

FTC Identity Theft Victim Survey

This survey includes questions relating to your experience as a victim of identity theft and your interactions with one or more credit bureaus. Please respond as accurately and completely as possible.

Section 1: Initial Contact with One or More Credit Bureaus

1. Did you try to contact one or more credit reporting companies (also known as credit bureaus) such as Experian, Equifax, or TransUnion as a result of discovering you were a victim of identity theft? (CHECK ONE ANSWER)

YES
 NO (SKIP TO LAST PAGE - CLOSING)
 DON'T REMEMBER OR NOT SURE (SKIP TO LAST PAGE - CLOSING)

2. How many credit bureaus did you contact? (CHECK ONE ANSWER)

ONE
 TWO
 THREE OR MORE
 DON'T REMEMBER OR NOT SURE

3. How did you contact the credit bureau(s)? Was it by: (CHECK AS MANY AS APPLY)

PHONE
 WRITING
 ONLINE
 OTHER (PLEASE EXPLAIN) _____
 DON'T REMEMBER OR NOT SURE

4. Why did you contact the credit bureau(s)? Was it to: (CHECK AS MANY AS APPLY)

PLACE A FRAUD ALERT ON YOUR CREDIT REPORT
 DISPUTE INACCURATE INFORMATION IN YOUR CREDIT REPORT
 BLOCK FRAUDULENT INFORMATION IN YOUR CREDIT REPORT
 GET A COPY OF YOUR CREDIT REPORT
 GET YOUR CREDIT SCORE
 GET INFORMATION
 OTHER (PLEASE EXPLAIN) _____
 DON'T REMEMBER OR NOT SURE

5. Did you try to speak with a live person at one or more credit bureaus? (CHECK ONE ANSWER)

- YES
- NO (SKIP TO QUESTION # 9)
- DON'T REMEMBER OR NOT SURE (SKIP TO QUESTION # 9)

6. Were you able to speak with a live person? (CHECK ONE ANSWER)

- YES
- NO (SKIP TO QUESTION # 9)
- DON'T REMEMBER OR NOT SURE (SKIP TO QUESTION # 9)

7. In general, how easy or difficult was it to get to a live person? Would you say that it was: (CHECK ONE ANSWER)

- VERY EASY
- SOMEWHAT EASY
- SOMEWHAT DIFFICULT
- VERY DIFFICULT
- DON'T REMEMBER OR NOT SURE

8. Overall, how useful was the information you received when you spoke to a live person? Would you say that it was: (CHECK ONE ANSWER)

- VERY USEFUL
- SOMEWHAT USEFUL
- ONLY SLIGHTLY USEFUL
- NOT AT ALL USEFUL
- DON'T REMEMBER OR NOT SURE

9. Credit bureaus must give you a notice that summarizes your rights as a victim of identity theft. Did you receive such a "notice of rights" from the credit bureau(s) you contacted? (CHECK ONE ANSWER)

- I RECEIVED A "NOTICE OF RIGHTS" FROM ALL OF THE CREDIT BUREAUS I CONTACTED
- I RECEIVED A "NOTICE OF RIGHTS" FROM SOME OF THE CREDIT BUREAUS I CONTACTED
- I DID NOT RECEIVE A "NOTICE OF RIGHTS" FROM ANY OF THE CREDIT BUREAUS I CONTACTED
- DON'T REMEMBER OR NOT SURE

10. Thinking only of your initial contact with the credit bureau(s), how satisfied were you with your experience with the credit bureau(s) after discovering that you were a victim of identity theft? Would you say that you were: (CHECK ONE ANSWER)

- VERY SATISFIED
- SOMEWHAT SATISFIED
- SOMEWHAT DISSATISFIED
- VERY DISSATISFIED
- DON'T KNOW OR NOT SURE

Please tell us why you felt satisfied or dissatisfied with your experience in contacting credit bureaus after discovering you were a victim of identity theft:

Section 2: Fraud Alerts

11. A fraud alert requires creditors to follow certain procedures to verify your identity before issuing credit in your name.

Were you aware that you had a right to request a fraud alert if you believed that you were, or were likely to become, a victim of identity theft? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 16**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 16**)

12. Did you ask one or more credit bureaus to place a fraud alert on your credit report? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 16**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 16**)

13. Did you ask for a temporary (90 day) fraud alert, a permanent (7 year) fraud alert, or both? (CHECK ONE ANSWER)

- TEMPORARY ALERT ONLY
- PERMANENT ALERT ONLY
- BOTH TEMPORARY AND PERMANENT ALERTS
- DON'T REMEMBER OR NOT SURE

14. To the best of your knowledge, was a fraud alert actually placed on your credit report? (CHECK ONE ANSWER)

- ALL OF THE BUREAUS PLACED A FRAUD ALERT
- ONLY SOME OF THE BUREAUS PLACED A FRAUD ALERT
- NONE OF THE BUREAUS PLACED A FRAUD ALERT
- DON'T REMEMBER OR NOT SURE

15. Overall, how satisfied were you with the process of placing a fraud alert on your credit report? Would you say that you were: (CHECK ONE ANSWER)

- VERY SATISFIED
- SOMEWHAT SATISFIED
- SOMEWHAT DISSATISFIED
- VERY DISSATISFIED
- DON'T KNOW OR NOT SURE

Please tell us why you felt satisfied or dissatisfied with the process of placing a fraud alert:

Section 3: Free Credit Reports

16. As a victim of identity theft or fraud you have the right to a free credit report from each of the credit bureaus when you place a fraud alert on your credit report.

Were you aware that you had this right to request a free credit report when you place a fraud alert on your credit report? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 21**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 21**)

17. Did you request a free copy of your credit report from one or more credit bureaus after you placed a fraud alert?

- YES
- NO (**SKIP TO QUESTION # 21**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 21**)

18. How did you ask for a free copy of your credit report from the credit bureau(s)? Did you: (CHECK AS MANY AS APPLY)

- CALL
- WRITE
- MAIL A FORM
- GO TO THE WEBSITE
(IF YOU RECALL, PLEASE IDENTIFY WEBSITE) _____
- DO SOMETHING ELSE (PLEASE EXPLAIN) _____
- DON'T REMEMBER OR NOT SURE

19. Did you receive a free copy of your credit report from the credit bureau(s)?

- I RECEIVED A FREE COPY OF MY CREDIT REPORT FROM ALL OF THE BUREAUS I CONTACTED
- I RECEIVED A FREE COPY OF MY CREDIT REPORT FROM SOME OF THE BUREAUS I CONTACTED
- I DID NOT RECEIVE A COPY OF MY CREDIT REPORT FROM ANY OF THE BUREAUS I CONTACTED
- DON'T REMEMBER OR NOT SURE

20. Overall, how satisfied were you with your experience in getting your free credit report from the credit bureau(s)? Would you say that you were: (CHECK ONE ANSWER)

- VERY SATISFIED
- SOMEWHAT SATISFIED
- SOMEWHAT DISSATISFIED
- VERY DISSATISFIED
- DON'T KNOW OR NOT SURE

Please tell us why you felt satisfied or dissatisfied with your experience in getting a free credit report:

Section 4: Dispute Process

21. You have the right to request an investigation of information in your credit report that you believe is inaccurate. If the information is, in fact, inaccurate, you have the right to have it corrected or removed.

Were you aware that you had this right to request an investigation of information in your credit report that you believe is inaccurate? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 28**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 28**)

22. Did you dispute the accuracy of any identity theft related information in your credit report?
(CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 28**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 28**)

23. With whom did you file your dispute? Was it: (CHECK AS MANY AS APPLY)

- ONE OF THE CREDIT BUREAUS (TRANSUNION, EQUIFAX, OR EXPERIAN)
- THE COMPANY THAT APPEARED ON YOUR CREDIT REPORT WITH THE ACCOUNT OR INFORMATION YOU WERE DISPUTING
- OTHER (PLEASE EXPLAIN) _____
- DON'T REMEMBER OR NOT SURE

24. What information in your credit report did you dispute? Was it: (CHECK ALL THAT APPLY)

- IDENTIFICATION AND EMPLOYMENT INFORMATION (NAME, ADDRESS, EMPLOYER, ETC.)
- PAYMENT INFORMATION RELATED TO A PARTICULAR DEBT (ACCOUNT, AMOUNT OWED, ETC.)
- CREDITORS YOU DID NOT AUTHORIZE TO OBTAIN YOUR REPORT
- OTHER (PLEASE ELABORATE) _____
- DON'T REMEMBER OR NOT SURE

25. Was the information you disputed removed or corrected? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 28**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 28**)

26. If you contacted the credit bureau(s) to file your dispute, how many times did you contact the credit bureau(s) before the information you disputed was removed or corrected? (CHECK ONE ANSWER)

- ONCE
- MORE THAN ONCE BUT LESS THAN THREE TIMES
- THREE TIMES OR MORE BUT LESS THAN SIX TIMES
- SIX TIMES OR MORE
- DON'T REMEMBER OR NOT SURE

27. Overall, how satisfied were you with your experience in disputing information in your credit report? Would you say that you were: (CHECK ONE ANSWER)

- VERY SATISFIED
- SOMEWHAT SATISFIED
- SOMEWHAT DISSATISFIED
- VERY DISSATISFIED
- DON'T KNOW OR NOT SURE

Please tell us why you felt satisfied or dissatisfied with your experience in disputing information in your credit report:

Section 5: Blocking the Release of Information

28. You have the right to block fraudulent information in your credit reports that is the result of identity theft from being released to others. This right is separate from your right to dispute inaccurate information in your credit report.

Were you aware that you had this right to block fraudulent information from being disclosed to others? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 33**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 33**)

29. Did you ask one or more credit bureaus to block fraudulent identity theft related information in your credit report from being disclosed? (CHECK ONE ANSWER)

- YES
- NO (**SKIP TO QUESTION # 33**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 33**)

30. To the best of your knowledge, did the bureaus you asked actually block fraudulent identity theft related information in your credit report? (CHECK ONE ANSWER)

- ALL OF THE BUREAUS BLOCKED THE INFORMATION
- ONLY SOME OF THE BUREAUS BLOCKED THE INFORMATION
- NONE OF THE BUREAUS BLOCKED THE INFORMATION (**SKIP TO QUESTION # 32**)
- DON'T REMEMBER OR NOT SURE (**SKIP TO QUESTION # 32**)

31. How long did it typically take the credit bureaus to block information in your credit report? Did it take them: (CHECK ONE ANSWER)

- ONE DAY (24 HOURS)
- 2 - 7 DAYS
- MORE THAN 7 DAYS
- DON'T REMEMBER OR NOT SURE

32. Overall, how satisfied were you with your experience in blocking fraudulent information in your credit report? Would you say that you were: (CHECK ONE ANSWER)

- VERY SATISFIED
- SOMEWHAT SATISFIED
- SOMEWHAT DISSATISFIED
- VERY DISSATISFIED
- DON'T KNOW OR NOT SURE

Please tell us why you felt satisfied or dissatisfied with your experience in blocking information in your credit report:

Section 6: Closing

33. Feel free to include additional comments below:

PLEASE RETURN IN ENCLOSED SELF-ADDRESSED ENVELOPE. THANK YOU FOR YOUR HELP.