Good afternoon, my name is LaVonda Rae Thompson and I am a victim of identity theft.

My nightmare began on Monday, February 28, 2011. That day my accountant was in the process of e-filing my federal tax return. He received a message from his software provider alerting him that a tax return had already been filed for me. He responded by advising that it could not be filed already because he is trying to file it now. He then called the IRS and they in fact confirmed that a return had been filed in my name. My accountant called me and told me what had happened. He gave me the number to the IRS to call and find out what the person used to file their return because they could not release that information to him. I called and was told they could not tell me anything.

Once I got home from work, I called the IRS again and spoke with Mr. Baird, IRS number 1000348798. He told me what I had to do as far as filing an Identity Theft Affidavit with copies of my driver's license and social security card, calling the Federal Trade Commission, filing a police report, contacting the credit bureau and social security office. Once I finished speaking with him, I called the Federal Trade Commission and spoke with an employee whose name is Mark. He took a complaint and gave me a confirmation number, 29452323. I called social security and was informed that I had to call the Federal Trade Commission and I informed the representative that I had just talked to someone. She said ok and wished me good luck. That day she said that I was the fifth person that she had spoken with who had their identity stolen.

On February 28, 2011, I filed an incident report with the York County Pennsylvania District Attorney's Office.

On March 1, 2011, I filed a police report with the York City Police Department. The Detective found out who did it but he could not charge the person because that person in reportedly located in the state of New Jersey. He was told the IRS would bring charges against them.

On March 15, 2011, I forwarded a letter to the IRS with the following documents: identity theft affidavit form 14039, preparer explanation for not filing electronically form 8948, incident investigation information, copies of my social security card and Pennsylvania driver's license.

On March 16, 2011, at approximately 10:25 a.m., I called to get some information on my case because they would not release it to the Detective and he wanted me to call and get it. **I spoke with the most rude and discourteous person I have ever spoken with in my life.** When I asked her about my case, she proceeded to yell and scream at me. When I asked for her name and ID number again because she said it so fast when she answered the telephone, the phone went silent. She had hung up the telephone. I then called the Detective and told him what happened. He told me to calm down and call back and hopefully I would get another person. At 10:30 a.m. I called back and Mrs. Bennett, IRS number 1000226568 answered. I could not stop crying and told her what had just happened to me when I had called a few moments earlier. Mrs. Bennett kept apologizing for the previous person, which she is not required to do so. She informed me that the person used my social security number and first

and last name, no middle initial, to file that return. Once my return was received, the IRS considered it to be a duplicate return.

On March 18, 2011, I wrote a letter to the IRS about the situation on March 16, 2011 and I did not get a response.

Aren't telephone calls monitored by the IRS for the purpose of hearing what is being said? Is this unhelpful attitude toward the public a single incident or is it a general attitude? Isn't monitoring of calls a standard practice to allow employee oversight?

On March 30, 2011 at 11:10 a.m., I called again to get an update and spoke with Mrs. Dandridge, IRS number 1000341362. She informed me that it would take 16 weeks to 6 months for me to receive my refund because of the identity theft. I thanked her for her help.

I had to close my checking and savings accounts and get a new one and order new checks because of this. An added expense albeit a minor one but one which I did not need.

I had to pull my credit reports and luckily, so far, there has not been activity on the part of the thief. I had to put a 90-day alert on my social security number. The confirmation number for that is 1059025974. On May 10, 2011, I wrote a letter to Experian, a credit reporting entity, to put a permanent alert on my social security number. On May 17, 2011, I wrote letters to TransUnion and Equifax, also credit reporting entities, requesting the same.

I cannot apply for any credit because if I do, my social security number is flagged for identity theft. I would have to show my identity theft affidavit to wherever I would go.

You may not be able to know how stressful this has been. I can't sleep. I wonder what the person will do next as far as trying to get credit cards or anything in my name.

Now since this has happened, I am told the IRS will monitor my social security number for the next 3 years. When I file my tax return, it will take longer for them to process because of this.

What, if anything, is the IRS doing to rectify that this does not happen again to me or another person?

In my work history, I have had occasion to see and work with victims of crime. I have seen the calming and encouraging effect, a policeman, a prosecutor and others involved in the criminal justice system have had on victims of crime. The system I worked with made every effort to avoid victimizing a victim a second time. The way I feel I have been treated by the IRS system has made me a victim a second time.

I ask and wonder now how many people have had the same unpleasant experience.

Thank you for your attention.

BIOGRAPHY

My name is LaVonda Rae Thompson. I am 52 years of age. I have three children (a daughter and two sons) and four grandchildren, with a granddaughter due in August.

I work in the judicial system as a Judicial Administrative Assistant. I have held this position for thirteen years. Prior to that position, I worked in the York County District Attorney's Office. I also worked in private practice for one attorney and in the York County Prothonotary's Office.

I am a cancer survivor.

Committee on Oversight and Government Reform
Witness Disclosure Requirement – "Truth in Testimony"
Required by House Rule XI, Clause 2(g)(5)

Name:

1. Please list any federal grants or contracts (including subgrants or subcontracts) you have received since October 1, 2008. Include the source and amount of each grant or contract.

None

2. Please list any entity you are testifying on behalf of and briefly describe your relationship with these entities.

None

3. Please list any federal grants or contracts (including subgrants or subcontracts) received since October 1, 2008, by the entity(ies) you listed above. Include the source and amount of each grant or contract.

None

I certify that the above information is true and correct.

Signature: Lavonda P. Thompson

Date: 5.31.2011