



Red Flag Rules

Objectives:

By the end of this workshop, participants will be able to:

- Identify and detect Identity Theft Red Flags
- Understand how to prevent and mitigate Identity Theft
- Understand the importance of protecting sensitive customer information



Summary

Identity Theft is the fastest growing crime in the United States, and the second most common form of identity theft is utilities fraud. Under the Identity Theft Red Flag Rules, which are part of the FACT Act of 2003, cities are required to implement an Identity Theft Prevention Program. This workshop will provide front line employees with an understanding of the requirements of the Red Flag Rules and their city's Identity Theft Prevention Program. Participation in this class, combined with an internal review of any city-specific procedures,* will meet the employee training requirement of the Red Flag Rules. This interactive class will provide hands-on training regarding the types and categories of Red Flags in order to assist employees in identifying and detecting Red Flags. Employees will also learn how to prevent and mitigate identity theft by protecting sensitive customer information.

* A closed class can be tailored to review city-specific procedures.