



Department of the Treasury  
Internal Revenue Service

[REDACTED]

[REDACTED]

Date:

09/28/2016

Contact telephone number:

1-866-225-2009

Refer reply to:

[REDACTED]

Incident number:

[REDACTED]

Dear Taxpayer:

### **Why we're sending you this letter**

The Internal Revenue Service places the utmost priority on safeguarding personal information and has strict policies and extensive computer security protocols in place to protect your privacy. We learned that criminal actors attempted entrance to the IRS *Get Transcript* application at IRS.gov, on or before May 25, 2015. At that time, access to that online system was shut down. However, the actors potentially used your personal information, including Social Security number (SSN), which they obtained from a source outside the IRS, to view your tax information. If SSNs for a spouse and other adults are also listed on your tax return, they'll receive similar letters. If you're, in fact, the individual who viewed your tax transcript online, you can disregard this letter.

### **Tax account protection**

The IRS has added a security marker onto your tax account to help ensure that no one other than you successfully files a tax return with your information. Visit [www.irs.gov](http://www.irs.gov) for more information.

### **Identity Protection PIN**

If you'd like to take additional measures to protect your tax account, you can obtain an Identity Protection Personal Identification Number (IP PIN) from the Service. The IP PIN is a unique six-digit number we assign to a taxpayer to help prevent someone else from using her or his SSN on fraudulent federal income tax returns. If you'd 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, available for free download on [www.irs.gov](http://www.irs.gov).

### **Additional protection**

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

## **What Equifax will do for you if you enroll**

Equifax will review your credit file daily if you enroll and provide:

- Alerts of key changes to your Equifax, Experian, and TransUnion credit reports,
- Access to your credit report,
- Access to a customer service toll-free number, available 24 hours a day, seven days a week,
- Up to \$1 million in identity theft insurance, with no deductible and
- 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 [enter code] . You must use this code when you enroll to receive the one-year identity theft protection free.

You can enroll by Internet or telephone. In addition to your enrollment promotion code, Equifax will ask for your customer information (name, address, SSN, 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](http://www.myservices.equifax.com/tri). The website will guide you step-by-step through the enrollment process. You'll need to create an account and provide an email 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'll receive an order confirmation number when you enroll, and Equifax will mail you a fulfillment kit once it verifies your identity. If Equifax can't verify your identity, you'll 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 the credit reporting agencies; 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](http://www.fraudalerts.equifax.com).

## **What you can do for children included on your tax return**

The credit reporting agencies usually don't maintain credit files on minor children. Therefore, we can't extend the free credit monitoring offer to your dependent child or dependent children. If you want to know if an Equifax credit file exists for your child or if your child's identity may have been misused, you can take one of the following actions:

1. Try to place a fraud alert on your child's credit report by calling the Equifax Automated Fraud Alert telephone line at 1-877-478-7625. The system will ask for an SSN and address. If the system responds by asking for additional identification verification documents such as a Social Security card, this confirms that your child doesn't have a credit file at this time.

2. Send to Equifax a copy of your child's birth certificate and a copy of a Social Security card, along with a letter explaining that your child may be a victim of identity theft. Additionally, you must provide a copy of your driver's license or other government-issued proof of your identity, which includes your current address. You can send this information to:

Equifax Information Services  
P.O. Box 740256  
Atlanta, Georgia 30374

Once Equifax receives this information, it will perform a search of its database for a credit file under your child's SSN. If Equifax does NOT find a match, it will inform you in writing that it doesn't have a credit file. However, if they do have a credit file, Equifax's Fraud Investigation Department will help manage a successful resolution of the situation.

If you have questions about this letter, call us at 1-866-225-2009, Monday through Friday, from 7 a.m. to 7 p.m. CST. Thank you for your cooperation.

Sincerely,

Frances W. Kleckley, Director  
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