# Former Reporter Exposes Identity Theft Journey and Support Systems After Bank Account Theft



In an exposé by former Boston Globe reporter Linda Matchan, a detailed account of her two-year journey to uncover the mechanisms of identity theft and the available support systems is presented. This journey began after an impersonator stole $5,000 from her bank account.

Matchan’s investigative efforts revealed critical insights and practical advice on handling such incidents. Following the theft, a financial adviser instructed her to act swiftly to mitigate the damage. Resources such as the Identity Theft Resource Center (ITRC) and the Federal Trade Commission offer assistance to victims, with the latter providing guidance through its “What To Do If Your Identity Is Stolen” resource.

Repeated attempts to recover her stolen funds led Matchan to repeatedly contact Bank of America and even travel 200 miles to a specific branch, where a manager eventually assisted her.

Her experience highlighted the psychological toll of identity theft, especially for those financially vulnerable. According to a 2023 ITRC report, 16% of identity theft victims have contemplated suicide, up from previous years.

In terms of structural support, Matchan pointed out that centralized help in the United States is lacking. She referenced the United Kingdom's new initiative, which allocated $125 million to bolster law enforcement’s response to fraud, including the formation of a National Fraud Squad with around 400 investigators.