



CITY OF LIGHTS


THOMAS J. WEISNER
Mayor

Finance Department

BRIAN W. CAPUTO, Ph.D., C.P.A.
Chief Financial Officer
City Treasurer

MEMORANDUM

TO: Thomas J. Weisner, Mayor
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Richard C. Irvin, Alderman-at-Large
Kristina A. Bohman, Alderman
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Edward J. Bugg, Alderman
Lynne M. Johnson, Alderman

FROM: Brian W. Caputo, Chief Financial Officer/City Treasurer 

DATE: March 16, 2016

SUBJECT: Identity Theft Prevention Program Annual Report

On October 28, 2008, the City of Aurora passed Resolution No. R08-461, establishing the city's Identity Theft Prevention Program. The program document requires that a report be presented to the City Council each year on the city's compliance with the program. Attached is the report covering the period from January 1 through December 31, 2015.

attachment

c: Carie Anne Ergo, Chief Management Officer
Charles Koch, Assistant Director of Finance
Beatrice Torres, Assistant Finance Director

Filename: \Policy\IdentityTheft\ReportTL2015

44 E. Downer Place | Aurora, IL 60507-2067
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Identity Theft Prevention Policy Report 2015

Background: The Fair and Accurate Credit Transactions (FACT) Act of 2003 requires that creditors implement policies and procedures to detect, prevent, and mitigate the impact of identity theft. The city is defined as a creditor under the law because, in certain circumstances, services are either provided before payment is received or payments are made over time. On October 28, 2008 the City of Aurora passed Resolution number R08-461, establishing the city's "Identity Theft Prevention Program," which requires an annual report on the condition of the program to be prepared on or before March 31st of each year.

Purpose: There are several reasons why someone would try to use a false identity relating to a water account, ambulance bill, or collection account. The city has seen the attempted use of many, if not all, including:

- Individual defaulted in the past and would not now be eligible for credit
- Individual intends to default or avoid paying for service
- Individual intends to establish fraudulent proof of residency to commit fraud elsewhere

Generally, when an individual uses a false identity, the result is a loss to everyone except the individual: lost staff time, lost revenue, and lost trust. To ensure that our residents' information is secure by complying, the city is minimizing the loss of its own resources over time.

Procedure: As part of its program, the city has in place procedures to minimize the risk of identity theft. First, there are red flag events that trigger further analysis by city staff before potentially allowing a customer to access an account. Second, account management guidelines summarize the necessary steps to follow when a customer opens or attempts to access account information. Third, the service provider agreements require city service providers who have access to covered account information to document their agreement to comply with the city's program. To date, service provider agreements have been received from Andres Medical Billing, the Fox Metro Water Reclamation District, Infosend Inc., and Municipal Collections of America to safeguard customer information in the performance of services on behalf of the City of Aurora.

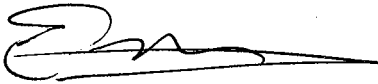
The program addresses the risk of identity theft in connection with the opening of covered accounts and with respect to existing covered accounts. As new identity theft-related experiences occurred since the city first established the program, various departments and divisions have worked together to ensure that the city is acting as a cohesive unit and protecting both our residents' personal information, as well as the city's resources. The Finance, Police, and Law Departments, as well as the Customer Service, MIS, Human Resources, and Property Standards Divisions have evaluated various circumstances that could potentially lead to identity theft with the objective of detecting, preventing, and investigating attempts to steal identities.

Additionally, in June of 2010, the Illinois General Assembly passed the Identity Protection Act regarding the collection, use, disclosure, and protection of individuals' social security numbers. As a result, the city established an administrative policy on May 10, 2011 that required all officers and employees who have access to social security numbers to be trained in the proper handling of information that contains social security numbers.

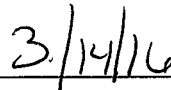
Findings: There were no instances of fraud reported for 2015.

Recommendations for Material Changes to the Program: None.

Prepared by:



Erin Miller, Administrative Aide



Date