



Student Financial Services Policy and Procedures for Federal Trade Commission's ("FTC") Red Flags Rule

The Identity Theft Prevention Program is design to detect, prevent and mitigate identity theft. It will be the policy of Student Financial Services to:

- ▶ Verify identification for any student, faculty, or staff requesting services.
- ▶ Verify that requests for information updates have not been altered or forged, or that the paperwork gives the appearance of having been destroyed.
- ▶ Not share any more information with a customer than is documented in the student system if there is a full [FERPA](#) restriction on the account.
- ▶ Report to supervisor if an account is used in a manner not consistent with regular patterns of activity.
- ▶ Attempt to contact the student if mail is returned twice as undeliverable although transactions continue to be conducted with their account.
- ▶ Report to supervisor when address information received from 3rd party collection agency is different from mailing address in student system.
- ▶ Notify the Program Administrator and Campus police if the University is notified by a student or any other person that is dealing with an identity theft situation.
- ▶ Not provide any information to an individual claiming to be the victim of identity theft without first contacting Program Administrator. If a student needs assistance of this type, the request must be in writing with detailed information requested as well as proof of positive identification and proof of claim of identity theft (police report or FTC affidavit of identity theft).
- ▶ Ensure that customers who call are not given information on an account if they cannot provide the ID and customer name. Be cautious about callers who attempt to get financial information without providing any substantive knowledge about the account.
- ▶ Student Financial Services staff should not respond to any questions from customers related to any medical type services, specifically the Wellness Center or Psychiatric Services. All calls of this type should be immediately referred to the phone number of the department in question.