



CHEVY CHASE
VILLAGE
POLICE
DEPARTMENT

Police Chief: John Fitzgerald

GENERAL ORDER: 5-59 IDENTITY THEFT

DATE: 4/17/2015 Pages: 1 ◇ New ◇ Amended ◆ Revised 5-59

CALEA: 42.2.8-a-b-c-d-e

I. POLICY

Chevy Chase Village Police Officers will document all incidents of identity theft in a written report regardless of where the victim resides.

Identity crime is the fastest and most serious economic crime in the United States. Although identity crime presents unique challenges, law enforcement agencies have an ethical and professional obligation to assist identity crime victims and bring criminals to justice. The Chevy Chase Village Police Department shall take the following measures to respond to identity crime: 1) record criminal complaints; 2) provide victims with necessary information to help restore their pre-crime status; 3) provide victims with copies of reports as required by law; 4) work with other federal, state, and local law enforcement and reporting agencies as well as financial institutions to solve identity crime cases; and 5) seek opportunities to increase community awareness and prevention of identity crimes. (CALEA 42.2.8-c-d-e)

II. DEFINITION

Identity Crime: The fraudulent use of another person's identifying information such as credit card, social security, or driver's license numbers with the intent to facilitate other criminal activities or to obtain credit, goods, or services without the victim's consent. No financial loss is necessary.

III. REPORTING PROCEDURES (CALEA 42.2.8-c)

A. The responding officer will initiate a preliminary or follow-up report and shall advise the victim to:

- Contact the fraud department of any one of the three major credit bureaus to place a "fraud alert" on their credit file. The "fraud alert" requests creditors to contact the victim before opening any new accounts or making any changes to existing accounts. As soon as one credit bureau confirms the "fraud alert," the other two credit bureaus will be automatically notified to also activate "fraud alerts." The contact information is available at the Federal Trade Commission (FTC) website (<http://www.ftc.gov/idtheft>).

- Close all accounts that they know or believe have been tampered with or opened fraudulently.
- Send a copy of the police report to their creditors if they require proof of the crime.
- File their complaint with the FTC which maintains a database of identity theft cases used by law enforcement agencies for investigations. Victims can file online at the FTC website referenced above.
- Contact the police agency where the criminal incident actually occurred for follow-up purposes and advise them of the report made with the Chevy Chase Village Police Department.

B. The officer taking the identity theft report will classify the event with the Clearance Code 1013-2 and label the report "Identity Theft." The officer will provide the victim with a copy of their report (either in person, email, or US Mail), the FTC Identity Theft literature located in the police operations cabinet, and a copy of the Victim's Rights pamphlet. If the victim declines a copy of their report it will be documented in the officer's report. Officers will also document what information was provided to the victim. (CALEA 42.2.8-c)

C. The Chief of Police will provide public information on the prevention of identity crime periodically throughout the year by publishing articles in the "Police Beat" column in the Village "Crier" that is mailed monthly to Village residents. (CALEA 42.2.8-e)

This directive voids the previous version dated 2/18/2010