



ITAC CASE STUDIES

Mr. K — Wells Fargo

HSBC North America referred Mr. K, a 54-year-old Virginia resident, to the ITAC. In reviewing his credit report with the ITAC agent, Mr. K identified 12 suspicious accounts at eight companies, including Wells Fargo. The ITAC notified all eight companies.

Upon receiving notice from the ITAC, Wells Fargo began an investigation and located five suspicious accounts: two checking accounts, a debit card and two credit cards. At that point, the perpetrator was in the process of maxing out the first credit card. In the course of its investigation, Wells Fargo discovered that the perpetrator's practice was to transfer money from the credit card into the checking account. He used the debit card associated with the checking account to withdraw cash at ATM's and used the cash to purchase U.S. postal money orders.

Wells Fargo contacted the victim and quickly verified that he had not opened these accounts. Wells Fargo put a hold on the two checking accounts and the second credit card account, which had a \$20,000 credit limit. Result: notice from the ITAC enabled Wells Fargo to prevent a \$20,000 loss.

Ms. O — Wachovia

Ms. O is a 28-year-old student at Louisiana State University and does not bank with Wachovia Bank. Someone obtained her personal information and opened an account at Wachovia Bank through the Internet in October 2004. The fraudulent activity was detected by one of Wachovia's prevention systems. The investigator made contact with Ms. O, who confirmed that the account was not hers. The account was closed and Ms. O was referred to the ITAC.

During the interview with the ITAC, a total of 13 suspicious accounts were identified at ten different companies. The ITAC notified the ten companies.

Ms. O stated that she was very pleased with the ITAC service and that the ITAC was able to tell her about additional unauthorized accounts and clean up some issues on her credit report. She was also very impressed with Wachovia Bank. Ms. O states, "Wachovia Bank was one of the most proactive banks to help me resolve the identity theft issues that I had been trying to clean up for weeks".



IDENTITY THEFT ASSISTANCE CENTER

Mr. S — Wachovia

Mr. S is a business owner in North Carolina and does not bank at Wachovia Bank. Someone obtained his personal information and opened a business account at one of Wachovia's financial centers claiming to be president of a Florida-based business. The fraud was detected by one of Wachovia Bank's prevention systems, which recognized the disparity between the North Carolina and Florida addresses. A Wachovia investigator made contact with the true Mr. S. Mr. S told the investigator that he had been contacted the previous month about money he allegedly owed on an auto loan with a company in Arizona. Wachovia referred Mr. S to the ITAC.

The ITAC notified ten companies holding eleven suspicious accounts identified in the interview, including a leading retailer and a phone company.

Mr. S was very happy with the Wachovia and ITAC services. He states, "The ITAC was able to detect additional accounts that were opened and because ITAC sent out letters to these institutions, it minimized the time I had to spend to take care of the issue. "

Ms. M — Wachovia

Ms. M is an employee of a pest control company in Tennessee and does not bank at Wachovia Bank. A temporary employee in the human resources department at her place of business stole her personal information and opened an account at Wachovia. The suspicious activity was detected by one of Wachovia Bank's prevention systems. The investigator made contact with the true Ms. M and referred her to the ITAC.

During Ms. M's interview with the ITAC, a total of nine accounts were identified at seven creditors. In the meantime, other employees of the pest control company reported incidents of fraud and the Secret Service was notified.

Ms. M stated that she was very happy with the ITAC services and with the fact that the ITAC called her back a few times to do follow up on unauthorized accounts that were opened. She states that she was very pleased with both Wachovia Bank and the ITAC services.