



Department of the Treasury
Internal Revenue Service

[REDACTED]

Date:

09/28/2016

Contact telephone number:

1-866-225-2009

Refer reply to:

[REDACTED]

Incident number:

[REDACTED]

Dear Taxpayer:

The IRS places the utmost priority on safeguarding personal information. While the Service has strict policies and extensive computer security protocols in place to protect your privacy, we recently learned that fraudsters used your personal information (obtained from another source) to view your tax information through our Get Transcripts application. If you have received a refund direct deposited from the IRS, please be aware your bank account and routing number may have been compromised. The IRS is taking a number of steps to help you in this difficult situation, including marking your tax account to ensure that no one besides you files a tax return with your information. Visit www.irs.gov for more information.

If you would like to further protect your account, you can obtain an Identity Protection Personal Identification Number (IP PIN). The IP PIN is a unique six-digit number we assign to a taxpayer to help prevent someone from using his or her social security number on fraudulent federal income tax returns. If you would like an IP PIN to use on your future tax returns, please complete Form 14039, *Identity Theft Affidavit*, and follow the instructions to submit the form. Form 14039 is available for free download on www.irs.gov.

We don't know if someone will misuse your tax information; however, for your protection, we arranged for you to receive a free identity theft protection product for one year from Equifax. (Use of this product does not imply our approval, guarantee, or endorsement of Equifax (or any company's) products, services, or business methods. The IRS will not be a party to any agreement made between you and Equifax.)

What Equifax will do for me if I enroll

Equifax will review your credit file daily if you enroll. You'll also receive:

- Alerts of key changes to your Equifax, Experian, and Trans Union credit reports
- Access to your credit report
- Access to a customer service toll-free number, available 24 hours a day, 7 days a week
- Up to \$1 million in identity theft insurance, with a \$0 deductible
- Other services that will allow you to monitor your personal accounts

How to enroll in Equifax identity theft protection

You must contact Equifax within 90 days from the date of this letter to enroll.

Your enrollment promotion code is [REDACTED]. You must use this code when you enroll to receive the one-year identity theft protection for free.

You can enroll by internet or by telephone. In addition to your enrollment promotion code, Equifax will ask for your customer information (name, address, social security number, date of birth, and telephone number). You'll also have to give Equifax permission to access and monitor your credit files.

To enroll online, go to www.myservices.equifax.com/tri. The website will guide you step-by-step through the enrollment process. You will need to create an account and provide an e-mail address. If you decide to enroll online, Equifax will send you information and reports through your online account.

To enroll by phone, call 1-866-937-8432 to access the Equifax automated telephone enrollment process. You will receive an order confirmation number when you enroll. Equifax will mail you a fulfillment kit once it verifies your identity. If Equifax can't verify your identity, you will receive a customer care letter with additional instructions. If you decide to enroll by phone, Equifax will send all credit reports and alerts to you by mail.

What a fraud alert means

A fraud alert is a consumer statement added to your credit file that alerts creditors that you may be a victim of fraud. This statement requires creditors to take certain steps to verify your identity before establishing any new credit accounts in your name, issuing a new card on an existing account, or increasing the credit limit on an existing account. All three credit reporting agencies (Equifax, Experian, and TransUnion) have fraud reporting services. You only need to contact one of them; the agency you contact will notify the other two.

How to place a fraud alert

You can place a fraud alert on your Equifax credit file by calling the Equifax fraud line at 1-877-478-7625 or by visiting www.fraudalerts.equifax.com.

If you need further assistance, you can contact us at 1-866-225-2009 Monday through Friday from 8 a.m. to 8 p.m., CT.

Sincerely,

Frances W. Kleckley, Director
Privacy Policy and Compliance