



Case

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Case 495-Fraud
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Opened
01/15/2026
Days Open
Less than 24 hours
Last modified
01/15/2026
Intake Method
Hotline Web
Status
In Process

Alert Status
None

Case Details

View Versions

New Translation

Reported tier information

Case type:
Allegation

Intake method:
Hotline Web

Location

Organization/Building name:
City of Las Cruces, NM (Public)

Location/Address:

Synchrony Bank (Place where account was opened unknown)

City:

Las Cruces

State/Province:

NM

ZIP/Postal code:

88001

Country/Territory:

United States

Location Name:

City of Las Cruces Main

Reporter Information**Reporter anonymous:**

No

Reporter first name:

Diana

Reporter last name:

Barraza Ontiveros

Phone number:

6015298537

Email address:

dibaon@gmail.com

Contact availability:

Anytime

Case Information**Relationship to the Company or Organization?**

Other

Please identify the person(s) engaged in this behavior:

Unknown

Do you suspect or know that a supervisor or management is involved?

No

Is management aware of this problem?

No

What is the general nature of this matter?

Someone opened a credit account under my name with Synchrony Bank on December. I have set alerts with Experian and Equifax, and called the bank to have the account closed, but I was instructed to file a police report as well.

Where did this incident or violation occur?

I received an email notification. I do not know where they opened the account.

Please provide the specific or approximate time this incident occurred:

December 24, 2025

How long do you think this problem has been going on?

1 to 3 months

How did you become aware of this violation?

Other

If other, how?

Email notification by Experian

Please identify any persons who have attempted to conceal this problem and the steps they took to conceal it:

N/A

Case Details:

N/A

Legacy information

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