

Please print this out and read it over before our call.

What Is This Document?

We are testing a website to see how easy it is to use. On the call, we'll ask you to pretend that the scenario described below is happening to you, and you've come to the site to get help.

You'll be able to refer to this document at any time on the call, so please print it out.

Scenario:

You recently started getting bills in the mail for three accounts that are not yours. Someone created two new credit cards and a mobile phone account using your information.

Chase Visa Credit Card

Account number: 00294757325

Charges: \$2,412

First account statement: 10/26/2015

Customer Service Phone: 910-321-4567

Capital One MasterCard

Account number: 81077095401

Charges: \$7,014

First account statement: 10/29/2015

Customer Service Phone: 804-934-2001

Verizon Wireless (Cell + Text + Data Plan)

Account number: 9991234

Charges: \$201

First account statement: 10/25/2015

Your Information

Name: Pat Smith

Email/

Phone: Use your real email address and phone number.

- Why: You will receive both an email and a text message from our system during this test, so you need access to these accounts during the test.
We will wipe all data after the test. Your information will remain secure and private.

Address: 100 Maple Street, Springfield, IL, 55550

- You've lived there since 1999.
- Your name has not changed recently.
- You are not active or former military.

Other Details

- You don't know who opened these accounts.
- You haven't authorized anyone to open these accounts.
- You haven't contacted a **credit bureau** or **local police**.
- You haven't received a **data breach** notice.