

## 2014 Identity Theft Supplement Questionnaire – Final (7/22/14)

## SECTION A. Screen Questions

**INTRO 1. Now, we are conducting a special supplement on identity theft and I would like to ask you questions about identity theft. Identity theft means someone else using your personal information without your permission to buy something, get cash or services, pay bills, or avoid the law. We will not ask you for any specific account information. Your answers will be kept confidential. INTRO\_1**

**First, I'd like to ask you some questions about your EXISTING ACCOUNTS and the misuse of any of these accounts. INTRO\_EXISTING**

**1. During the past 12 months, since \_\_\_ 20\_\_\_, have you had at least one active checking or savings account through a bank or financial institution?**

YES

NO (skip to Q2)

ACTIVE\_BANK\_ACCT

**1a. During the past 12 months, since \_\_\_\_\_, 20\_\_ has someone, without your permission, used or attempted to use your existing checking or savings account, including any debit or ATM cards?**

YES

NO

EXISTING\_BANK

**2. Do you currently have at least one credit card in your name? Include major credit cards such as a Mastercard or Visa, and store credit cards such as a Macy's card. Please do not include debit cards.**

YES

NO (ask follow up)

CREDIT\_CARD\_CURR

**Have you had one in the past year, since \_\_\_20\_\_\_?**

YES

NO (skip to Q3)

CREDIT\_CARD\_PAST\_YR

**2a. Since \_\_\_\_\_, 20\_\_ has someone used or attempted to use one or more of your existing credit cards without your permission? Please do not include debit cards.**

YES

NO

EXISTING\_CREDIT\_CARD

**3. Since \_\_\_, 20\_\_ has someone misused or attempted to misuse another type of existing account such as your telephone, cable, gas or electric accounts, online payment account like Paypal, insurance policies, entertainment account like iTunes or something else?**

YES

NO (skip to Q4)

OTHER\_EXISTING\_ACCTS

Which of the following types of your EXISTING accounts, other than credit card or banking accounts did the person run up charges on, take money from, or otherwise misuse? Did they use or attempt to use one or more of your...

- 3a. Medical insurance accounts? YES NO EX\_MEDICAL  
 3b. Telephone accounts? YES NO EX\_PHONE  
 3c. Utilities accounts, such as cable, gas or electric accounts? YES NO EX\_UTILITY  
 3d. Online payment accounts such as Paypal? YES NO EX\_PAYPAL  
 3e. Investment accounts? YES NO EX\_INVEST  
 3f. Some other type of accounts? YES \_\_\_\_\_ (specify) NO OTHER\_EX

Intro: Next, I have some questions about any NEW ACCOUNTS someone might have opened.

INTRO\_NEW\_ACCOUNTS

4. Since \_\_\_\_\_, 20\_\_\_, has someone, without your permission, used or attempted to use your personal information to open any NEW accounts such as wireless telephone accounts, credit card accounts, loans, bank accounts, online payment accounts, or something else?

YES

NO (skip to Q 5)

OPEN\_NEW\_ACCOUNT

Which of the following types of new accounts did someone open or attempt to open? Did someone open or attempt to open...

- 4a. New telephone accounts? YES NO NEW\_PHONE  
 4b. New credit card accounts? YES NO NEW\_CREDIT\_CARD  
 4c. New checking or savings accounts? YES NO NEW\_BANK  
 4d. New loans or mortgages? YES NO NEW\_LOAN  
 4e. New medical insurance policies? YES NO NEW\_MEDICAL  
 4f. New automobile insurance policies? YES NO NEW\_AUTO\_INS  
 4g. New online payment accounts such as Paypal? YES NO NEW\_PAYPAL  
 4h. Some other type of new account? YES \_\_\_\_\_ (Specify) NO NEW\_OTHER

Intro: Next, I have some questions about any other misuses of your personal information.

INTRO\_SOME\_OTHER\_FRAUD

5. Since \_\_\_\_\_ 20\_\_\_, has someone used or attempted to use your personal information for some other fraudulent purpose, such as getting medical care, a job, or government benefits; renting an apartment or house; giving your information to the police when they were charged with a crime or traffic violation, or something else?

YES

NO (skip to check item A)

SOME\_OTHER\_FRAUD

**As far as you know did the person use or attempt to use your personal information in any of the following ways. Did they use or attempt to use your personal information...**

5a. **To file a fraudulent tax return?** YES NO

TAX\_RETURN\_FRAUD

5b. **To get medical treatment?** YES NO

OBTAIN\_MEDICAL

5c. **To apply for a job?** YES NO

APPLY\_FOR\_JOB

5d. **To provide false information to the police?** YES NO

FALSE\_INFO\_TO\_LAW

5e. **To rent an apartment or house?** YES NO

RENT\_APARTMENT

5f. **To apply for government benefits?** YES NO

GOVT\_BENEFITS

5g. **In some other way we haven't already mentioned?** YES \_\_\_\_\_ (Specify) NO MISUSED\_OTHER\_WAY

CHECK ITEM A

Is "no" marked for Q1a, Q2a, Q3, Q4, and Q5

YES Skip to Section G, on Page 15

NO Read Check Item B

CHECK ITEM B

Is only one response marked "yes" from questions 1a, 2a, 3, 4, and 5?

YES Ask Q6a

NO Ask Q6b

**6a. Now we would like to know how many times you were a victim of identity theft in the past 12 months. An incident of identity theft occurs when your identity is stolen. A stolen credit card or debit card may be used multiple times but this should be considered a single incident.**

**You said that someone, in the past year, that is since \_\_\_\_\_ 20\_\_, <autofill "yes" response from 1a, 2a, 3, 4, or 5>. Did this happen to you once or more than once?**

More than once (Skip to Section B)

Once (Skip to Section B)

TIMES\_VICTIM\_YEAR

*If respondent states "I don't know," instruct him/her to select what he/she believes to be the best response.*

6b. Now we would like to know how many times you were a victim of identity theft in the past 12 months. An incident of identity theft occurs when your identity is stolen. A stolen credit card or debit card may be used multiple times but this should be considered a single incident. Also, if multiple credit card numbers and a social security number were obtained at the same time, this should be considered a single incident.

You said that someone <autofill “yes” responses from 1a, 2a, 3, 4, or 5>

in the past year, that is, since \_\_\_\_\_20\_\_\_. Were all these thefts the result of one related incident, or was your personal information stolen multiple times in separate unrelated incidents?

Multiple Incidents (ask Q7)

One related incident (Skip to Section B)

**MULTIPLE\_INCIDENTS**

*If respondent states “I don’t know,” instruct him/her to select what he/she believes to be the best response.*

7. You said that there were <autofill “yes” responses from 1a, 2a, 3, 4, or 5> in the past year. Which of these happened during the most recent incident in which someone misused or attempted to misuse your personal information?

**MOST\_RECENT\_INCIDENT**

*(Mark all that apply, and only read response items that match autofill in this question)*

- Misuse or attempted misuse of an existing credit card account
- Misuse or attempted misuse of an existing banking account (debit, checking, ATM, savings)
- Misuse or attempted misuse of other type of existing account
- Misuse or attempted misuse of personal information to open a NEW account
- Misuse or attempted misuse of personal information for other fraudulent purpose.

#### SECTION B. HOW/WHEN IDENTITY THEFT DISCOVERED

**INTRO: For those with more than one incident: For the remainder of the survey, I will ask you to consider only the most recent incident during the past 12 months in which you discovered that someone misused or attempted to misuse your personal information.**

**For everyone: Thinking about <the/the most recent> incident, the next couple of questions I have are about how and when you discovered the misuse of your personal information.** **INTRO\_DISCOVERED**

**8. How did you FIRST find out someone had misused or attempted to misuse your personal information?**

(SELECT A SINGLE RESPONSE)

DISCOVERED BY RESPONDENT

- a. I contacted the credit card company or bank to report a theft and was told that fraudulent charges had already been made.
- b. I noticed money missing from my account.
- c. I noticed fraudulent charges on my account.
- d. I received merchandise or a card that I did not order.
- e. I had problems using my card or account because it was declined, closed, or had insufficient funds (bounced check)
- f. I applied for credit, a bank account or loan, telephone service, employment, or government benefits, etc. and had problems.
- g. I checked my credit report
- h. I received a bill that I did not owe.
- i. I had a problem with my income taxes.

NOTIFIED BY FINANCIAL INSTITUTION

- j. Credit card company or bank contacted me about suspicious activity on my account.
- k. My credit monitoring service contacted me.
- l. A collection agency, credit card company, or other company contacted me about late or unpaid bills

NOTIFIED BY OTHER PARTY

- m. A law enforcement agency notified me.
- n. A company or agency notified me.

HOW\_DISCOVERED

OTHER

- o. Discovered in another way - (specify)

DISCOVERED\_SP

**9. In what month did you first discover that someone had misused or attempted to misuse your personal information?**

Enter month: \_\_\_\_\_ Month (01-12)

WHEN\_DISCOVERED\_MON

**10. How long had your personal information been misused before you discovered it?**

- 1. One day or less (1-24 hours)
- 2. More than a day, but less than a week (25 hours-6 days)
- 3. At least a week, but less than one month (7-30 days)
- 4. One month to less than three months
- 5. Three months to less than six months
- 6. Six months to less than one year
- 7. One year or more
- 8. Don't know

9. Not applicable, it was not actually misused

LENGTH\_MISUSE

**11. Do you have any idea of HOW your personal information was obtained, even if you are not completely certain?**

1. Yes - Ask Q12
2. No – Skip to Q13

HOW\_PI\_OBTAINED

**12. How do you think your personal information was obtained?**

(SELECT A SINGLE RESPONSE)

1. I lost it and someone found it
2. It was stolen from my wallet or checkbook
3. It was stolen from a place where I stored it (home, office, car)
4. Someone stole it from my postal mail
5. Someone stole it from my garbage
6. It was stolen during an *online* purchase/ transaction
7. Someone stole it during an in-person purchase/ transaction (including through the use of a skimmer or card reader)
8. Someone hacked into my computer
9. I responded to a scam email/phone call
10. Stolen from personnel files at place of employment
11. Stolen from an office/company that had my personal information in its files. THINK\_PI\_OBTAINED
12. Obtained in some other way - (specify) \_\_\_\_\_ HOW\_OBTAINED\_SP

SECTION C. VICTIM RESPONSE

**13. Were you in contact with anyone at a credit card company, bank, or other financial institution about <the/the most recent> misuse or attempted misuse of your personal information?**

- YES  
NO

CONTACT\_ANYONE

**14. Did you contact a credit bureau about the misuse or attempted misuse of your personal information?**

- YES  
NO – Skip to Q 18

TALK\_CREDIT\_BUREAU

**15. When you contacted the credit bureau, did you....**

- a. Request your credit report? YES NO CONTCB\_REQUESTRPT
- b. Request corrections to your credit report? YES NO CONTCB\_CORRECTCR
- c. Place a fraud alert on your credit report? YES NO (skip to 15d INTRO) CONTCB\_PLACEALERT
  - c.1. Was it a seven year fraud alert? YES NO DON'T KNOW CONTCB\_PLACE7YR

**Did you....**

- d. **Send a police report to the credit bureau?** YES NO CONTCB\_POLICERPT
- e. **Place a freeze on your credit report, which prevents the credit bureaus from sending your credit report to anyone without your permission?** YES NO CONTCB\_FREEZE
- f. **Take some other action with the credit bureau?** YES\_\_\_\_(Specify)NO CONTCB\_OTHR\_ACTION  
CONTCB\_OTHR\_SP

**16. After you told a credit bureau that your personal information had been misused, how satisfied were you with the credit bureau's response? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

1. Very satisfied – Skip to Q18
2. Somewhat satisfied – Skip to Q18
3. Somewhat dissatisfied – Ask Q17
4. Very dissatisfied – Ask Q17
5. Neither satisfied or dissatisfied – Skip to Q18

SATISFY\_WITH\_CB

**17. Why were you dissatisfied with the credit bureau's response? (MARK ALL THAT APPLY)**

1. My credit report was not corrected
2. It was hard to communicate with the credit bureau
3. I could not place a fraud alert
4. I could not obtain a credit report
5. I could not place a freeze
6. The credit reporting bureaus would not accept my police report
7. Some other reason - (specify)

DISSATISFY\_W\_CB  
DISSATISFYCB\_OTH\_SP

**18. Did you contact any law enforcement agencies, such as the local police, a sheriff or a federal law enforcement agency, to report <the/the most recent> misuse or attempted misuse of your personal information?**

YES – Ask Q19  
NO – Skip to Q24

CONTACT\_LAW

**19. Did the law enforcement agency take a police report from you about the misuse or attempted misuse of your personal information?**

YES - Ask Q20  
NO - SKIP to Q21

REPORT\_TAKEN

**20. Did you get a copy of that police report?**

YES  
NO

GET\_COPY\_REPORT

**21. How satisfied were you with the law enforcement agency's response when you reported the misuse of your personal information? Were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? (ENTER A SINGLE RESPONSE)**

Very Satisfied – Skip to Q23  
 Somewhat Satisfied – Skip to Q23  
 Somewhat Dissatisfied - Ask Q22  
 Very Dissatisfied - Ask Q22  
 Neither satisfied nor dissatisfied - Skip to Q23

**SATISFY\_W\_LAW**

**22. Why were you dissatisfied with the law enforcement agency's response? (MARK ALL THAT APPLY)**

1. Police didn't or couldn't do anything
2. Police only filled out a report
3. Police didn't see it as a crime
4. Police said the crime did not fall in their jurisdiction
5. Police gave me no information on what I should do about the crime
6. Police never got back in contact with me/never learned outcome
7. Didn't feel my concerns/complaints were taken seriously
8. Police unable to catch the offender
9. Other (Specify) \_\_\_\_\_

**DISATISFY\_W\_LAW**  
**DISATISFY\_OTH\_SP**

ALL RESPONSES 1-9 – SKIP to Q23

**23. Did the law enforcement agency provide you with any additional printed information, such as a pamphlet or prevention material, on what to do when you've experienced identity theft?**

YES- Skip to 25  
 NO- Skip to 25

**LAW\_PROVIDE\_INFO**

**24. We would like to learn more about why people who experience identity theft do not report it to law enforcement. Why did you decide not to contact a law enforcement agency? (MARK ALL THAT APPLY)**

DIDN'T KNOW I COULD

- a. Didn't know that I could report it
- b. Didn't think about reporting it
- c. Didn't know what agency was responsible for identity theft crimes

NOT IMPORTANT ENOUGH

- d. I didn't lose any money /It was an attempt
- e. Not important enough to report/small loss

HANDLED IT ANOTHER WAY

- f. Reported it to someone else such as credit card company/bank/insurance company or other organization
- g. Took care of it myself

DIDN'T THINK THE POLICE COULD HELP



<p>h. Didn't think police would do anything</p> <p>i. Didn't want to bother police</p> <p>j. Didn't find out about the crime until long after it happened/too late for police to help</p> <p>k. Couldn't identify the offender or provide much information that would be helpful to the police</p> <p>PERSONAL REASONS</p> <p>l. I was afraid to report it</p> <p>m. The person responsible was a friend or family member and I didn't want to get them in trouble</p> <p>n I was embarrassed</p> <p>o. Too inconvenient/didn't want to take the time</p> <p>OTHER</p> <p>p. Other (specify) _____</p>	<p>WHY_NOT_REPORTED</p> <p>WHY_NOT_REPORTED_SP</p>
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<p><b>25. Next, I'm going to read you a list of other people and organizations that someone might contact when their personal information is misused. Which of the following people or organizations, if any, did you contact about &lt;the/the most recent&gt; misuse or attempt misuse of your personal information? Did you...</b></p>	
a. Hire a lawyer? YES NO	HIRE_LAWYER
b. Contact a State or local government consumer affairs agency, such as the State Attorney General's office? YES NO	CONT_STATE_ATTORNEY
c. Contact the Federal Trade Commission? YES NO	CONT_FTC
d. Contact a consumer agency, such as the Better Business Bureau or the National Consumer League? YES NO	CONT_CONSMRAGNCY
e. Contact an agency or company that issues documents like driver's licenses, social security cards, or insurance cards? YES NO	CONT_GOVTAGNCY
f. Contact your credit monitoring service or identity theft insurance company? YES NO	CONT_CRDT_MNTRNG
g. Contact an office or agency – other than the police – that deals with victims of crime? YES NO	CONT_VICTIM_AGENCY
h. Contact some other group or organization that we have not already mentioned? YES NO	CONT_OTH_GROUP
If yes, specify _____	CONT_OTH_GROUP_SP

SECTION D. VICTIM IMPACT
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<p><b>26. The misuse of personal information affects people in different ways. Next, I would like to ask you some questions about how &lt;the/the most recent&gt; misuse or attempted misuse of your personal information may have affected you.</b></p> <p><b>Did the misuse or attempted misuse of your personal information lead you to have significant problems with your job or schoolwork, or trouble with your boss, coworkers, or peers?</b></p> <p>YES</p> <p>NO</p>	
	IMPACT_JOB

<p><b>27. Did the misuse or attempted misuse of your personal information lead you to have significant problems with family members or friends, including getting into more arguments or fights than you</b></p>
--

did before, not feeling you could trust them as much, or not feeling as close to them as you did before?

YES  
NO

IMPACT\_FAMILY

28. How distressing was the misuse or attempted misuse of your personal information to you? Was it not at all distressing, mildly distressing, moderately distressing, or severely distressing?

(ENTER A SINGLE RESPONSE)

1. Not at all distressing - Skip to Section E
2. Mildly distressing - Skip to Section E
3. Moderately distressing - Go to Check Item C
4. Severely distressing - Go to Check Item C

HOW\_DISTRESSING

CHECK ITEM C.

Is "yes" marked in Q26 or Q27 or are categories '3' or '4' marked in Q28?

YES - Ask Q29

NO - Skip to Section E

29. Still thinking about your distress associated with <the/the most recent> misuse of your personal information did you feel any of the following ways for A MONTH OR MORE? Did you feel....

- a. Worried or anxious? YES NO
- b. Angry? YES NO
- c. Sad or depressed? YES NO
- d. Vulnerable? YES NO
- e. Violated? YES NO
- f. Like you couldn't trust people? YES NO
- g. Unsafe? YES NO
- h. Some other way? YES NO

FEEL\_WORRIED

FEEL\_ANGRY

FEEL\_SAD

FEEL\_VULNERABLE

FEEL\_VIOLATED

FEEL\_MISTRUST

FEEL\_UNSAFE

FEEL\_OTHER\_WAY

FEEL\_OTH\_WAY\_SP

IF yes, Specify \_\_\_\_\_

SKIP TO Q31 if ALL (a-h) are NO

30a. Did you seek any kind of professional help for the feelings you experienced as a result of <the/the most recent> misuse or attempted misuse of your personal information?

Yes - Ask Q30b

No - Skip to Q31

SEEK\_PRO\_HELP

30b. What kind of professional help did you seek? (MARK ALL THAT APPLY)

- a. Counseling/therapy
- b. Medication
- c. Visited doctor or nurse
- d. Visited ER/ hospital/clinic

PRO\_HELP\_SOUGHT

e. Other specify \_\_\_\_\_

HELP\_SOUGHT\_SP

**31. Did you experience any of the following physical problems associated with <the/the most recent> misuse or attempted misuse of your personal information for A MONTH OR MORE? Did you experience.....**

- |   |                     |
|---|---------------------|
| a. <b>Headaches?</b> YES NO                                 | HAVE_HEADACHES      |
| b. <b>Trouble sleeping?</b> YES NO                          | TRBL_SLEEPING       |
| c. <b>Changes in your eating or drinking habits?</b> YES NO | EATING_PROBS        |
| d. <b>Upset stomach?</b> YES NO                             | UPSET_STOMACH       |
| e. <b>Fatigue?</b> YES NO                                   | FATIGUE             |
| f. <b>High blood pressure?</b> YES NO                       | HIGH_BLOOD_PRESSURE |
| g. <b>Muscle tension or back pain?</b> YES NO               | MUSCLE_TENSION      |
| h. <b>Some other problem?</b> YES NO                        | OTHER_PHYSICAL      |
- IF YES, SPECIFY \_\_\_\_\_
- OTH\_PHY\_SP

SKIP TO Section E if ALL (a-h) are NO

**32. Did you seek any kind of professional or medical help for the physical problems you just reported?**

YES - Ask Q33

NO - Skip to Section E

SEEK\_HELP\_PHYPROBS

**33. What kind of professional or medical help did you seek?**

(MARK ALL THAT APPLY)

- |                                |                     |
|--------------------------------|---------------------|
| a. Counseling/therapy          |                     |
| b. Medication                  |                     |
| c. Visited doctor or nurse     |                     |
| d. Visited ER/ hospital/clinic | KIND_HELP_PHYPROBS  |
| e. Other specify _____         | KIND_HELP_PHYOTH_SP |

SECTION E. OFFENDERS

**34. Do you know, or have you learned, anything at all about <the/the most recent> person or persons who misused or attempted your personal information?**

YES -Ask Q35

NO -Skip to Section F

IDENTIFY\_OFFENDER

**35. How well do you know this person or these people? For example, was it a family member, friend, acquaintance, salesperson, or somebody else?**

RELATIVE

- Spouse (ex-spouse)
- Parent or step-parent

c. Brother or sister or step-brother/step-sister	HOW_OFFENDER_KNOWN
d. Child or step-child	
e. Other relative (specify) _____	HOW_OFF_KNOWN_REL
NONRELATIVE	
f. Boyfriend or girlfriend (ex-boyfriend or ex-girlfriend)	
g. Friend or ex-friend	
h. Housemate	
i. Neighbor	
j. Co-worker (current and former, supervisor or other employee)	
k. Someone working in my home (babysitter, housecleaner, etc.)	
l. Casual acquaintance	
m. Salesperson	
n. Waiter	
o. Other non-relative (specify) _____	HOW_OFF_KNOWN_NREL
STRANGER	
p. Do not recall seeing the person before	

## SECTION F. FINANCIAL IMPACT

**36. What is the approximate total dollar value of what someone obtained during <the/the most recent> incident of the misuse or attempted misuse of your personal information? Include the value of goods, services, credit, loans, cash, and anything else the person may have obtained. (IF THE RESPONDENT PROVIDES A RANGE, ASK THE RESPONDENT TO PROVIDE THEIR BEST ESTIMATE)**

RECORD THE ESTIMATED AMOUNT. \$\_\_\_\_\_.00 (IF OVER \$1,000, PROBE: I just want to verify that the total amount is (INSERT AMOUNT RESPONDENT INDICATED))

IF response = \$0, skip to Q38b.

TOTAL\_LOSS

**37. Of this <autofill: amount of loss from Q36> that was obtained during <the/the most recent> misuse of your personal information, how much of that money did you personally lose? That is, how much did you lose that was not covered or reimbursed by insurance or a credit card company?**

RECORD ESTIMATED AMOUNT. \$\_\_\_\_\_.00 (IF "NONE," PROBE: Just to confirm, you didn't personally lose anything?)

PERSONAL\_LOSS

CHECK ITEM D.

Is answer to Q37 equal to \$0 (the respondent did not lose anything or did not have to pay anything personally)?

YES – Ask Q38b

NO – Skip to Q38a

**38a. Other than the costs you already told me about, <amount from Q37>, how much, IF ANY, additional costs did YOU incur as a result of <the/the most recent> misuse or attempted misuse of**

your personal information? Include costs for things such as legal fees, bounced check fees, and any miscellaneous expenses, such as postage, phone calls, or notary fees. Do not include lost wages.

ADD\_COSTS\_INCUR

OR

38b. How much, IF ANY, costs did YOU incur during <the/the most recent> misuse or attempted misuse of your personal information? Include costs for things such as legal fees, bounced check fees, and any miscellaneous expenses, such as postage, phone calls, or notary fees. Do not include lost wages.

NO\_PERSONAL\_LOSS

RECORD ESTIMATED AMOUNT. \$\_\_\_\_\_ .00 SKIP to Q39

(IF OVER \$1,000, PROBE: I just want to verify that the total amount is (INSERT AMOUNT RESPONDENT INDICATED)).

39. Have you been successful in clearing up all of the financial and credit problems associated with <the/the most recent> misuse of your personal information?

YES - Ask Q40

NO - Skip to Q41

Don't Know - Skip to Q41

RESOLVE\_PROBS

40. How long did it take you to clear up all of the financial and credit problems associated with the misuse after you discovered it? (ENTER A SINGLE RESPONSE.)

1. One day or less (1-24 hours)
2. More than a day, but less than a week (25 hours-6 days)
3. At least a week, but less than one month (7-30 days)
4. One month to less than three months
5. Three months to less than six months
6. Six months to less than one year
7. One year or more

TIME\_TO\_RESOLVE

41. How many hours <did you spend/have you spent> clearing up financial or credit problems associated with <the/the most recent> misuse of your personal information?

\_\_\_\_\_ Number of hours

HOURS\_RESOLVING

42. Other than anything we have already talked about, have you experienced any of the following problems as a result of <the/the most recent> misuse or attempted misuse of your personal information? Have you...

- a. Had credit related problems, such as having to repeatedly correct the same information on your credit report, being turned down for credit or loans, or having to pay higher rates?

YES NO

CREDIT\_PROBS

- b. Had banking problems, such as being turned down for a checking account or having checks bounce? YES NO

BANK\_PROBS

**As a result of the misuse or attempted misuse of your personal information, have you...**

- |   |        |                         |
|---|--------|-------------------------|
| <b>c. Had debt collectors or collections departments contact you?</b> | YES NO | <b>COLLECTION_PROBS</b> |
| <b>d. Had utilities cut off or been denied new service?</b>           | YES NO | <b>UTILITY_PROBS</b>    |
| <b>e. Been turned down for a job or lost a job?</b>                   | YES NO | <b>EMPLOYMENT_PROBS</b> |
| <b>f. Had a lawsuit filed against you?</b>                            | YES NO | <b>LEGAL_PROBS</b>      |
| <b>g. Been the subject of an arrest or criminal proceedings?</b>      | YES NO | <b>ARREST_PROBS</b>     |
| <b>h. Had some other type of problems?</b>                            | YES NO | <b>OTH_PROBS</b>        |
| If yes, Specify _____   |        | <b>OTH_PROBS_SP</b>     |

CHECK ITEM E.

Did respondent experience more than one incident of identity theft during the past 12 months (6a or 6b is marked 'Twice or more')?

YES – Ask Q43

NO – Skip to Section G, Page 15

**43. For the next few questions please think about ALL of the misuses of your personal information during the last year, that is, since \_\_\_\_\_, 20\_\_\_\_. Including every incident that occurred over the past 12 months, not just the most recent, what is the approximate total dollar value of what someone obtained while misusing your personal information? Include the value of goods, services, credit, loans, cash, and anything else the person may have obtained.**

(IF THE RESPONDENT PROVIDES A RANGE, ASK THE RESPONDENT TO PROVIDE THEIR BEST ESTIMATE)

RECORD THE ESTIMATED AMOUNT. \$\_\_\_\_\_.00

(IF LESS THAN the amount reported in item 36 PROBE: I just want to verify that the total amount is (INSERT AMOUNT RESPONDENT INDICATED)

**TOTAL\_EVERY\_INCIDENT**

**44. Not counting the <autofill: amount from Q45> dollars that were obtained during ALL incidents of identity theft in the past 12 months, what were the total additional costs, that YOU incurred as a result of the misuses or attempted misuses of your personal information? Include costs for things such as legal fees, bounced check fees, and any miscellaneous expenses, such as postage, phone calls, or notary fees. Do not include lost wages.**

RECORD ESTIMATED AMOUNT. \$\_\_\_\_\_.00 (IF Less than 38, PROBE: I just want to verify that the total amount is (INSERT AMOUNT RESPONDENT INDICATED).

ANY RESPONSE – Skip to Section G

**TOTAL\_ADD\_COST**

G. LONG-TERM VICTIMIZATION AND CONSEQUENCES

INTRO: Now I'm going to ask you to think about any identity theft that may have occurred more than 1 year ago, that is prior to \_\_\_\_\_, 201\_. Again, identity theft means someone else using your personal information without your permission to buy something, get cash or services, pay bills, or avoid the law. <If at least one IT screener= 1, Don't think about the incident we have just been talking about when you answer the next question.>

INTRO\_LONG\_TERM

45. Outside of the past year, has anyone ever, without your permission:

- misused one of your existing accounts,
- used your personal information to open a new account,
- or used your personal information for some other fraudulent purpose, such as getting medical care, a job, government benefits or something else?

YES

NO (Skip to section H)

OUTSIDE\_PAST\_YEAR

46. Which of the following types of identity theft did you experience prior to \_\_\_\_\_, 20\_\_?

(Mark all that apply)

- Misuse of an existing banking account (debit, checking, ATM, savings)
- Misuse of an existing credit card account
- Misuse of other type of existing account
- Misuse of personal information to open a NEW account
- Misuse of personal information for other fraudulent purpose.

TYPES\_ID\_THEFT\_PRIOR

47. Thinking about the identity theft that happened to you more than 12 months ago, are you still experiencing any credit card or other financial problems, legal problems, relationship problems with friends or family, problems at work or school, physical problems or emotional distress as a result of this identity theft?

YES

NO (Ask Q48a)

STILL\_EXPERIENCE\_PROB

48a. At any point during the past year did you experience credit card or other financial problems, legal problems, relationship problems with family or friends, problems at work or school, physical problems, or emotional distress as a result of the identity theft that happened to you more than 12 months ago?

YES

NO (Skip to Section H, page 17)

PROB\_PAST\_YEAR\_PRIOR

49. During the past year, have you experienced any of the following consequences as a result of the identity theft that occurred more than a year ago? Have you had....

- a. Significant problems with your job or schoolwork, or trouble with your boss, coworkers, or peers during the past year? PROB\_SCHOOL\_JOB\_PRIOR
- b. Significant problems during the past year with family members or friends, including getting into more arguments or fights than you did before, not feeling you could trust them as much, or not feeling as close to them as you did before? PROB\_FAMILY\_PRIOR

As a result of the identity theft that occurred more than a year ago have you ....

- c. Experienced any of the following feelings for a month or more during the past year: worry, anger, sadness or depression, vulnerability, feelings of violation, like you couldn't trust people, or feelings that you were unsafe? EXPERIENCE\_FEEL\_PRIOR
- d. Sought professional help during the past year for the feelings you experienced as a result of the identity theft? SOUGHT\_HELP\_PRIOR
- e. Had physical problems during the past year resulting from the misuse of your personal information, such as headaches, trouble sleeping, changes in your eating or drinking habits, an upset stomach, high blood pressure or some other problem? PHYSICAL\_PROB\_PRIOR
- f. Had credit related problems during the past year, such as having to repeatedly correct the same information on your credit report, being turned down for credit or loans or having to pay higher rates? CREDIT\_PROB\_PRIOR
- g. Had banking problems during the past year, such as being turned down for a checking account or having checks bounce? BANK\_PROB\_PRIOR

As a result of the identity theft that occurred more than a year ago, have you...

- h. Had debt collectors or collections departments contact you during the past year? DEBT\_COLLECT\_PRIOR
- i. Had utilities cut off or been denied new service during the past year? UTILITIES\_OFF\_PRIOR
- j. Been turned down for a job or lost a job during the past year? JOB\_PROBLEMS\_PRIOR
- k. Had legal problems, such as having a lawsuit filed against you or being the subject of an arrest or criminal proceedings, during the past year? LEGAL\_PROB\_PRIOR
- l. Had some other type of problems during the past year? OTH\_TYPE\_PROB\_PRIOR

SPECIFY \_\_\_\_\_

OTH\_TYPE\_PROB\_SP

50. How much, IF ANY, costs did you incur from the incident or incidents of identity theft that occurred more than a year ago? Include cost for things such as legal fees, bounced check fees, and any miscellaneous expenses, such as postage, phone calls, or notary fees. Do not include lost wages or loss covered by your credit card company, insurance company, or other organization. (ENTER A SINGLE RESPONSE.)

\$0 - \$50

\$51- \$100

\$101- \$500

\$501 - \$1,000

\$1,000 - \$5,000

\$5,000 or more

COSTS\_INCUR\_PRIOR



**51. How long did it take you to clear up all of the financial and credit problems associated with the misuse after you discovered it? (ENTER A SINGLE RESPONSE.)**

1. One day or less (1-24 hours)
2. More than a day, but less than a week (25 hours-6 days)
3. At least a week, but less than one month (7-30 days)
4. One month to less than three months
5. Three months to less than six months
6. Six months to less than one year
7. One year or more

ANY RESPONSE, SKIP TO Section H

HOW\_LONG\_CLEAR\_PRIOR

**52. How much time have you spent trying to clear up all of the financial and credit problems associated with the misuse that occurred more than a year ago? (ENTER A SINGLE RESPONSE.)**

1. One day or less (1-24 hours)
2. More than a day, but less than a week (25 hours-6 days)
3. At least a week, but less than one month (7-30 days)
4. One month to less than three months
5. Three months to less than six months
6. Six months to less than one year
7. One year to five years
8. More than five years

TIME\_SPENT\_CLEAR\_PROB

#### H. COMMERCIAL AND CREDIT BEHAVIORS

**INTRO: Now I'm going to ask you about any actions taken to prevent someone from obtaining your personal information. Please consider whether you have taken any of these actions during the past 12 months.**

INTRO\_BEHAVIORS

**53a. During the past 12 months have you checked your credit report?**

YES

NO(Skip to Q53b)

CHCKD\_CR\_PAST\_YR

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO

CHCKD\_CR\_PAST\_YR\_RESP

**53b. During the past 12 months, have you changed passwords on any of your financial accounts?**

YES

NO (Skip to Q53c)

CHNG\_PASSWORDS

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO CHNG\_PASSWORDS\_RESP

**53c. During the past 12 months, have you purchased credit monitoring services or identity theft insurance?**

YES

NO (Skip to Q53d)

PURCHASE\_IDTHFT\_INS

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO

PURCHASE\_IDTHFT\_INS\_RESP

**53d. During the past 12 months, have you shredded or destroyed documents that contained personal identifying information?**

YES

NO (Skip to Q53e)

SHRED\_DOCS

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO

SHRED\_DOCS\_RESP

**53e. During the past 12 months, have you checked your banking or credit card statements for unfamiliar charges?**

YES

NO (Skip to Q53f)

VERIFY\_CHARGES

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO

VERIFY\_CHARGES\_RESP

**53f. During the past 12 months, have you used any type of security software program on your computer to protect it against loss of credit cards/card theft?**

YES

NO (Skip to Q53g)

PROTECT\_COMPUTER

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO

PROTECT\_COMPUTER\_RESP

**53g. During the past 12 months, have you purchased identity theft protection from a company that offers protection services?**

YES

NO (Skip to Q54)

PURCHASE\_IDTHFT\_PROT

**i. Did you do this in response to any previous misuse of your personal information?**

YES

NO

PURCHASE\_IDTHFT\_PROT\_RESP

54. Do you know that you can get a free credit report from the national credit bureaus every year?

1. Yes, respondent knows
2. No, respondent does not know

FREE\_ANNUAL\_CR

55. During the past 12 months, has a company, government agency, or some other organization that has your personal information on file ever notified you that paper or electronic files containing your personal information may have been lost, stolen, or posted on a publicly available website?

YES

NO - Skip to Q57

NOTIFY\_BREACH

56. Did this notification indicate that your social security number was included in the information that was lost, stolen, or posted on a publicly available website?

YES

NO

BREACH\_INC\_SOCIAL

57. My final questions have to do with your Internet activity. During the past 12 months, have you used the Internet to purchase anything online?

YES – ASK Q58

NO- Skip to end of survey

INTERNET\_USE

58. About how many times did you purchase something online, during the past year?

\_\_\_\_\_ Number of times

(IF THE RESPONDENT OFFERS A RANGE ASK THEM TO PROVIDE THEIR BEST ESTIMATE WITHIN THAT RANGE)

ONLINE\_PURCHASES

59a. Do you use a credit card, a debit card, or both for online purchases?

Only Credit Card – End Survey

Only Debit Card – End Survey

Both – End Survey

USE\_CARD\_ONLINE

END OF SURVEY