



Department of the Navy Civilian
Employee Assistance Program (DONCEAP)

Identity Theft Support

More Benefits from Your DONCEAP

Visit [DONCEAP.foh.hhs.gov](https://donceap.foh.hhs.gov) for access to:

- Hundreds of legal articles and FAQs
- Tips, checklists, and in-depth articles to help your whole family succeed financially
- Interactive financial calculators to help you plan for major purchases and other financial decisions
- On-demand webinars that cover budgeting basics and retirement and estate planning
- A library of self-service legal forms

Plus, our Identity Theft Specialists will:

- Personally advise and **help conduct seven emergency response activities**, including notifying authorities and submitting legal forms
- Provide you with the **ID Theft Emergency Response Kit™**

Legal and Financial Help 24/7

Call our National Service Center today. Specialists are standing by to assist you.

1-844-DONCEAP

1-844-366-2327 / TTY: 1-888-262-7848
International: 001-866-829-0270

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If you feel that someone has used your name, social security number, or other aspects of your identity to commit fraud, you must act quickly.

There are a number of important steps that you must cover to protect yourself—and your credit rating. Luckily, your DONCEAP has specialists on hand that can help you navigate the sometimes complicated process of recovering from fraud.

The comprehensive identity theft and fraud resolution program provides legal, financial, and identity theft resolution services. You'll have one point of contact for resolving all your identity theft concerns.

Expert Help When You Need It Most

The program is an interactive advocacy service that provides education, guidance, counseling and legal and financial assistance to victims of fraud-related crimes. These services can potentially save you thousands of dollars in legal expenses and countless hours of your valuable time.

Services include:

- Fraud resolution counseling, deterrence, and education
- Assistance with notifying creditors and third parties of identity theft
- Case file preparation
- Notice and letter preparation
- Assistance with identity theft affidavits and fraudulent account summaries
- Financial counseling
- Legal document preparation assistance
- Free legal consultations and discounts on legal services
- Mediation assistance
- And many other related services

Identity theft assistance provides a variety of support services to guide members through fraud-related emergencies.

You can also call for tips on protecting your identity—an ounce of prevention can save you a lot of time and money.