 <input type="checkbox"/></td> <td></td> </tr> </table> <p>_____</p>	<b>YES</b>	<b>NO</b>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/> - ask c.1	2 <input type="checkbox"/>	3 <input type="checkbox"/> <b>DK</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>	
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<p>13. <b>After you told a credit bureau that &lt;your personal information had been misused/fill in the blank&gt;, how satisfied were you with the credit bureau’s response? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?</b></p> <p>(IF THE RESPONDENT STATES THAT THEY CONTACTED MULTIPLE CREDIT BUREAUS, INSTRUCT THE RESPONDENT TO THINK ABOUT THEIR TOTAL EXPERIENCE WITH THE CREDIT BUREAUS)</p>	<p>___ 1. Very Satisfied – Skip to Q15          ___ 2. Somewhat Satisfied – Skip to Q15          ___ 3. Somewhat Dissatisfied - Ask Q14          ___ 4. Very Dissatisfied - Ask Q14          ___ 5. Neither satisfied nor dissatisfied - Skip to Q15</p>
<p>14. <b>Why were you dissatisfied with the credit bureau’s response?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>___ 1. My credit report was not corrected          ___ 2. It was hard to communicate with the credit bureau          ___ 3. I could not place a fraud alert          ___ 4. I could not obtain a credit report          ___ 5. I could not place a freeze          ___ 6. The credit reporting bureaus would not accept my police report          ___ 7. Some other reason - (specify) _____</p>
<p>15. <b>Did you contact any law enforcement agencies, such as the police or sheriff, to report the misuse of &lt;your personal information/fill in the blank&gt;?</b></p>	<p>___ 1. Yes - Ask Q16          ___ 2. No - Skip to Q23</p>
<p>16. <b>Was it your local law enforcement or another law enforcement agency?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>___ 1. Local law enforcement          ___ 2. Another law enforcement agency          ___ 3. Other government agency - Skip to Q24</p>
<p><i>If responses 1 and 2 are marked in Q16 then read Q17 INTRO:</i></p> <p><b>Q17 INTRO:</b></p> <p><b>I’m going to ask the next series of questions about each of the law enforcement agencies you contacted. Let’s start with the local law enforcement agency.</b></p>	
<p>17. <b>Did the local law enforcement agency take a police report from you about the misuse of &lt;your personal information/fill in the blank&gt;?</b></p>	<p>___ 1. Yes - Ask Q18          ___ 2. No - SKIP to Q19</p>
<p>18. <b>Did you get a copy of that police report?</b></p>	<p>___ 1. Yes          ___ 2. No</p>
<p>19. <b>How satisfied were you with the local law enforcement agency’s response when you reported the misuse of &lt;your personal information/fill in the blank&gt;? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?</b></p> <p>(ENTER A SINGLE RESPONSE)</p>	<p>___ 1. Very Satisfied – Skip to Q21          ___ 2. Somewhat Satisfied – Skip to Q21          ___ 3. Somewhat Dissatisfied - Ask Q20          ___ 4. Very Dissatisfied - Ask Q20          ___ 5. Neither satisfied nor dissatisfied - Skip to Q22</p>
<p>20. <b>Why were you dissatisfied with the local law enforcement agency’s response?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>___ 1. Police didn’t or couldn’t do anything          ___ 2. Police only filled out a report          ___ 3. Police didn’t see it as a crime          ___ 4. Police said the crime did not fall in their jurisdiction          ___ 5. Police gave me no information on what I should do about the crime          ___ 6. Police never got back in contact with me/never learned outcome          ___ 7. Didn’t feel my concerns/complaints were taken seriously          ___ 8. Police unable to catch the offender          ___ 9. Other (Specify) _____</p> <p>All responses 1-9 - Skip to Q22</p>



<p>21. <b>Why were you satisfied with the local law enforcement agency response?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>___ 1. Police took a report          ___ 2. Police gave me information on what to do          ___ 3. Police did everything that they could          ___ 4. Police took the crime seriously          ___ 5. Police caught the offender          ___ 6. Police kept me informed          ___ 7. Other (specify) _____</p>
<p>22. <b>Did the local law enforcement agency provide you with any additional printed information, such as a pamphlet or prevention material, on what to do when you've experienced identity theft?</b></p>	<p>___ 1. Yes - Skip to Check Item J2          ___ 2. No - Skip to Check Item J2</p>
<p><b>Check Item J2</b> Are responses 1 and 2 marked in Q16?</p>	<p>1 <input type="checkbox"/> Yes - Ask Q22a          2 <input type="checkbox"/> No - Skip to Q24</p>
<p>22a. <b>Okay, now I'm going to ask you questions about the other law enforcement agency.</b></p> <p><b>Did the other law enforcement agency take a police report from you about the misuse of &lt;your personal information/fill in the blank&gt;?</b></p>	<p>___ 1. Yes - Ask Q22b          ___ 2. No - SKIP to Q22c</p>
<p>22b. <b>Did you get a copy of that police report?</b></p>	<p>___ 1. Yes          ___ 2. No</p>
<p>22c. <b>How satisfied were you with the other law enforcement agency's response when you reported the misuse of &lt;your personal information/fill in the blank&gt; Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?</b></p> <p>(ENTER A SINGLE RESPONSE)</p>	<p>___ 1. Very Satisfied – Skip to Q22e          ___ 2. Somewhat Satisfied – Skip to Q22e          ___ 3. Somewhat Dissatisfied - Ask Q22d          ___ 4. Very Dissatisfied - Ask Q22d          ___ 5. Neither satisfied nor dissatisfied - Skip to Q22f</p>
<p>22d. <b>Why were you dissatisfied with the other law enforcement agency's response?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>___ 1. Police didn't or couldn't do anything          ___ 2. Police only filled out a report          ___ 3. Police didn't see it as a crime          ___ 4. Police said the crime did not fall in their jurisdiction          ___ 5. Police gave me no information on what I should do about the crime          ___ 6. Police never got back in contact with me/never learned outcome          ___ 7. Didn't feel my concerns/complaints were taken seriously          ___ 8. Police unable to catch the offender          ___ 9. Other (Specify) _____</p> <p>All responses 1-9 - Skip to Q22f</p>
<p>22e. <b>Why were you satisfied with the other law enforcement agency's response?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>___ 1. Police took a report          ___ 2. Police gave me information on what to do          ___ 3. Police did everything that they could          ___ 4. Police took the crime seriously          ___ 5. Police caught the offender          ___ 6. Police kept me informed          ___ 7. Other (specify) _____</p>
<p>22f. <b>Did the other law enforcement agency provide you with any additional printed information, such as a pamphlet or prevention material, on what to do when you've experienced identity theft?</b></p>	<p>___ 1. Yes - Ask Q24          ___ 2. No - Skip to Q24</p>

23. We would like to learn more about why people who experience identity theft do not report it to law enforcement. Why did you decide not to contact a law enforcement agency?

(MARK ALL THAT APPLY)

**DIDN'T KNOW I COULD**

- a. Didn't know that I could report it
- b. Didn't know what agency was responsible for identity theft crimes

**NO LOSS**

- c. I didn't lose any money

**HANDLED IT ANOTHER WAY**

- d. Reported it to someone else such as credit card company/bank or other organization
- e. Took care of it myself

**DIDN'T THINK THE POLICE COULD HELP**

- f. Didn't think police would do anything
- g. Didn't want to bother police/not important enough
- h. Didn't find out about the crime until long after it happened/too late for police to help
- i. Couldn't identify the offender or provide much information that would be helpful to the police

**PERSONAL REASONS**

- j. I was afraid to report it
- k. The person responsible was a friend or family member and I didn't want to get them in trouble
- l. I was embarrassed
- m. Too inconvenient/didn't want to take the time

**OTHER**

- n. Other (specify) \_\_\_\_\_

24. Next, I'm going to read you a list of other people and organizations that someone might contact when their personal information is misused. Which of the following people or organizations, if any, did you contact? Did you...

- a. Hire a lawyer?
- b. Contact a State or local government consumer affairs agency, such as the State Attorney General's office?
- c. Contact the Federal Trade Commission?
- d. Contact a consumer agency, such as the Better Business Bureau or the National Consumer League?
- e. Contact an agency or company that issues documents like driver's licenses, social security cards, or insurance cards?
- f. Contact your credit monitoring service or identity theft insurance company?
- g. Contact some other group or organization?

YES	NO
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>

**E. VICTIM IMPACT**

25. The misuse of personal information affects people in different ways. Next I would like to ask you some questions about how the misuse of <your personal information/fill in the blank> may have affected you.

Did the misuse of <your personal information/fill in the blank> lead you to have significant problems with your job or schoolwork, or trouble with your boss, coworkers, or peers?

- \_\_\_1. Yes
- \_\_\_2. No

<p>26. Did the misuse of &lt;your personal information/fill in the blank&gt; lead you to have significant problems with family members or friends, including getting into more arguments or fights than you did before, not feeling you could trust them as much, or not feeling as close to them as you did before?</p>	<p>___ 1. Yes ___ 2. No</p>																				
<p>27. How distressing was the misuse of &lt;your personal information/fill in the blank&gt; to you? Was it not at all distressing, mildly distressing, moderately distressing, or severely distressing?</p> <p>(ENTER A SINGLE RESPONSE)</p>	<p>___ 1. Not at all distressing - Skip to Q32 ___ 2. Mildly distressing - Skip to Q32 ___ 3. Moderately distressing - Go to Check Item K ___ 4. Severely distressing - Go to Check Item K</p>																				
<p><b>CHECK ITEM K</b> Is 'Yes' marked in Q25 or Q26 or are categories '3' or '4' marked in Q27?</p>	<p>___ Yes - Ask Q28 ___ No - Skip to Check Item K2</p>																				
<p>28. Still thinking about your distress associated with the misuse of &lt;your personal information/fill in the blank&gt; did you feel any of the following ways for a month or more? Did you feel....</p> <p>a. Worried or anxious? b. Angry? c. Sad or depressed? d. Vulnerable? e. Violated? f. Like you couldn't trust people? g. Unsafe? h. Some other way?</p>	<table border="0"> <thead> <tr> <th>YES</th> <th>NO</th> </tr> </thead> <tbody> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/> - specify</td><td>2 <input type="checkbox"/></td></tr> </tbody> </table> <p>_____</p> <p>SKIP TO Q29 if a-h are all no</p>	YES	NO	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>
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1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>																				
<p>28a. Did you seek any kind of professional help for the feelings you experienced as a result of the &lt;misuse of your personal information/ fill in the blank&gt;?</p>	<p>1. Yes - Ask Q28b 2. No - Skip to Q29</p>																				
<p>28b. What kind of professional help did you seek?</p> <p>(MARK ALL THAT APPLY)</p>	<p>___ a. Counseling/therapy ___ b. Medication ___ c. Visited doctor or nurse ___ d. Visited ER/ hospital/clinic ___ e. Other specify _____</p>																				
<p>29. Did you experience any of the following physical problems associated with the &lt;misuse of your personal information/fill in the blank&gt; for a month or more? Did you experience.....</p> <p>a. Headaches? b. Trouble sleeping? c. Changes in your eating or drinking habits? d. Upset stomach? e. Fatigue? f. High blood pressure? g. Muscle tension or back pain?</p>	<table border="0"> <thead> <tr> <th>YES</th> <th>NO</th> </tr> </thead> <tbody> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> <tr><td>1 <input type="checkbox"/></td><td>2 <input type="checkbox"/></td></tr> </tbody> </table> <p>SKIP TO Q32 if a-g are all no</p>	YES	NO	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>				
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<p>30. Did you seek any kind of professional or medical help for the physical problems you experienced as a result of the &lt;misuse of your personal information/ fill in the blank&gt;?</p>	<p>1. Yes - Ask Q31 2. No - Skip to Check Item K2</p>																				
<p>31. What kind of professional or medical help did you seek?</p> <p>(DO NOT READ ANSWER CATEGORIES)</p> <p>(MARK ALL THAT APPLY)</p>	<p>___ a. Counseling/therapy ___ b. Medication ___ c. Visited doctor or nurse ___ d. Visited ER/ hospital/clinic ___ e. Other specify _____</p>																				
<p><b>F. OFFENDERS</b></p>																					
<p><b>CHECK ITEM K2</b> Is the answer to Q7f. 'Single Theft' or 'Don't Know'?</p>	<p>___ 1. Yes - Ask Q32 ___ 2. No - Skip to Q35</p>																				

32. Do you know, or have you learned, anything at all about the person who misused <your personal information/fill in the blank>?	<input type="checkbox"/> 1. Yes - Ask Q33 <input type="checkbox"/> 2. No - Skip to Section G, Financial Impact on page 13
33. Was it someone you knew or had seen before, or a stranger?	<input type="checkbox"/> 1. Knew or had seen - Ask Q34 <input type="checkbox"/> 2. Stranger ----- > Skip to INTRO, Section G, <input type="checkbox"/> 3. Don't Know -----> Financial Impact on page 12
34. How well do you know this person? For example, was the person a family member, friend, acquaintance, salesperson, or somebody else?	<p><b>RELATIVE</b></p> <input type="checkbox"/> a. Spouse (ex-spouse) <input type="checkbox"/> b. Parent or step-parent <input type="checkbox"/> c. Brother or sister <input type="checkbox"/> d. Child or step-child <input type="checkbox"/> e. Other relative (specify) _____ <p><b>NONRELATIVE WELL KNOWN</b></p> <input type="checkbox"/> f. Boyfriend or girlfriend (ex-boyfriend or ex-girlfriend) <input type="checkbox"/> g. Friend or ex-friend <input type="checkbox"/> h. Housemate <input type="checkbox"/> i. Neighbor <input type="checkbox"/> j. Co-worker <input type="checkbox"/> k. Someone working in my home (babysitter, housecleaner, etc.) <p><b>NONRELATIVE NOT WELL KNOWN</b></p> <input type="checkbox"/> l. Casual acquaintance <input type="checkbox"/> m. Salesperson <input type="checkbox"/> n. Waiter <p><b>NONRELATIVE OTHER</b></p> <input type="checkbox"/> o. Other non-relative (specify) _____

**G. FINANCIAL IMPACT**

35. Thinking about all of the misuses of your personal information during the last TWO years, that is, since _____, 20____, what is the approximate total dollar value of what someone obtained while misusing your personal information? Include the value of goods, services, credit, loans, cash, and anything else the person may have obtained.  (IF THE RESPONDENT PROVIDES A RANGE, ASK THE RESPONDENT TO PROVIDE THEIR BEST ESTIMATE)	RECORD THE ESTIMATED AMOUNT. \$_____.00 (IF OVER \$1,000, PROBE: <b>I just want to verify that the total amount is</b> (INSERT AMOUNT RESPONDENT INDICATED)) IF response = \$0, skip to Check Item L.
36. Of this <autofill from Q.35> that they obtained, how much of that money did you personally lose?	RECORD ESTIMATED AMOUNT. \$_____.00 (IF "NONE," PROBE: <b>Just to confirm, you didn't have to pay anything?</b> )
<b>CHECK ITEM L</b> Is answer to Q. 35 greater than \$0?	<input type="checkbox"/> 1. Yes - Ask Q37a <input type="checkbox"/> 2. No - Skip to Q37b
37. Read if answer to Q36 >\$0: <b>Other than the costs you already told me about, how much, IF ANY, additional costs did you incur? Include costs for things such as legal fees, bounced check fees, and any miscellaneous expenses, such as postage, phone calls, or notary fees. Do not include lost wages.</b>  OR  Read if answer to Q36 = \$0: <b>How much, IF ANY, costs did you incur? Include costs for things such as legal fees, bounced check fees, and any miscellaneous expenses, such as postage, phone calls, or notary fees. Do not include lost wages.</b>	RECORD ESTIMATED AMOUNT. \$_____.00 - SKIP to Q38 (IF OVER \$1,000, PROBE: <b>I just want to verify that the total amount is</b> (INSERT AMOUNT RESPONDENT INDICATED)).

38. <b>Have you been successful in clearing up all of the financial and credit problems associated with the misuse of your personal information?</b>	1. Yes - Ask Q39 2. No - Skip to Q40 3. Don't Know - Skip to Q40																																							
39. <b>How long did it take you to clear up all of the financial and credit problems associated with the misuse after you discovered it?</b>  (ENTER A SINGLE RESPONSE)	<input type="checkbox"/> 1. One day or less (1-24 hours) <input type="checkbox"/> 2. More than a day, but less than a week (25 hours-6 days) <input type="checkbox"/> 3. At least a week, but less than one month (7-30 days) <input type="checkbox"/> 4. One month to less than three months <input type="checkbox"/> 5. Three months to less than six months <input type="checkbox"/> 6. Six months to less than one year <input type="checkbox"/> 7. One year to less than two years <input type="checkbox"/> 8. Two years or more																																							
40. <b>How many hours have you spent clearing up financial or credit problems?</b>	_____ Number of hours																																							
41. <b>Other than anything we have already talked about, have you experienced any of the following problems as a result of the misuse of your personal information? Have you...</b>  a. <b>Had credit related problems, such as having to repeatedly correct the same information on your credit report, being turned down for credit or loans, or having to pay higher rates?</b> b. <b>Had banking problems, such as being turned down for a checking account or having checks bounce?</b>  <b>As a result of the misuse of your personal information, have you...</b>  c. <b>Had debt collectors or collections departments contact you?</b> d. <b>Had utilities cut off or been denied new service?</b> e. <b>Been turned down for a job or lost a job?</b> f. <b>Had legal problems, such as having a lawsuit filed against you or being the subject of an arrest or criminal proceedings?</b> g. <b>Had some other type of problems?</b>  <b>CHECK ITEM:</b> If f = 'Yes' then ask  <b>Was a lawsuit filed against you?</b> <b>Were you the subject of an arrest or criminal proceeding?</b>	<table border="0"> <tr> <td></td> <td style="text-align: center;"><b>YES</b></td> <td style="text-align: center;"><b>NO</b></td> </tr> <tr> <td>a.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>b.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>c.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>d.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>e.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>f.</td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td>g.</td> <td style="text-align: center;">1 <input type="checkbox"/> - specify</td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td></td> <td colspan="2" style="text-align: center;">_____</td> </tr> <tr> <td></td> <td colspan="2" style="text-align: center;">_____</td> </tr> <tr> <td></td> <td colspan="2" style="text-align: center;">_____</td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> </table>		<b>YES</b>	<b>NO</b>	a.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	b.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	c.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	d.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	e.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	f.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	g.	1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>		_____			_____			_____			1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>
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<b>Check Item M</b> Is more than one "yes" marked in Q1b or Q1d or Q1f or Q1h or Q1j ?	1 <input type="checkbox"/> YES - Ask Q41a 2 <input type="checkbox"/> NO - Skip to Q61A on page 18																																							
41a. <b>Which of these do you consider to be the most serious?</b>	a. Attempted misuse of your existing credit cards? b. Misuse of your existing credit cards? c. Attempted misuse of your bank account? d. Misuse of your bank account? e. Attempted misuse of one of your other existing accounts? f. Misuse of your other existing accounts? g. Attempted opening of a NEW account? h. The opening of a NEW account? i. Attempted misuse of your personal information for some other fraudulent purpose? j. The use of your personal information for some other fraudulent purpose? k. Blind response: All misuses were serious.																																							

42. Why was <autofill from 41a> the most serious type of identity theft you experienced?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Go to Q61a on page 18

**H. ATTEMPTED BUT FAILED MODULE**

**INTRO 2: Now, I would like to ask you some questions about the attempted misuse of your personal information to commit identity theft during the last 2 years.**

**43. How did you FIRST find out someone had attempted to misuse your personal information? When answering this question, please think only about when you found out about the attempted misuse.**

**DISCOVERED BY RESPONDENT**

- a. I contacted the credit card company or bank to report a theft and was told that fraudulent charges had already been made.
- b. I applied for credit, a bank account or loan, telephone service, employment, or government benefits, etc. and had problems.
- c. I checked my credit report

**NOTIFIED BY FINANCIAL INSTITUTION**

- d. I received a bill that I did not owe.
- e. Credit card company or bank contacted me about suspicious activity on my account.
- f. My credit monitoring service contacted me.

**NOTIFIED BY OTHER PARTY**

- g. A law enforcement agency notified me.
- h. A company or agency notified me.

**OTHER**

- i. Had something else happen - Specify  
\_\_\_\_\_

**44. Do you have any idea of HOW your personal information was obtained, even if you are not completely certain?**

- 1. Yes - Ask Q45
- 2. No - Skip to Q46

**45. How do you think your personal information obtained? (For example, was it lost or stolen from your wallet, stolen from your postal mail or garbage, or obtained in some other way?)**  
  
(ENTER A SINGLE RESPONSE)

- a. I lost it/It was stolen from my wallet or checkbook
- b. It was stolen from a place where I stored it (home, office, car, etc.)
- c. Someone stole it from my postal mail
- d. Someone stole it from my garbage
- e. Someone stole it during a purchase or other transaction
- f. Someone changed my address at the post office
- g. Someone hacked into my computer
- h. I responded to a scam email
- i. Stolen from personnel files
- j. An office/company that had my personal information in its files
- k. Obtained some other way - (specify)  
\_\_\_\_\_

**46. Did you contact anyone at the credit card company, bank, or other company about the attempted misuse of your personal information?**

- 1. Yes
- 2. No

**47. Did you contact anyone at a credit bureau about the attempted misuse of your personal information?**

- 1. Yes - Ask Q48
- 2. No - Skip to Q49

<p>48. <b>When you contacted the credit bureau, did you...</b></p> <p>a. <b>Request your credit report?</b></p> <p>b. <b>Request corrections to your credit report?</b></p> <p>c. <b>Place a fraud alert on your credit report?</b></p> <p>    c.1 Was it a seven year fraud alert?</p> <p>d. <b>Send a police report or incident number to the credit bureau?</b></p> <p>e. <b>Place a freeze on your credit report, which prevents the credit bureaus from sending your credit report to anyone without your permission?</b></p> <p>f. <b>Do something else?</b></p>	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><b>YES</b></td> <td style="text-align: center;"><b>NO</b></td> <td></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/> - ask c.1</td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td style="text-align: center;">3 <input type="checkbox"/> <b>DK</b></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td style="text-align: center;">1 <input type="checkbox"/> - specify</td> <td style="text-align: center;">2 <input type="checkbox"/></td> <td></td> </tr> <tr> <td colspan="3" style="text-align: center;">_____</td> </tr> </table>	<b>YES</b>	<b>NO</b>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/> - ask c.1	2 <input type="checkbox"/>	3 <input type="checkbox"/> <b>DK</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/> - specify	2 <input type="checkbox"/>		_____		
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<p>49. <b>Did you contact any law enforcement agencies, such as the police or sheriff, to report the attempted misuse of your personal information?</b></p>	<p>1. Yes - Ask Q50</p> <p>2. No - Skip to Q54</p>																											
<p>50. <b>Was it your local law enforcement or another law enforcement agency?</b></p> <p>(MARK ALL THAT APPLY)</p>	<p>1. Local law enforcement</p> <p>2. Another law enforcement agency</p> <p>3. Other government agency</p>																											
<p>If responses 1 and 2 are selected in Q50 above, then read:</p> <p><b>I'm going to ask the next series of questions about each of the law enforcement agencies you contacted. Let's start with the local law enforcement agency.</b></p>																												
<p>51. <b>Did this local law enforcement agency take a police report from you about the attempted misuse of your information?</b></p>	<p>___ 1. Yes - Ask Q52</p> <p>___ 2. No - SKIP to Q53</p>																											
<p>52. <b>Did you get a copy of the police report?</b></p>	<p>___ 1. Yes</p> <p>___ 2. No</p>																											
<p>53. <b>Did the local law enforcement agency provide you with any additional information, such as a pamphlet or prevention material, on what to do when you've experienced identity theft?</b></p>	<p>___ 1. Yes - Skip to Q55</p> <p>___ 2. No - Skip to Q55</p>																											
<p><b>Check Item M</b>     Are responses 1 and 2 selected in Q50?</p>	<p>1 <input type="checkbox"/> Yes - Ask Q53a</p> <p>2 <input type="checkbox"/> No - Skip to Q55</p>																											
<p>53a. <b>Okay, now I'm going to ask you questions about the other law enforcement agency.</b></p> <p><b>Did this other law enforcement agency take a police report from you about the attempted misuse of your information?</b></p>	<p>___ 1. Yes - Ask Q53b</p> <p>___ 2. No - SKIP to Q53c</p>																											
<p>53b. <b>Did you get a copy of the police report?</b></p>	<p>___ 1. Yes</p> <p>___ 2. No</p>																											
<p>53c. <b>Did the other law enforcement agency provide you with any additional information, such as a pamphlet or prevention material, on what to do when you've experienced identity theft?</b></p>	<p>___ 1. Yes - Skip to Q55</p> <p>___ 2. No - Skip to Q55</p>																											



54. I'd like to learn more about why people who experience identity theft do not report it to law enforcement. Why did you decide not to contact a law enforcement agency?

(MARK ALL THAT APPLY)

**DIDN'T KNOW I COULD**

- a. Didn't know that I could report it
- b. Didn't know what agency was responsible for identity theft crimes

**NO LOSS**

- c. I didn't lose any money
- d. It was an attempt/thief was not successful

**HANDLED IT ANOTHER WAY**

- e. Reported it to someone else such as credit card company/bank or other organization
- f. Took care of it myself

**DIDN'T THINK THE POLICE COULD HELP**

- g. Didn't think police would do anything
- h. Didn't want to bother police/not important enough
- i. Didn't find out about the crime until long after it happened/too late for police to help
- j. Couldn't identify the offender or provide much information that would be helpful to the police

**PERSONAL REASONS**

- k. I was afraid to report it
- l. The person responsible was a friend or family member and I didn't want to get them in trouble.
- m. I was embarrassed
- n. Too inconvenient/didn't want to take the time

**OTHER**

- o. Other (specify) \_\_\_\_\_

55. I'm going to read you a list of people and organizations that someone might contact when someone attempts to misuse their personal information. Which of the following people or organizations, if any, did you contact? Did you...

- a. Hire a lawyer?
- b. Contact a State or local government consumer affairs agency, such as the State Attorney General's office?
- c. Contact the Federal Trade Commission?
- d. Contact a consumer agency, such as the Better Business Bureau or the National Consumer League?
- e. Contact an agency or company that issues documents like driver's licenses, social security cards, or insurance cards?
- f. Contact your credit monitoring service or identity theft insurance company?
- g. Contact some other group or organization?

YES	NO
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/>	2 <input type="checkbox"/>
1 <input type="checkbox"/> - specify _____	2 <input type="checkbox"/>

56. Do you know, or have you learned, anything at all about the person who attempted to misuse your personal information?

- 1. Yes - Ask Q57
- 2. No - Skip to Q59

57. Was the person who attempted to use your personal information someone you knew or had seen before, or a stranger?

- 1. Knew or had seen - Ask Q58
- 2. Stranger - Skip to Section I, Risk Avoidance on Page 19



I. RISK AVOIDANCE

<p>62. <i>Read if any “yes” in Q1b. or Q1d. or Q1f. or Q1h..or Q1j (victim): The next set of questions asks about actions, that people may take to try to avoid identity theft. During the last 12 months, even if this was before your identity theft, have you...</i></p> <p style="text-align: center;">OR</p> <p><i>Read if “no” in Q1b and Q1d. and Q1f. and Q1h. and Q1j. (not a victim):</i></p> <p><b>Next, I’d like to ask some questions about actions that people may take to try to avoid identity theft. For each of these actions, I’d like you to tell me whether or not this is something you do or do not do. During the last 12 months, have you...</b></p> <p><b>a. checked your credit report?</b></p> <p><b>b. changed passwords on any of your financial accounts?</b></p> <p><b>c. purchased credit monitoring services or identity theft insurance?</b></p> <p><b>d. shredded or destroyed documents that contained personal identifying information?</b></p> <p><b>e. checked your banking or credit card statements for unfamiliar charges?</b></p> <p><b>f. used any type of security software program on your computer to protect it against unwanted access over the internet (for example, a firewall)?</b></p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"></td> <td style="text-align: center;"><b>YES</b></td> <td style="text-align: center;"><b>NO</b></td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> <tr> <td></td> <td style="text-align: center;">1 <input type="checkbox"/></td> <td style="text-align: center;">2 <input type="checkbox"/></td> </tr> </table>		<b>YES</b>	<b>NO</b>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>		1 <input type="checkbox"/>	2 <input type="checkbox"/>
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<p>63. <b>Do you know if you can get a free credit report from the national credit bureaus every year?</b></p>	<p>1. Yes, I know 2. No, I don’t know</p>																		
<p>64. <b>Has a company, government agency, or some other organization that has your personal information on file ever notified you that paper or electronic files containing your personal information may have been lost, stolen, or posted on a publicly available website?</b></p>	<p>1. Yes 2. No - Go to Q66</p>																		
<p>65. <b>Did this notification indicate that your social security number was included in the information that was lost, stolen, or posted on a publicly available website?</b></p>	<p>1. Yes 2. No</p>																		
<p>66. <b>My final questions have to do with your Internet activity. During the past 12 months, have you used the Internet to purchase anything online?</b></p>	<p>1. Yes 2. No</p>																		
<p>67. <b>About how many times during the past year have you purchased something online?</b></p> <p>(IF THE RESPONDENT OFFERS A RANGE ASK THEM TO PROVIDE THEIR BEST ESTIMATE WITHIN THAT RANGE)</p>	<p>_____ Number of times</p>																		