

PALM BEACH GARDENS POLICE DEPARTMENT		
IDENTITY THEFT INVESTIGATIONS		
POLICY AND PROCEDURE 4.2.2.15		
Effective Date : 07/06/2015	Accreditation Standards: CALEA 42.02.08 CFA	Review Date: 07/01/2016

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PURPOSE: To establish agency procedures for investigation, assisting victims, and providing prevention education of identity theft crimes.

SCOPE: This policy and procedure applies to all Patrol and Investigations officers.

REVIEW RESPONSIBILITY: Investigations Bureau Major

POLICY: Identity theft poses a significant public threat, resulting in destroyed credit and costing billions of dollars each year. It is this Department's policy that identity theft is investigated with the same care as other crimes. Investigations of identity theft are conducted to the fullest extent possible depending on the amount of available information and evidence.

PROCEDURE

1. IDENTITY THEFT REPORTS

- a. When victims report identity theft, officers are required to take a report as mandated by Florida Statute 817.568.
- b. Officers will complete reports for identity theft crime when the victim resides in, an element of the crime occurs in, or jurisdiction is shown to be the City of Palm Beach Gardens.
- c. Identity theft will be documented on standard report forms. If available, personal information such as bank/credit card account numbers, Social Security numbers, etc. will be reported.

2. JURISDICTIONAL FACTORS

- a. Identity theft investigations can be complicated, and crimes can occur over numerous jurisdictions. As necessary, investigators shall cooperate with other law enforcement jurisdictions to share information to successfully resolve identity theft crimes. Investigators assigned to these cases will first determine the origin of the crime, and if other local, state or federal agencies should be included in the investigation. The investigator will then coordinate any required assistance from those agencies.
- b. Every attempt will be made to determine where the actual crime occurred. If that location cannot be readily determined, the location of occurrence should be reported as the victim's address.
- c. Occasionally, the victim may already know that the crime occurred in another jurisdiction, but needs a report to begin reconciling the crime with a bank or credit card company. In these cases a report will be completed for the victim. When investigators receive the report it can be referred to another jurisdiction, and the report will be available for banks or other investigators.

3. VICTIM SUPPORT INFORMATION

- a. Officers will provide information to the victim, as available, to assist in bringing the investigation to a successful conclusion. Victims may be confused as to where to turn to re-establish damaged credit, personal identity, etc. and should be referred to the Federal Trade Commission's web site or phone number.

4. PUBLIC NOTIFICATION

- a. If the need to notify the public regarding an identity theft investigation should arise, such notification will follow authorized media guidelines. No personal information of victims should be released. Officers assigned to the Community Involvement Unit (CIU) will be prepared to provide public information on the prevention of identity theft as part of their crime prevention activities. The Department may also work to educate the public on identity theft issues with public service announcements and website postings when appropriate.

INDEX AS:

- IDENTITY THEFT INVESTIGATION

RESPONSIBILITY INDEX

- OFFICERS
- INVESTIGATORS
- CIU

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APPROVED:

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