

**Ally Financial Webinar Series**  
***Refining Your Finances For The Holidays And Beyond:  
Identity Theft***



# Housekeeping

- All lines have been muted upon entry to reduce background noise
- This session is being recorded and will be posted on our website within a week (FOC-network.org)
- We will distribute the slides and the recording after this session
- Please enter any questions you have into the chat box – we will answer at the end

# Agenda

- **Welcome - The Ally Signature Program**

Laine Rolong, Program Officer Family Income and Wealth Building LISC

- **Identity Theft – Methods used by Identity Thieves and How to Protect Yourself**

William Cheeks, Presenter, Ally Wallet Wise

Brittany Bartholomew, Presenter, Jane Addams Resource Corporation – Chicago



- **Q&A**

# The Ally Signature Program




**LISC**  
**ally**

## Portraits of Impact

CITY  
Charlotte

PROGRAM PARTNER  
INLIVIAN

PROGRAM FUNDER  
Ally Financial



**Tisha Alexander | NEW HOMEOWNER**

Tisha Alexander long dreamed of becoming a homeowner. When the single mother moved her family from NJ to Charlotte, NC a few years ago, she learned about a homeownership program run by INLIVIAN with support from Ally and decided to take the leap.

Alexander encountered obstacles along the way. For example, as a med-tech, she is an essential worker who worked over-time during the pandemic. The jump in her income caused her to lose access to down payment assistance she needed to make her loan packet work. Fortunately Alexander had the folks at INLIVIAN on her side, who helped her work through the complications with her financing.


"I almost gave up, but with the help of everybody pushing me, I finally did it," said Alexander. She closed last summer and is excited to celebrate the holidays in her new home.

## Portraits of Impact

CITY  
Jacksonville, FL

PROGRAM PARTNER  
Beaver Street  
Enterprise Center

PROGRAM FUNDER  
Ally Financial



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### Annie Brown | ENTREPRENEUR

Annie Brown opened her business, Annie Wilson Homecare, nearly 20 years ago to help people with the chores of life, like light housekeeping or transportation to a doctor's appointment. To take her business to the next level, which means adding home health care services, Brown needed to improve her credit. She raised her score by 150+ points and paid off almost all her debts thanks to a financial coaching program run by Beaver Street Enterprise Center with support from Ally. When COVID-19 hit and she lost some clients, the financial coach helped Brown obtain a Paycheck Protection Program loan and create a plan to keep revenues stable as the pandemic continues.

"The program is giving me encouragement to step up and do a little bit more," says Brown. "I would not have done as much if not for you all, especially because of COVID-19."



# Identity Theft – Methods used by Identity Thieves and How to Protect Yourself

*William Cheeks, – Presenter, Ally Wallet Wise*





# **From the Field - Sharing Best Practices**

*Brittany Bartholomew, Presenter, Jane Addams Resource Corporation – Chicago*

# When Does Identity Theft, Fraud and Protection Come Up in Financial Coaching?

When identification papers or materials are stolen.

Mysterious or inaccurate information is found on a credit report

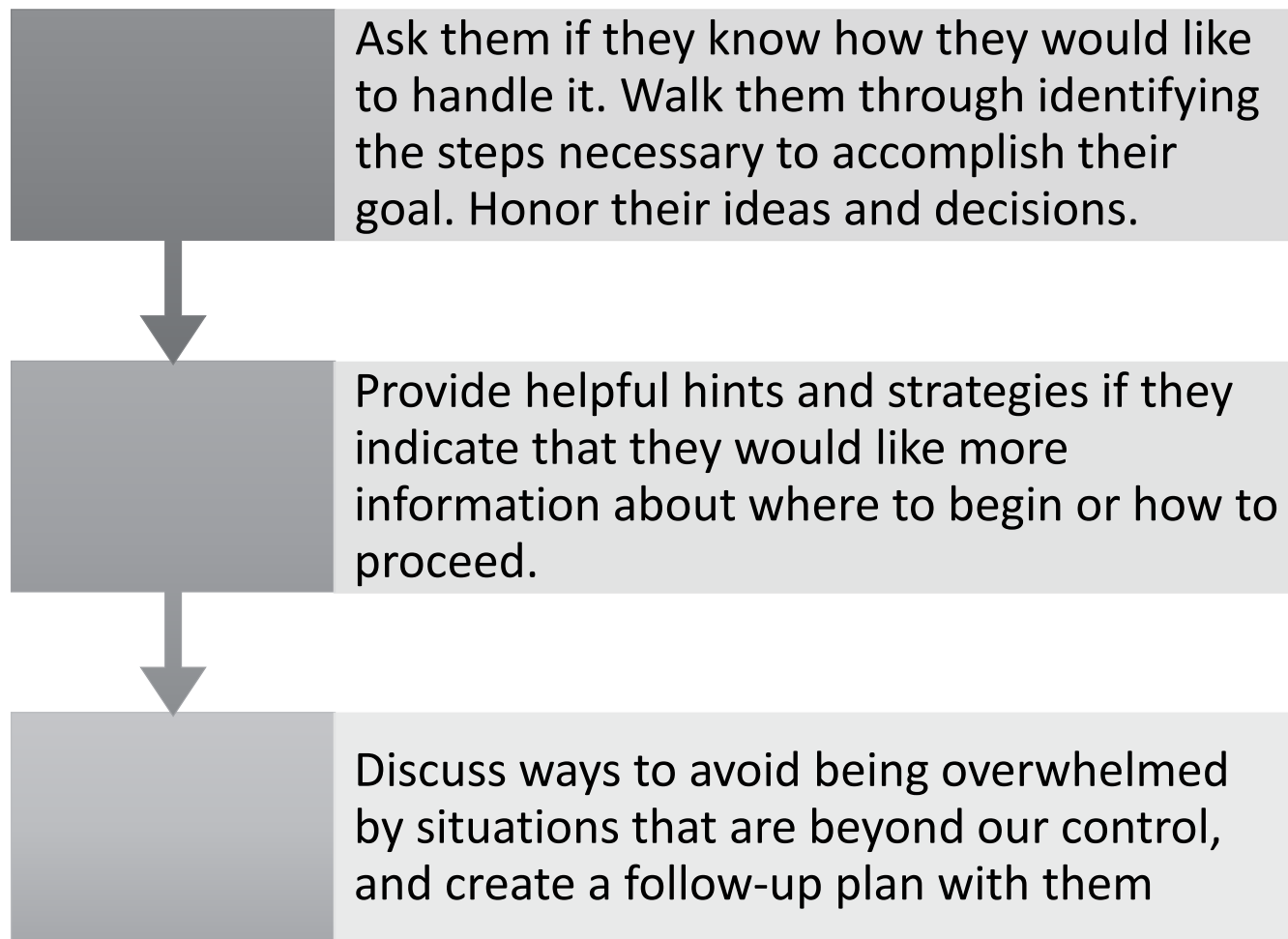
Suspicious charge on a Credit card



What other examples can you share?



## How to Talk About Identity Theft, Fraud, and Protection When it Comes Up in Coaching



# Documentation in Salesforce

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## Service Entries

- Select all topics that you discussed
  - Indicate the status of each topic and any other important details.
- Add case notes

## Action Plans

- Document the start date and the overarching plan of the goal in the Vision Narrative Section
- Document action steps by creating ECM goals

## Credit Reports

- Pull first credit report if you haven't already done so.
- Pull an additional credit report once issue is resolved and enter updated report in Salesforce

## Balance Sheets

- If a line of credit is updated on their credit report, be sure to update their balance sheet

# Questions?



# Upcoming Webinars Series

Jan 12, 2021 | The Value of Using **Debt Management Strategies**

Feb 09, 2021 | **Banking:** Working with Financial Institutions to Manage Personal Finances



