

# Expert

# Q & A



## Expanding Outreach to Victims of Identity Theft and Cybercrime

**Moderator:**  
Jason Adams

**Featured Host:**  
Hazel Heckers

March 20, 2019

*Note: This session will be recorded and posted on the Expert Q&A Past Sessions tab when available. The audio for today's session will play through your computer speakers.*

# Technical Overview

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- If you are experiencing any technical issues with the audio for this session, please let us know in the Chat box.
- As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact our technical specialist, Paula Larkin, by sending her a private chat or by emailing her at [plarkin@ovcttac.org](mailto:plarkin@ovcttac.org) for technical assistance.
- Today's session will be recorded and made available on the OVC TTAC Expert Q&A Past Sessions tab, along with a copy of the PowerPoint.



# Featured Host

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## Hazel Heckers



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# Q&A

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What are the current trends with identity theft and fraud/scams?



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# Q&A

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Is any one particular demographic targeted more than others?



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# Q&A

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How does one know if someone else is using their information?



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# Q&A

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How can I best be supportive of a victim of these crimes?

What is the best way to assist victims?



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# Q&A

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What are the three most common needs of victims of identity theft and cybercrime?



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# Q&A

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What services are available to victims of identity theft and fraud?



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# Q&A

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What resources can you use to help elder victims or people who call on behalf of their older family members who are victims of identity theft or fraud?

How can you assist elder victims or those affected by romance scams?



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# Q&A

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What are the best government and nongovernmental resources for victims of identity theft, cybercrime, and cyber stalking?



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# Q&A

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What is the difference between a fraud alert, a credit freeze, and a credit lock?

How do you place each one of these?  
Does it cost anything? Are there laws about these options?



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# Q&A

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What are the best things to do when law enforcement is not investigating a case of fraud or identity theft?



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# Q&A

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How does someone advocate for a victim who is fighting to recover basic needs that have been lost due to identity theft (e.g., getting their driver's license back)?



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# Q&A

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Is it possible to use social media and have control over your privacy? Or is zero presence the only safe option?



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# Q&A

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“Once a victim, always a victim.”

Is this statement true?



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# Q&A

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What can be done about an abuser using “spoofed” numbers, using multiple throw away phones to harass the victim from different numbers that can’t be blocked?



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# Q&A

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Is there a connection between identity theft/cybercrime and intimate partner or dating violence?



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# Q&A

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How can victims of domestic violence best plan for their safety around this topic?



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# Q&A

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How often, and for how long, should you remain in contact with victims? Not just in association with their cases, but regarding changes to legislation or education in general.

Who is best to maintain contact?



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# Next Month

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## **Topic:**

The Mental Health Consequences of Sexual Assault

## **Date:**

Wednesday, April 17, at 2:00 p.m. eastern time

## **Featured Hosts:**

Jo Johnson

Emily Dworkin, Ph.D.

Nicole E. Allen, Ph.D.



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# Before You Leave...

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- Download a **certificate of attendance** for today's session from our Downloads pod, below the PowerPoint.
- For more **resources related to this topic**, please see the Additional Links pod on the right of the screen today, above the Chat box.



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# Thank You!

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- If your question was not addressed in this session, you can email your question to our host:

**Hazel Heckers:** [hazel.heckers@state.co.us](mailto:hazel.heckers@state.co.us)

- To learn about upcoming Expert Q&A sessions, please visit the OVC TTAC Expert Q&A page at [www.ovcttac.gov/ExpertQA](http://www.ovcttac.gov/ExpertQA).
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