



Who we are

ITAC, the Identity Theft Assistance Center (www.identitytheftassistance.org), is a nonprofit dedicated to fighting identity theft through victim assistance, research and law enforcement partnerships. Since 2004, ITAC has helped tens of thousands of consumers restore their financial identities and is the leading source of verified data on identity theft crime. Recognized internationally for its innovative model, ITAC is sponsored by The Financial Services Roundtable. ITAC serves as part of the financial services industry's commitment to fighting fraud and identity theft.

Our Objectives

The objectives of ITAC are to help victims of identity theft restore their financial identity; to increase prosecution and conviction of identity theft crimes by sharing information; and to create a body of knowledge and expertise that can be used to find new solutions to fight fraud and identity theft.

How it works

If a consumer or member company suspects a problem—if funds are missing from an account for example—the consumer and the company resolve any issues, and if the problem involves identity theft, the consumer is offered the ITAC service. ITAC walks the consumer through his or her credit report to find other suspicious activity. Then the ITAC notifies the affected creditors and places fraud alerts with the credit bureaus. This exponentially reduces the burden on the victim who otherwise would have to tell his or her story repeatedly with multiple companies and agencies.

A customer satisfaction survey shows that 99 percent all ITAC customers are satisfied with the service.

Distinguishing Features

- *Cooperative action.* By working together, the members of ITAC—which include many of the largest financial services companies in America—extend a helping hand across company lines. Once a consumer is referred to ITAC by a member company, other member companies know that the consumer is who he says he is and is a victim, thus relieving the consumer of frustration and delay of proving the facts each time. ITAC members believe that fraud reduction and victim assistance are not competitive issues.
- *Nonprofit.* ITAC is supported by the members.
- *Partnerships with Law Enforcement.* ITAC shares information about cases of identity theft with the Federal Trade Commission, U.S. Postal Inspection service and other law enforcement agencies that have jurisdiction over these crimes.