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For Immediate Release

Contact: [Steve Walker](#) (619) 843-7977
[Tanya Sierra](#) (619) 531-3315
En Español [Barbara Medina](#) (619) 531-3305

DA's Office Adds Identity Theft Resource Center 'Live Chat' to Help Crime Victims

Live Chat Helps Victims Involved in Identity Crimes

San Diego County District Attorney [Summer Stephan](#) announced today that her office is partnering with San Diego-based [Identity Theft Resource Center®](#) (ITRC) to provide a live chat box on the DA's [public website](#) in an effort to support victims of identity crimes.

Identity Theft

- ▶ [What should I do if I am a victim?](#)
- ▶ [What is an identity hearing?](#)
- ▶ [Where can I get additional information?](#)
- ▶ [What agency is responsible for taking an ID theft report?](#)
- ▶ [What laws are used to prosecute cases of ID theft](#)
- ▶ [District Attorney Complaint Form](#)

The ITRC is a non-profit organization established to empower and guide consumers, victims, business and government to minimize risk and mitigate the impact of identity compromise and crime.

The San Diego County District Attorney's Office has entered into a collaborative partnership with the Identity Theft Resource Center (ITRC) to provide assistance with concerns regarding identity compromise, theft, and misuse. To speak to an Identity Theft Resource Center Advisor, please click the button below and an Advisor will be with you shortly.

[Chat with the ITRC](#)

What is ID theft?

When discussing identity theft, the first problem is defining it. Jurisdictions across the country and within California define it quite differently. Generally, ID theft occurs when someone represents that he/she is you by using your personal information and does so for fraudulent or other improper purposes.

IDENTITY THEFT RESOURCES



[Identity Theft Resource Center](#)

The ITRC is a non-profit organization established to support victims of identity theft in resolving their cases, and to broaden public education and awareness in the understanding of identity theft, data breaches, cyber security, scams/fraud and privacy issues.

[Federal Trade Commission](#)

The FTC works to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop and avoid them.

[Equifax](#)

In adding the ability to live chat with the ITRC's expert advisors to the DA's website, victims can receive instant assistance on issues related to identity theft, identity fraud and data breaches. The ITRC identity theft advisors will also provide preventative information and customized plans to address identity concerns.

“We are always looking for ways to prevent crime in San Diego County and by adding this service to our website, in partnership with the Identity Theft Resource Center, we are providing real time support to would-be victims of identity theft,” DA Stephan said. “Identity theft can financially devastate people and businesses, so we want the public to use resources that are available to help them make smart decisions and protect their personal identifying information.”

The ITRC, which was founded in 1999, is a nationally recognized nonprofit organization established to support victims of identity crime. It was established to empower and guide consumers, victims, businesses and the government to minimize risk and mitigate the impact of identity compromise and crime.

“We are thrilled to join with the San Diego DA’s office to help identity crime victims in San Diego County,” said [Eva Velasquez](#), President and CEO of the Identity Theft Resource Center. “Our partnership allows us to reach more people in San Diego County who need help recovering from or preventing identity theft or fraud. Victims of identity crimes require unique support to recover from having their personal information misused. It is our mission to provide that.”

More than 7% of the ITRC’s total cases in 2022 are from victims who live in California who have sought help about compromised personally identifiable information due to scams, and the misuse of personal information through existing account takeover. The [Google Voice scam](#) is the ITRC’s top reported scam from California this year.

When using the chat, ITRC advisors will:

- Ask what happened
- Ask a series of questions to help determine the scope of the problem
- Provide a custom plan of action and steps to take

Advisors will assist victims live in English or Spanish during business hours or through direct follow-up when contacted after hours and on weekends. The ITRC is also committed to providing access to everyone seeking help. Read the [accessibility initiative here](#). Anyone can contact an advisor toll-free by using the ITRC live-chat on idtheftcenter.org or by calling 888.400.5530.

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About the San Diego County District Attorney’s Office

The San Diego County DA’s Office prosecutes all felony crimes in the county and misdemeanor crimes committed outside the City of San Diego. The office files about 40,000 criminal cases a year and balances prosecution with numerous crime prevention programs. District Attorney Summer Stephan leads the office of more than 1,000 dedicated employees who pursue fair and equal justice, and support victims daily across San Diego County.