



## **Identity theft**

### **What is it?**

Identity theft occurs when someone wrongfully acquires or uses another person's personal data, typically for their own financial gain. Personal documents (photo identification, bank statements etc) may be stolen / copied / modified, and used to apply for credit from financial institutions, telecommunications operators and other credit providers.

Usually someone who is a victim of identity theft will become aware of the issue when they receive an invoice for a service for which they did not apply. They may also have amounts debited from their bank account / credit card for these services.

### **What should you do if you feel you have been a victim of identity theft?**

eMobile considers identity theft to be a serious issue and has processes in place to investigate any claims that may arise.

If you feel that your details have been used to obtain an eMobile service without your consent, please report the matter to Customer Care

<https://secure.emobile.ie/app/contactUsCustomer>

Please provide as much information as possible relating to your claim, and details on how we can contact you.

eMobile will be in contact with you with a view to investigating and resolving the issue. You may be requested to provide additional information to facilitate the investigation and asked to report the matter to the Gardai for progression and resolution. Please note that eMobile is unable to do this directly on your behalf.

eMobile would at all times stress that it is important that any identity theft is immediately reported to the Gardai by customers and that the report of the Gardai will likely be required to resolve matters. We would also highlight to you the Gardai's recommendations to avoid identity theft

[http://www.garda.ie/crimeprev/identity\\_theft.html](http://www.garda.ie/crimeprev/identity_theft.html)