#### **RESOLUTION NO. 2009-12**

# A RESOLUTION ADOPTING AN IDENTITY THEFT PREVENTION PROGRAM TO BE IN COMPLIANCE WITH THE FEDERAL TRADE COMMISSION'S RED FLAG RULE

**WHEREAS**, the Town of Speedway, Indiana through its Town Council (the "Town") operates a municipal water utility pursuant to IC 8-1.5 et seq.; and

WHEREAS, the Town operates a municipal sewage utility pursuant to IC 36-9-23; and

WHEREAS, the Federal Trade Commission (the "FTC"), in conjunction with other federal agencies, has adopted rules to implement the Fair and Accurate Credit Transactions Act of 2003 (the "Act") which rules require covered creditors to adopt and implement a written Identity Theft Prevention Program (the "Program") to detect, prevent and mitigate identity theft in connection with the opening of certain accounts or certain existing accounts; and

WHEREAS, the FTC has determined that municipal utilities are subject to the regulations of the Act and must comply by adopting the Program; and

WHEREAS, the Town has designed a program to fit the Town of Speedway utility operation and such program is set forth in Exhibit A; and

WHEREAS, the Town recognizes that the Program will be an ongoing process and desires to implement a base Program to comply with the Act.

**BE IT RESOLVED**, by the Town Council of the Town of Speedway that:

- <u>Section 1</u>. The Town of Speedway through its Town Council does hereby recognize the requirements of the Act for application to the Town's water and sewage utilities.
- <u>Section 2</u>. The preliminary program as set forth in <u>Exhibit A</u> (the "Town's Program") is hereby adopted as the policy of the water and sewage utilities.
- Section 3. The Town shall periodically review, revise and improve the Town's Program to achieve and remain in compliance with the Act.

# ADOPTED AND APPROVED this 27 day of April, 2009.

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TOWN COUNCIL OF THE TOWN OF SPEEDWAY, INDIANA
Eileen Fisher, President
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William Suffel, Vice President
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Jeff Hartman, Member
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Lucinda Hillmer, Member
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Gary L. Raikes, Member
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ATTEST:

Sharon L. Zishka, Clerk-Treasurer

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#### **EXHIBIT A**

# IDENTITY THEFT PREVENTION PLAN FOR SPEEDWAY UTILITIES SPEEDWAY, INDIANA

This Plan is intended to identify red flags that will alert our employees when new or existing accounts are opened using false information, protect against the establishment of false accounts, methods to ensure existing accounts were not opened using false information, and measures to respond to such events.

For questions about the application of this Plan, please contact:

Sharon Zishka Clerk-Treasurer 1450 N. Lynhurst Speedway, Indiana 46224 (317) 246-4111 Speedway Utility Billing Office Speedway Town Hall 1450 N. Lynhurst Speedway, IN 46224 (317) 246-4111

#### Risk Assessment

Speedway Utilities has conducted an internal risk assessment to determine the risk of identity theft resulting from the opening of an account with Speedway Utilities. This assessment evaluated the types of covered accounts it maintains, the methods it provides to open its covered accounts, the methods it provides to access its covered accounts and its previous experience with identity theft. The adopted Plan considered and responds to these risk factors.

#### The Plan

Speedway Utilities establishes an Identity Theft Prevention Plan (the "Plan") to detect, prevent and mitigate identity theft. The Plan consists of following components.

- 1. Procedures to open accounts to ensure the customer's identity;
- 2. Methods to detect and protect against the use of someone else's financial information in making payments;
- 3. Procedures to respond to suspected identity theft;
- 4. Delineation of procedures to protect sensitive information received from customers in opening their accounts; and

5. Ensure the Plan is updated periodically to reflect changes in risks to customers and to the safety and soundness of the creditor from identity theft.

# Primary Account Opening Procedures

Speedway Utility employees will adhere to the following procedures in initiating new accounts to protect against accounts being opened under fake names or stolen identities:

- 1. Employees will request customers applying for new accounts in person to provide a valid photo ID along with the following information:
- (a) Name
- (b) Address
- (c) Phone number
- (d) Employer
- (e) Date of birth
- (f) Social Security Number or other government issued photo identification
- 2. In reviewing the information provided by the prospective customers, employees should look for the following red flags:
- (a) Identification documents provided appear to be altered;
- (b) Any discrepancy between the information provided by the potential customer and the results of the social security check;
- (c) Photo and physical description on photo ID do not match appearance of potential customer;
- (d) Information provided by the potential customer does not match other sources of information:
- (e) Social Security Number, address or telephone number is the same as that of another customer of Speedway Utilities;
- (f) Potential customer cannot provide information requested beyond what could commonly be found in a purse or wallet; or
- (g) Identity theft is reported or discovered.
- 3. The prospective customer's Social Security Number will be entered into a reputable social security search database to ensure the number is valid and compare the reported date of birth for the provided Social Security Number with the birth date given by the customer.
- (a) If the Social Security Number provided is valid and matches the customer's date of birth, the account may be opened (unless the employee has other reasonable grounds for suspicion).

## Secondary Account Opening Procedures

- 4. Employees will request customers applying for new accounts by telephone (and we fax the contract to them for signature) to provide the following information:
- (a) Name
- (b) Address
- (c) Phone number
- (d) Employer
- (e) Date of birth
- (f) Social Security Number or other government issued photo identification
- 5. The prospective customer's Social Security Number will be entered into a reputable social security search database to ensure the number is valid and compare the reported date of birth for the provided Social Security Number with the birth date given by the customer.
- (a) If the Social Security Number provided is valid and matches the customer's date of birth, the account may be opened (unless the employee has other reasonable grounds for suspicion).
- (b) If the Social Security Number comes back invalid, raises suspicion about its validity or does not match the customer's date of birth, the employee must request the customer appear at a Speedway Utility office in person and present a valid form of photo ID to establish their identity.
- 6. Employees shall take steps to ensure an account is not opened under a false name including refusing to open an account if satisfactory identifying information is not provided.

#### Payment With Stolen Information

Employees shall put a note in the billing record of any customer who pays or attempts to use a stolen check, direct deposit from an account such customer is not authorized to use or other financial resource. Future payments from that customer must be made in cash or cash equivalent such as a money order.

#### Response to Suspected Identity Theft

Pursuant to the Plan, employees should take appropriate responses to detected red flags to prevent and mitigate identity theft. The response shall be commensurate with the degree of risk posed. Appropriate responses may include:

1. Monitor a covered account for evidence of identity theft;

- 2. Contact the customer;
- 3. Change any passwords, security codes or other security devices that permit access to a covered account;
- 4. Reopen a covered account with a new account number;
- 5. Not open a new covered account;
- 6. Close existing covered account;
- 7. Notify law enforcement by contacting the Speedway Police Department at (317) 244-9543; or
- 8. Determine no response is warranted under the particular circumstances.

# **Protecting Customer Information**

Employees shall work to protect customer information from being disclosed outside of the Speedway Utilities. The following procedures should be followed to ensure customer information is protected, but shall not foreclose an employee from using other steps to protect customer specific information:

- 1. Customer information will be entered into Speedway Utilities' computer system with paper copies destroyed in a manner that limits the ability of the information to be used by those outside of Speedway Utilities.
- 2. Any paper documents, files and electronic media containing secure information will be stored in secure areas.
- 3. Files containing personally identifiable information are kept in secure areas except when an employee is working on the file.
- 4. Employees will not leave sensitive papers out on their desks when they are away from their workstations.
- 5. Employees log off their computers when leaving their areas.
- 6. Any sensitive information shipped using outside carriers or contractors will be encrypted.
- 7. Visitors will be escorted through secure areas and no visitor will be provided entry codes.
- 8. Passwords will not be shared or posted near work stations.
- 9. Anti-virus and anti-spyware programs will be run on individual computers and on servers daily.

- 10. When sensitive data is received or transmitted, secure connections will be used.
- 11. Computer passwords will be required.
- 12. Laptop users will not store sensitive information on their laptops.
- 13. Access to customer's personal identity information is limited to employees with a "need to know."
- 14. Any access to public records request seeking sensitive data will be directed through an attorney representing Speedway Utilities to determine how Indiana or Federal law protects the disclosure of the information.

# Updating the Plan

The Plan shall be updated periodically to reflect changes in risks to customers or to the safety and soundness of the organization from identity theft based on factors such as:

- 1. The experiences of Speedway Utilities' with identify theft;
- 2. Changes in methods of identify theft;
- 3. Changes in methods to detect, prevent and mitigate identity theft;
- 4. Changes in the types of accounts that Speedway Utilities' offers or maintains;

# Oversight of the Plan

The Plan shall be updated periodically to reflect changes in risks to customers or to the safety and soundness of the organization from identity theft based on factors such as:

- 1. Oversight of the Plan shall include:
- (a) Assignment of specific responsibility for implementation of the Plan;
- (b) Review of reports prepared by staff regarding compliance; and
- (c) Approval of material changes to the Plan as necessary to address changing risks of identity theft
- 2. Reports shall be prepared as follows:
- (a) Staff responsible for development, implementation and administration of the Plan shall report to the Speedway Town Council at least annually on compliance by the organization with the Plan.
- (b) The report shall address material matters related to the Plan and evaluate issues such as:
  - (i) The effectiveness of the policies and procedures in addressing the risk of identity theft in connection with the opening of covered accounts and with respect to existing covered accounts;
  - (ii) Significant incidents involving identity theft and management's response; and
  - (iii) Recommendations for material changes to the Plan.
  - (iv) Appendix A may be used as a guideline for annually reporting on the programs.

### Oversight of Service Provider Arrangements

Speedway Utilities shall take steps to ensure that the activity of a service provider is conducted in accordance with reasonable policies and procedures designated to detect, prevent and mitigate the risk of identity theft whenever Speedway Utilities engages a service provider to perform an activity in connection with one or more covered accounts.

This Plan has been reviewed and adopted by the Speedway Town Council.

Approved this 27<sup>th</sup> of April, 2009

TOWN COUNCIL OF THE TOWN OF SPEEDWAY, INDIANA

Eileen Fisher, President

William Suffel, Vice-President

Jeff Hartman, Member

Lucinda Hillmer, Member

Gary L. Raikes, Member

ATTEST:

Sharon L. Zishka, Clerk-Treasurer