

Resolution #

ESTABLISHING AN IDENTITY THEFT PREVENTION PROGRAM TO COMPLY WITH
FEDERAL REGULATIONS

- WHEREAS pursuant to federal law the Federal Trade Commission adopted Identity Theft Rules requiring the creation of certain policies relating to the use of consumer reports and sensitive information, address discrepancy and the detection prevention, and mitigation of identity theft;
- WHEREAS, the Federal Trade Commission regulations, adopted as 16 C F R § 681.2 require creditors, as defined by 15 U.S.C. § 1681a(r)(5) to adopt red flag policies to prevent and mitigate identity theft with respect to covered accounts;
- WHEREAS 15 U.S.C. § 1681a(r)(5) cites 15 U.S.C. § 1691a, which defines a creditor as a person that extends, renews or continues credit, and defines ‘credit’ in part as the right to purchase property or services and defer payment therefore;
- WHEREAS the Federal Trade Commission regulations include utility companies and Counties that extend credit for services in the definition of creditor;
- WHEREAS the County of Buncombe is a creditor with respect to 16 C F R § 681.2 by virtue of providing services on credit to citizens and accepting payments for such services in arrears;
- WHEREAS the Federal Trade Commission regulations define “covered account” in part as an account that a creditor provides for personal, family or household purposes that is designed to allow multiple payments or transactions;
- WHEREAS the Federal Trade Commission regulations require each creditor to adopt an Identity Theft Prevention Program, which will use red flags to detect, prevent and mitigate identity theft related to information used in covered accounts;
- WHEREAS the County provides services on credit to citizens and accepts payments for such services in arrears. Such arrangements and customer accounts are covered accounts.
- WHEREAS the Federal Trade Commission regulations, adopted as 16 C F R 681.1, requires users of consumer credit reports to develop policies and procedures relating to address discrepancies between the information provided by a consumer and information provided by other sources.
- WHEREAS, this Board is of the opinion that it is in the best interests of the citizens and residents of the County to add Chapter ___ Identity Theft Prevention Program and Treatment of Address Discrepancies, to the Buncombe County Code of Ordinances.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners for the County of Buncombe as follows:

1. The Code of Ordinances of Buncombe County is hereby amended by adding regulations to the Code of Ordinances to comply with federal regulations pertaining to Red Flags and Identity Theft as follows:

“Chapter _____”

Article 1. Identity Theft Prevention Program

Section - 1. Short Title

This article shall be known as the Identity Theft Prevention Program.

Section - 2. Purpose

The purpose of this article is to comply with 16 C F R § 681.2 in order to detect, prevent, and mitigate identity theft by identifying and detecting identity theft red flags and by responding to such red flags in a manner that will prevent identity theft.

Section - 3. Definitions.

For purposes of this Article, the following definitions apply:

- a) ‘County’ means the County of Buncombe.
- b) ‘Covered account’ means (i) an account that a financial institution or creditor offers or maintains, primarily for personal, family, or household purposes, that involves or is designed to permit multiple payments or transactions, such as a credit card account, mortgage loan, automobile loan, margin account, cell phone account, covered account, checking account, or savings account; and (ii) Any other account that the creditor offers or maintains for which there is a reasonably foreseeable risk to customers or to the safety and soundness of the financial institution or creditor from identity theft, including financial, operational, compliance, reputation, or litigation risks.
- c) ‘Credit’ means the right granted by a creditor to a debtor to defer payment of debt or to incur debts and defer its payment or to purchase property or services and defer payment therefore.
- d) ‘Creditor’, for the purposes of this Article, means the County in any situation where it extends, renews, or continues credit.
- e) ‘Customer’ means a person that has a covered account with the County.
- f) ‘Notice of address discrepancy’ means a notice sent to a user by a consumer reporting agency pursuant to 15 U.S.C. § 1681(c)(h)(1), that informs the user of a

substantial difference between the address for the consumer that the user provided to request the consumer report and the address(es) in the agency's file for the consumer.

- g) 'Identity Theft' means a fraud committed or attempted using identifying information of another person without authority.
- h) 'Person' means a natural person, a corporation, government or governmental subdivision or agency, trust, estate, partnership, cooperative, or association.
- i) 'Personal Identifying Information' means a person's credit card account information, debit card information, bank account information and drivers license information and for a natural person includes their social security number, mother's birth name, and date of birth.
- j) 'Red Flag' means a pattern, practice, or specific activity that indicates the possible existence of identity theft.
- k) 'Service Provider' means a person that provides a service directly to or for the benefit of the County.

Section - 4. Findings.

- 1) The County is a creditor pursuant to 16 C F R § 681.2 due to its provision or maintenance of covered accounts for which payment is made in arrears.
- 2) Covered accounts offered to customers for the provision of county services include any service provided by or on behalf of the County on credit to citizens and accepts payments for such services in arrears.
- 3) The County's has no previous experience with identity theft related to covered accounts.
- 4) The processes of opening a new covered account, restoring an existing covered account, and making payments on such accounts have been identified as potential processes in which identity theft could occur.
- 5) The County limits access to personal identifying information to those employees responsible for or otherwise involved in opening or restoring covered accounts or accepting payment for use of covered accounts. Information provided to such employees is entered directly into the County's computer system and is not otherwise recorded.
- 6) The County determines that there is a low risk of identity theft occurring in the following ways (if any):
 - a. Use by an applicant of another person's personal identifying information to establish a new covered account;
 - b. Use of a previous customer's personal identifying information by another person in an effort to have service restored in the previous customer's name;
 - c. Use of another person's credit card, bank account, or other method of payment by a customer to pay such customer's covered account or accounts; and
 - d. Use by a customer desiring to restore such customer's covered account of another person's credit card, bank account, or other method of payment .

Section - 5. Process of Establishing a Covered Account.

- 1) As a precondition to opening a covered account with County, each applicant shall provide the County with personal identifying information, such as:
 - a) Proof of Residency (providing name and address). Examples include, but are not limited to: A utility bill, mortgage or rent statement, any document issued by the State of North Carolina or any of its political subdivisions, etc.
 - b) Proof of Identity. Examples include, but are not limited to: government issued picture identification card, certified birth certificate, US Military identification, valid passport, etc.
 - c) A government-issued picture identification must be one of the forms of identification presented.

Section - 6. Access to Covered Account Information.

- 1) Access to customer accounts shall be password protected and shall be limited to authorized county personnel.
- 2) Such passwords shall be changed by time expiration every ninety (90) days, shall be at least six (6) characters in length, and may contain letters and numbers.
- 3) Any unauthorized access to or other breach of customer accounts is to be reported immediately to the County Manager and the password changed immediately.
- 4) Personal identifying information included on customer accounts is considered confidential and any request or demand for such information shall be immediately forwarded to the County Manager and the County Attorney.

Section - 7. Credit Card Payments.

- 1) In the event that credit card payments that are made over the Internet are processed through a third party service provider, such third party service provider shall certify that it has an adequate identity theft prevention program in place that is applicable to such payments.
- 2) All credit card payments made over the telephone or the County's website shall be entered directly into the customer's account information on the computer database.
- 3) Account statements and receipts for covered accounts shall include only the last four digits of the credit or debit card or the bank account used for payment of the covered account.

Section - 8. Sources and Types of Red Flags.

All employees responsible for or involved in the process of opening a covered account, restoring a covered account or accepting payment for a covered account shall check for red flags as indicators of possible identity theft and such red flags may include:

- 1) Alerts from consumer reporting agencies, fraud detection agencies or service providers. Examples of alerts include but are not limited to:
 - a. A fraud or active duty alert that is included with a consumer report.
 - b. A notice of credit freeze in response to a request for a consumer report.
 - c. A notice of address discrepancy provided by a consumer reporting agency.
 - d. Indications of a pattern of activity in a consumer report that is inconsistent with the history and usual pattern of activity of an applicant or customer, such as:
 - i. A recent and significant increase in the volume of inquiries.

- ii. An unusual number of recently established credit relationships.
 - iii. A material change in the use of credit, especially with respect to recently established credit relationships; or
 - iv. An account that was closed for cause or identified for abuse of account privileges by a financial institution or creditor.
- 2) Suspicious documents. Examples of suspicious documents include:
 - a. Documents provided for identification that appears to be altered or forged.
 - b. Identification on which the photograph or physical description is inconsistent with the appearance of the customer.
 - c. Identification on which the information is inconsistent with information provided by the customer.
 - d. Identification on which the information is inconsistent with readily accessible information that is on file with the financial institution or creditor, such as a signature card or a recent check or other information.
 - e. An application that appears to have been altered or forged, or appears to have been destroyed and reassembled.
- 3) Suspicious personal information, such as suspicious address change. Examples of suspicious identifying information include:
 - a. Personal identifying information that is inconsistent with external information sources. For example:
 - i. The address does not match the address on the consumer report.
 - ii. The SSN has not been issued, or is listed on the Social Security Administration's Death Master File.
 - b. Personal identifying information provided by the customer is not consistent with other personal identifying information provided by the customer, such as a lack of correlation between the SSN range and the date of birth.
 - c. Personal identifying information or a phone number or address, is associated with known fraudulent applications or activities as indicated by internal or third-party sources used by the financial institution or creditor.
 - d. Other information provided, such as fictitious mailing address, mail drop addresses, jail addresses, invalid phone numbers, pager numbers, or answering services, is associated with fraudulent activity.
 - e. The SSN provided is the same as that submitted by other applicants or customers.
 - f. The address or telephone number provided is the same as or similar to the account number or telephone number submitted by an unusually large number of applicants or customers.
 - g. The applicant or customer fails to provide all required personal identifying information on an application or in response to notification that the application is incomplete.
 - h. Personal identifying information is not consistent with personal identifying information that is on file with the financial institution or creditor.
 - i. The applicant or customer cannot provide authenticating information beyond that which generally would be available from a wallet or consumer report.
- 4) Unusual use of or suspicious activity relating to a covered account. Examples of suspicious activity include:
 - a. Shortly following the notice of a change of address for an account, county receives a request for the addition of authorized users on the account.
 - b. A new revolving credit amount is used in a manner commonly associated with known patterns of fraud problems.

- i. The customer fails to make the first payment or makes an initial payment but no subsequent payments.
 - c. An account is used in a manner that is not consistent with established patterns of activity on the account. There is, for example:
 - i. Nonpayment when there is no history of late or missed payments.
 - ii. A material change in purchasing or spending patterns.
 - d. An account that has been inactive for a long period of time is used, taking into consideration the type of account, the expected pattern of usage and other factors.
 - e. Mail sent to the customer is returned repeatedly as undeliverable although transactions continue to be conducted in connection with the customer's account.
 - f. The county is notified that the customer is not receiving paper account statements.
 - g. The county is notified of unauthorized charges or transactions in connection with the customer's account.
 - h. The county is notified by the customer, law enforcement or other person that it has opened a fraudulent account for a person engaged in identity theft.
- 5) Notice from customers, law enforcement, victims, or other reliable sources regarding possible identity theft or phishing relating to covered accounts.

Section - 9. Prevention and Mitigation of Identity Theft.

- 1) In the event that any county employee responsible for or involved in restoring an existing covered account or accepting payment for a covered account becomes aware of red flags indicating possible identity theft with respect to existing covered accounts, such employee shall use his or her discretion to determine whether such red flag or combination of red flags suggests a threat of identity theft. If, in his or her discretion, such employee determines that identity theft or attempted identity theft is likely or probable, such employee shall immediately report such red flags to his or her supervisor. If, in his or her discretion, such employee deems that identity theft is unlikely or that reliable information is available to reconcile red flags, the employee shall convey this information to his or her supervisor, who may in his or her discretion determine no further action is necessary. If supervisor, in his or her discretion, determines that further action is necessary, a county employee shall perform one or more of the following responses, as determined to be appropriate by the supervisor.
 - a. Contact the customer.
 - b. Make the following changes to the account if, after the contacting the customer, it is apparent that someone other than the customer has accessed the customer's covered account:
 - i. Change any account numbers, passwords, security codes, or other security devices that permit access to an account.
 - ii. Close the account.
 - c. Cease attempts to collect additional charges from the customer and decline to sell the customer's account to a debt collector in the event that the customer's account has been accessed without authorization and such access has caused additional charges to accrue.
 - d. Notify a debt collector within a period of fifteen (15) days of a discovery of likely or probably identity theft relating to a customer account has been sold to such debt collector.

- e. Notify law enforcement, in the event that someone other than the customer has accessed the customer's account causing additional charges to accrue or accessing personal identifying information.
 - f. Take other appropriate action to prevent or mitigate identity theft.
 - 2) In the event that any county employee responsible for or involved with opening a new covered account becomes aware of red flags indicating possible identity theft with respect of an application for a new account, such employee shall use his or her discretion to determine whether such red flag or combination of red flags suggests a threat of identity theft. If, in his or her discretion, such employee determines that identity theft or attempted identity theft is likely or probable, such employee shall immediately report such red flags to his or her supervisor. If, in his or her discretion, such employee deems that identity theft is unlikely or that reliable information is available to reconcile red flags, the employee shall convey this information to his or her supervisor, who may in his or her discretion determine no further action is necessary. If the supervisor, in his or her discretion, determines that further action is necessary, a county employee shall perform one or more of the following responses:
 - a. Request additional identifying information from the applicant.
 - b. Deny the application for the new account.
 - c. Notify law enforcement of possible identity theft
 - d. Take other appropriate action to prevent or mitigate identity theft.

Section - 10. Updating the Program.

The Board of County Commissioners shall annually review and, as deemed necessary by the Board of County Commissioners, update the Identity Theft Prevention Program along with any relevant red flags in order to reflect changes in risks to customers or to the safety and soundness of the County and its covered accounts from identity theft. In so doing, the Board of County Commissioners shall consider the following factors and exercise its discretion in amending the program:

- 1) The County's experiences with identity theft.
- 2) Updates in methods of identity theft.
- 3) Updates in customary methods used to detect, prevent, and mitigate identity theft.
- 4) Updates in types of accounts that the County offers or maintains.
- 5) Updates in service provider arrangements.

Section - 11. Program Administration

The Finance Director or designee is responsible for the oversight of the program and for program implementation. The County Manager is responsible for reviewing reports prepared by staff regarding compliance with red flag requirements and with recommending material changes to the program, as necessary in the opinion of the County Manager, to address changing identity theft risks and to identify new or discontinued covered types of covered accounts. Any recommended material changes to the program shall be submitted to the Board of County Commissioners for consideration by the Board of County Commissioners.

- 1) The Finance Director or designee will report to the County Manager at least annually, on compliance with red flag requirements. The report will address material matters related to the program and evaluate issues such as:

- a. The effectiveness of the policies and procedures of county in addressing the risk of identity theft in connection with the opening of covered accounts and with respect to existing covered accounts.
 - b. Service provider arrangements.
 - c. Significant incidents involving identity theft and management's response.
 - d. Recommendations for material changes to the Program.
- 2) The Finance Director or designee is responsible for providing training to all employees responsible for or involved in opening a new covered account, restoring an existing covered account or accepting payment for a covered account with respect to the implementation and requirements of the Identity Theft Prevention Program. The Finance Director or designee shall exercise his or her discretion in determining the amount and the substance of training necessary.

Section - 12. Outside Service Providers.

In the event that the County engages a service provider to perform an activity in connection with one or more covered accounts the Finance Director or designee shall exercise his or her discretion in reviewing such arrangements in order to ensure, to the best of his or her ability, that the service provider's activities are conducted in accordance with policies and procedures, agreed upon by contract, that are designed to detect any red flags that may arise in the performance of the service provider's activities and take appropriate steps to prevent or mitigate identity theft.

Article 2. Treatment of Address Discrepancies

Section - 1. Short Title.

Treatment of Address Discrepancies.

Section - 2. Purpose.

Pursuant to 16 C F R § 681.1, the purpose of this Article is to establish a process by which the county will be able to form a reasonable belief that a consumer report relates to the consumer about whom it has requested a consumer credit report when the county has received a notice of address discrepancy.

Section - 3. Policy.

In the event that the county receives a notice of address discrepancy, the county employee responsible for verifying consumer addresses for the purpose of providing the county service or account sought by the consumer shall perform one or more of the following activities, as determined appropriate by such employee:

- 1) Compare the information in the consumer report with:
 - a. Information the county obtains and uses to verify the customer's identity in accordance with the requirements of the Customer Information Program rules implementing 31 U.S.C. § 5318(1);
 - b. Information the county maintains in its own records, such as applications for service, change of address notices, other customer account records or tax records

- c. Information the county obtains from third party sources that are deemed reliable by the relevant county employee
- 2) Verify the information in the consumer report with the consumer.

Section 4. Furnishing Consumer's Address to Consumer Reporting Agency.

- 1) In the event that the County reasonably confirms that an address provided by a consumer to the county is accurate, the county is required to provide such address to the consumer reporting agency from which the county received a notice of address discrepancy with respect to such consumer. This information is required to be provided to the consumer reporting agency when:
 - a. The county is able to form a reasonable belief that the consumer report relates to the consumer about whom the county requested the report.
 - b. The county establishes a continuing relation with the consumer.
 - c. The county regularly and in the ordinary course of business provides information to the consumer reporting agency from which it received the notice of address discrepancy.
- 2) Such information shall be provided to the consumer reporting agency as part of the information regularly provided by the county to such agency for the reporting period in which the County establishes a relationship with the customer.

Section 5. Methods of confirming consumer addresses.

The county employee charged with confirming consumer addresses may, in his or her discretion, confirm the accuracy of an address through one or more of the following methods:

- 1) Verifying the address with the consumer.
 - 2) Reviewing the county's records to verify the consumer's address.
 - 3) Verifying the address through third party sources.
 - 4) Using other reasonable processes.
2. That this resolution shall become effective on November 1, 2008.

This the ____ day of October, 2008.

ATTEST

BOARD OF COMMISSIONERS FOR THE
COUNTY OF BUNCOMBE

KATHY HUGHES, CLERK

BY: _____
NATHAN RAMSEY, CHAIRMAN

APPROVED AS TO FORM

COUNTY ATTORNEY