

# Identity Theft Abroad



## The situation

A client's purse, which contained personal information, as well as debit cards, loyalty cards, photos and her French and Russian driver's licences, was stolen. Although she had cancelled all her cards, she was still very concerned about identity theft at home and abroad, as critical personal information was lost.

## Assistance

A security specialist spoke to the client and provided her with advice and assistance. She was advised to acquire a credit report, using a promotional code provided by red24, and was sent a red24 identity theft pack. A follow-up call was arranged due to the client's unease with the situation.

When the client was contacted several days later, she informed the security specialist that she had not yet received her Equifax credit report. The specialist working on her case contacted Equifax on her behalf, and arranged another follow-up call to ensure that everything was in order once she received her report.

The client did not require further assistance and was very impressed with the service she had received from red24.