

Identity Theft – Resources for Employees

Lincoln Financial

Identity theft is widespread, and everyone is vulnerable. LifeKeys includes an online resource for the information you need to recognize and prevent identity theft — and restore your good name. It's easy to access LifeKeys® services. Just visit www.GuidanceResources.com, download the GuidanceNow mobile app, or call 1-855-891-3684. (First-time user: Enter Web ID LifeKeys)

You can enter Identity Theft in the search box on the home page and you will have access to resources on this topic.

AllOne EAP:

Our legal and financial assistance service is prepared to offer resources and support around Identity theft.

website: mylifeexpert.com (use code **wcollege**)

phone: 1-800-451-1834

MetLife Legal Plan Participants

MetLaw provides convenient professional legal counsel for a variety of services including Identity Theft. If you enrolled in this voluntary program during Open Enrollment, it will cover you, your spouse and dependents and you will have access to a Nationwide network of more than 15,000 attorneys.

For more information, visit <https://www.wellesley.edu/hr/benefits/new-met-law-> or info.legalplans.com and enter access code: Legal20 or call 800-821-6400 Monday - Friday from 8am - 8pm (Eastern Time)

Metro Credit Union

Available to all [Metro Credit Union Members](#): CreditSense is available to all members for free through online banking (iBanking) and our app. This gives the member the ability to monitor their credit report, get their credit score and report fraudulent activity to the credit bureaus.

Additional Identity Theft Resources and Information may be found here:

<http://advice.metrocu.org/identity-protection>

Additional Resources / Information:

Steps you can take if your identity has been stolen:

1. Call the Massachusetts fraud line and report the claim at 877-626-6800.
2. Go to www.identitytheft.gov and report that your identity has been stolen.
3. Contact the IRS and Social Security to advise them of the issue.
4. Obtain your **Free Credit Report**, using the steps listed below:
 - a. Go to <https://www.annualcreditreport.com>
 - b. Click on the red button "Request your free credit reports"
 - c. Follow steps to request the credit reports of your choice
5. Place a free, **1 Year Fraud Alert** on your credit report
 - a. Click ONE of the links in the chart below or contact them by phone.
 - b. Once a fraud alert has been placed with one bureau, the other two will be notified.
6. Place a free **credit freeze**
 - a. You'll need to supply your name, address, date of birth, Social Security number, and other personal information
 - b. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN or password.
 - c. Keep the PIN or password in a safe place.
 - d. You will need it if you choose to lift the freeze.
 - e. See here for [credit freeze FAQs](#).

Bureau	Freeze		Fraud Alert	
	Phone	Website	Phone	Website
TransUnion	1-888-909-8872 Press 3	Website	1-800-680-7289	Website
Equifax	1-866-349-5191 Press 5	Website	1-800-525-6285	Website
Experian	1-888-397-3742	Website	1-888-397-3742	Website