

10:00 AM

10:01 AM

10:02 AM

10:03 AM, 2016

Good afternoon and thank you for joining us. Today we are unveiling new features on the Federal Trade Commission's website, IdentityTheft.gov, that will make it easier for many Americans to report and recover from identity theft.

Each year millions of consumers are victims of identity theft. According to the Department of Justice, 17.6 million people were victims in 2014. At the FTC, identity theft is one of our top consumer complaints. Last year, we received more than 490,000 identity theft complaints, a 47% increase over the year before.

These numbers are striking, but at its core, identity theft can be a difficult and challenging personal experience. Most of us have friends and family whose personal information was used to open a new account or whose children's information was stolen by identity thieves or even experienced identity theft ourselves. Here at the FTC, we understand how frustrating it is to recover one's identity. We know that for many victims, it can take several months or even several years to overcome the financial and emotional toll.

That is why today I am pleased to share new features on IdentityTheft.gov that will help reduce the lost time and frustration that often accompanies identity theft.

Here is a brief summary of what users can expect when they visit the revamped IdentityTheft.gov which is available in both English and Spanish. Once users click on the "Get Started" button on the home page, they will be prompted to enter information that applies to them and describes their particular situation. For example, someone could check off a box indicating that their personal information was used to open a credit card account. The information a user enters will then be used to build a personal recovery plan, which will list a series of steps

