

GENERAL ORDER

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V.3:06

Distribution: All Employees

Subject: **IDENTITY THEFT INVESTIGATIONS**

Index as: Identity Theft Personal Information Theft, Identity

Accreditation Standards: 42.2.8

Cross Reference: §817.568, F.S.S.

Replaces: I.O. V.3:6, Identity Theft Investigations (November 21, 2007)

This Order establishes policy and procedure related to reporting and investigating crimes involving identity theft. This Order consists of the following sections:

- I. Policy
- II. Definitions
- III. Reporting Identity Theft
- IV. Follow-up Investigation
- V. Name-clearing Corrections
- VI. Identity Theft Prevention

I. POLICY

A. Identity theft costs businesses and individual consumers billions of dollars. Significant credit problems and financial loss may affect victims for years. Additionally, the crime of identity theft has been linked to terrorist activity as it may provide both funds and illicit documents.

B. It is the policy of the St. Petersburg Police Department to thoroughly investigate and to accurately document reported incidents of identity theft.

II. DEFINITIONS

A. Identity Theft – A criminal act or an attempt to use or possess the personal information of another, without authorization, with intent to commit fraud. Identity theft is a crime against an individual; therefore, businesses which have information compromised are not victims of identity theft as defined by statute.

B. Personal Information – Any name or number that may be used alone or in conjunction with any other information to identify a specific individual.

III. REPORTING IDENTITY THEFT

A. An Officer investigating an allegation of identity theft shall file a police report when a victim knows or reasonably suspects their personal information has been unlawfully used by another in violation of Florida Statute.

1. Geographic jurisdiction over the crime does not prevent taking an original report on behalf of the victim. The report will be titled *Identity Theft* and routed to the Economic Crimes Unit (ECU), Investigative Services Bureau.

2. Department personnel conducting the initial investigation shall provide the victim with an *ID Theft Affidavit* ([J:\Forms\ID THEFT AFFIDAVIT Victim Information 1.pdf](#)), which is to be completed by the victim and attached to the police report.

3. The report will contain the following information, if available:

- a. Contact information for companies and representatives who may be aware of the reported identity theft and who are working with the victim.
- b. Account number(s) where the fraudulent activity has occurred.
- c. Type of credit or services received by suspect(s); e.g., water, electric or cable services, etc.
- d. Date the account was opened or the card issued.
- e. Amount of credit or charges obtained.
- f. Location where application items were delivered; *i.e.*, Internet, phone or written application at the time the account was initially opened.

B. The victim will be provided with the report number at the time of the investigation and be advised how to obtain a copy of the report. This information will assist them as many credit agencies require a copy of the police report to initiate the removal of fraudulent activity from their credit report.

C. All identity theft reports shall be forwarded to the ECU for follow-up investigation.

IV. FOLLOW-UP INVESTIGATION

A. The Supervisor, Economic Crimes Unit, will review all police reports involving identity theft.

B. If the Department has jurisdiction, the reports will be assigned to an ECU Detective for follow-up investigation based upon solvability factors.

C. If the Department does not have jurisdiction, the ECU shall:

1. Refer the matter to the appropriate law enforcement agency.
2. Notify the victim of the referral.
3. Serve as a local point of contact for any assistance that may be required by the agency having jurisdiction.

D. Whether the Department has jurisdiction or not, personnel shall provide all reasonable assistance, information and documents which do not compromise the investigation, to victims of identity theft in order to assist them in their efforts to correct any official records.

V. NAME-CLEARING CORRECTIONS

A. The Manager, Records and Evidentiary Services Division (RES), serves as the Department's coordinator for requests to amend official records related to the victim which arise out of identity theft investigations.

B. Upon receipt of such request from the Florida Department of Law Enforcement (FDLE) to correct official records (e.g., FCIC and NCIC records) they will evaluate the request to determine if it is in the best interest of law enforcement to comply with the request. The Manager shall consider, but is not limited to:

1. The number of the incidents involved.
2. The victim's and the offender's name, if known, and any alias (AKA) which may relate to the investigation(s).
3. Dates of the incidents.
4. Nature of the incidents.
5. Status of the offender, if known.

C. Name clearing requests received from citizens will be referred by RES to the FDLE Compromised Identity Section.

VI. IDENTITY THEFT PREVENTION

A. The Department shall make information available to the public about the threat of identity theft and how to prevent being a victim of this crime.

B. Upon request, personnel from Crime Prevention, Uniform Services Bureau or the Economic Crimes Unit may be made available for presentations to further the awareness and prevention of the crime of Identity theft.

Anthony Holloway
Chief of Police