

Guide for Identity Theft Victims

The first sign most taxpayers get that they have been the victim of identity theft for tax filing purposes is when their e-filed return is rejected by the IRS.

If the return was suspicious the IRS may send a letter called "Letter 5071C" asking that you verify your identity. It will include a couple ways to verify it: via a phone number or through the IRS's Identity Verification Service, <https://idverify.irs.gov>. The taxpayer should have date of birth, SSN and prior year returns and supporting documents in front of them when calling.

This online service is the quickest method and will ask you multiple-choice questions to verify whether or not the tax return flagged for further identity verification was filed by you or someone else. The IRS only sends such notices by mail. The IRS will not request that you verify your identity by contacting you by phone or through email.

Step 1: Call the IRS e-file help desk at 866-255-0654 to confirm rejection and how to proceed.

Step 2: The taxpayer or professional should immediately contact the IRS at the Identity Protection Specialized Unit, toll-free at 1-800-908-4490. You will need to fill out the IRS Identity Theft Affidavit, [Form 14039](#). Taxpayers caught in this mess are forced to prove their identity to the IRS.

Step 3: File the correct return via regular mail.

- Include [Form 8948](#) and check Box 4 to indicate it was a non-resolvable e-file rejection, with code.
- Attach Form 14039 *Identity theft affidavit* and have it signed by the taxpayer(s).
- Do equivalent steps for required state filings
- The IRS should provide the taxpayer with an identity protection personal identification number, or PIN, that must be used for all future e-filing.

Step 4: File an identity theft report with local police and get copies to file with insurance companies,

Step 5: File a complaint with the Federal Trade Commission at www.identitytheft.gov or the FTC Identity Theft Hotline at 1-877-438-4338 or TTY 1-866-653-4261.

Step 6: Contact one of the three major credit bureaus to place a 'fraud alert' on your credit records:

- a. Equifax, www.Equifax.com , 1-800-525-6285
- b. Experian, www.Experian.com , 1-888-397-3742
- c. TransUnion, www.TransUnion.com , 1-800-680-7289

Step 7: Contact your financial institutions, and close any accounts opened without your permission or tampered with.

Step 8: Check your Social Security Administration earnings statement annually. You can create an account online at www.ssa.gov.

- In December, 2014 the IRS released [Pub. 5199](#) regarding identification theft, providing information on warning signs for individuals and businesses, assisting victims of ID theft and IRS victim assistance.