

Name: _____ Phone Number: _____



ID Theft Claim Packet

Please fill in the requested information as directed. Sections that are left blank or incomplete can lead to additional processing time for your claim. Please submit all pages from this form along with copies of the additional required documents to:

Mail:

Comcast
Customer Security Assurance
Attention Fraud Department
101 Woodcrest Rd, Suite 141
Cherry Hill, NJ 08003
844-335-8719

Fax:

Comcast Customer Security Assurance
Attention Fraud Department
866-308-1542

After we receive your packet we may need to contact you about your claim if we need additional information or in order to provide you with the status of your claim. Your information **will not** be used for solicitation or advertising. You may also visit www.xfinity.com/IDTheftclaimform for more information.

Consent to Contact

Comcast has my permission to contact me at the following:

(Please fill in one or more of the choices below)

☐ Primary Phone # _____ **Circle one:** Cell or Landline

☐ OK to leave a voicemail message with anyone answering (includes prerecorded messages)

☐ Alternate Phone # _____ **Circle one:** Cell or Landline

☐ OK to leave a voicemail message with anyone answering (includes prerecorded messages)

☐ OK to send mail to this address: _____

☐ OK to email me at: _____

Signature _____ Name _____ Date _____

Name: _____ Phone Number: _____



General Information

1. My full legal name is: _____
(First) (Middle) (Last)

2. My date of birth is: _____
(Day/Month/Year)

3. My full Social Security number is: _____

4. My Driver's license or state identification number is: _____

5. My current address is: _____

6. City _____ State _____ Zip Code _____

7. I have lived at this address since: _____
(Month/Year)

8. (If different from above) When the events described in this form took place, my address was:

City _____ State _____ Zip Code _____

9. I lived at the address in item (8) from _____ to _____
(Month/Year) (Month/Year)

10. I have previously filed an ID Theft report with Comcast: ☐ Yes ☐ No

If "Yes", please describe the incident and resolution: _____

Name: _____ Phone Number: _____



How the ID Theft Occurred

Check all that apply for items 11-15

11. ☐ I did not authorize anyone to use my name or personal information seek the Comcast account, products or services described in this report
12. My identification documents (credit cards; birth certificate; driver's license; Social Security card; etc.) were: ☐ stolen or ☐ lost on or about _____
(Month/Year)
13. ☐ To the best of my knowledge and belief, the following person(s) may have used my information (my name, address, date of birth, existing account numbers, Social Security number, mother's maiden name, etc.) or identification documents to establish Comcast services without my knowledge or authorization:

Name (if known)

Name (if known)

Address (if known)

Address (if known)

Phone number (s) (if known)

Phone number(s) (if known)

Additional information (if known)

Additional information (if known)

Relationship to Self

Relationship to Self

14. ☐ I do NOT know who used my information or identification documents to get money, credit, loans, goods or services without my knowledge or authorization.
15. ☐ Additional Comments: (description of ID Theft, specific documents used or information regarding how the identity thief gained access to your information.)

(Attach additional pages as necessary)

Name: _____ Phone Number: _____



Law Enforcement Actions

Having a police report may be helpful to process your claim. If you have already filed a police report, please include the information you have.

16. (check one) ☐ I have ☐ have not reported the events described in this form to the police or other law enforcement agency. The police ☐ did ☐ did not write a report. Please complete the following as applicable:

(Agency #1)

(Officer/Agency personnel taking report)

(Date of report)

(Report number)

(Phone number)

(Email address, if any)

(Agency #2)

(Officer/Agency personnel taking report)

(Date of report)

(Report number)

(Phone number)

(Email address, if any)

Signature

I certify that, to the best of my knowledge and belief, all of the information on and attached with this ID Theft claim form is true, correct, and complete and made in good faith. I also understand that this form or the information it contains may be made available to federal, state and/or local law enforcement agencies for such action within their jurisdiction as they deem appropriate. I understand that knowingly making any false or fraudulent statement or representation to the government may constitute a violation of 18 U.S.C. § 1001 or other federal, state, or local criminal statutes, and may result in the imposition of a fine, imprisonment or both.

(Signature)

(Date signed)

Name: _____ Phone Number: _____



Witness:

(signature)

(printed name)

(date)

(telephone number)

Fraudulent Account Statement

I declare (check all that apply):

- ☐ As a result of the event(s) described in this form, the following account(s) were opened with Comcast in my name without my knowledge, permission or authorization using my personal information or identifying documents:

Account number (if known)

Date issued or opened (if known)

Account balance (if known)

Account number (if known)

Date issued or opened (if known)

Account balance (if known)

- ☐ Are you currently a Comcast subscriber? Please list all active accounts currently with Comcast. Failure to report active accounts could lead to interruption of service.

Billing Name: _____

Billing Address: _____

Account Number: _____

Date Account Opened (Approximately): _____

Name: _____ Phone Number: _____



Document Checklist

Comcast **requires the following supporting documents**, at a minimum, be submitted along with this form. Submissions that are missing one or more of the following documents may be subject to increased processing time resulting from additional time to contact you, receive the document(s) and complete the investigation.

1. A copy of a valid government issued photo identification card (driver's license, passport, Military ID, state issued ID). If you are under the age of 18 and don't have a photo ID, you may submit a copy of your birth certificate.
2. Proof of residence during the time the disputed account was active (rental lease agreement, utility bill, insurance bill, bank statement). It is important that this document have your name, the date it was sent/issued and your address clearly listed. You may redact any other personal information as you deem appropriate.
 - a. If you are or were a Comcast subscriber during this time frame, a copy of your Comcast statement is not a valid or acceptable document for proof of residence.

Additional Resources

- If you have not done so already, report the fraud to the following organizations:
 - Any one of the nationwide consumer reporting companies to place a fraud alert on your credit report. Fraud alerts can prevent an identity thief from opening any more accounts in your name. The company you call is required to contact the other two, which will place an alert on their versions of your report too.
 - **Equifax:** 1-800-525-6285
www.equifax.com
 - **Experian:** 1-888-EXPERIAN (397-3742)
www.experian.com
 - **TransUnion:** 1-800-680-7289
www.transunion.com
 - In addition to placing the fraud alert, the three consumer reporting companies will send you free copies of your credit reports, and, if you ask, they will display only the last four digits of your Social Security number on your credit reports.
 - **The Federal Trade Commission.** By sharing your identity theft complaint with the FTC, you will provide important information that can help law enforcement officials across the nation track down identity thieves and stop them. The FTC also can refer victims' complaints to other government agencies and companies for further action, as well as investigate companies for violations of laws that the FTC enforces.
 - You can file a complaint online at www.consumer.gov/idtheft. If you don't have Internet access call the FTC's Identity Theft Hotline, toll-free: 1-877-ID THEFT (438-4338); TTY: 1-866-653-4261; or write: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW. Washington, DC 20580.