



Visa Security Tips Sheet

Get fast access to our most important security resources.

Being proactive and reacting quickly can help you avoid being a victim of fraud or identity theft.

Protect Yourself

Card security checklist

Make sure you've done the following to protect your Visa card:

- Sign on the signature panel
- Chosen a PIN that is unique and secret
- Memorized your PIN
- Made a list of all your cards and numbers and stored them in a safe place

ID Theft Checklist

Recommendations to help prevent ID Theft:

- Check your paper statement immediately upon receipt—if possible, monitor your account activity more frequently online
- Keep financial information secure, preventing access from family members, friends and neighbors
- Shred financial information before discarding

React Quickly

Reporting a lost Visa card

Call the Visa Global Customer Assistance Center toll-free at **1-800-847-2911**.

Reporting lost Visa travelers cheques

Call Visa Travelers Cheque Global Refund and Assistance Center at **1-800-227-6811**.

Reporting suspected email fraud

If you suspect you have received a fraudulent email from Visa, contact phishing@visa.com.

Forward other suspected fraudulent emails to the Better Business Bureau at nophishing@cbbb.bbb.org.

Reporting suspected identity theft (5 steps)

1. Call Visa Identity Theft Assistance at **1-866-ID-HOTLINE** or visit www.callforaction.org for counseling

2. Contact a credit bureau

Equifax

www.equifax.com

800-525-6285 (Fraud Hotline)

800-685-1111 (Report Order)

P.O. Box 740250

Atlanta, GA 30374

Experian

www.experian.com

888-397-3742 (Fraud Hotline)

888-397-3742 (Report Order)

P.O. Box 9556

Allen, TX 75013

TransUnion

www.transunion.com

800-680-7289 (Fraud Hotline)

800-916-8800 (Report Order)

P.O. Box 6790

Fullerton, CA 92634

3. File a police report

4. Contact creditors fraud departments

5. File a complaint with the FTC at

[https://rn.ftc.gov/pls/dod/widtpubl\\$.startup?Z_ORG_CODE=PU03](https://rn.ftc.gov/pls/dod/widtpubl$.startup?Z_ORG_CODE=PU03)