

# QUESTIONS TO ASK WHEN CONSIDERING IDENTITY THEFT SERVICES

When your company, agency or organization holds or transmits personal information, it should keep that data reasonably secure from unauthorized access and use, both internal and external. But if a data breach occurs, what should you do to assist those affected? Do you need an identity theft service provider, and how should you choose one?

This checklist from Consumer Federation of America and its Identity Theft Service Best Practices Working Group provides suggestions for questions to ask if you are considering identity theft services to help breach victims.

**1**

**WHAT ARE IDENTITY THEFT SERVICE PROVIDERS?**

**2**

**IS IT A GOOD IDEA TO RETAIN AN IDENTITY THEFT SERVICE PROVIDER *BEFORE* A DATA BREACH OCCURS?**

**3**

**HOW DO YOU KNOW WHETHER IDENTITY THEFT SERVICES ARE NECESSARY IF A BREACH OCCURS?**

**4**

**WHAT FEATURES OF IDENTITY THEFT SERVICES SHOULD YOU LOOK FOR TO HELP BREACH VICTIMS?**

**5**

**WHAT OTHER KINDS OF ASSISTANCE MIGHT IDENTITY THEFT SERVICES PROVIDE IN BREACH SITUATIONS?**

**6**

**HOW CAN YOU FIND REPUTABLE IDENTITY THEFT SERVICE PROVIDERS?**

**7**

**WHAT ELSE SHOULD YOU THINK ABOUT WHEN CONSIDERING CONTRACTING FOR IDENTITY THEFT SERVICES?**

Download Consumer Federation of America's "My company's had a data breach, now what?" at [www.IDTheftInfo.org](http://www.IDTheftInfo.org).

