


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date August 13, 2020		APD.SOP.5220 Fraud Investigations
Applicable To: All sworn employees		Review Due: 2024
Approval Authority: Chief Rodney Bryant		
Signature: Signed by RB		Date Signed: 8/13/2020

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#### 1. PURPOSE

To establish procedures for the investigation of reported crimes involving credit card fraud, mortgage fraud, computer fraud, forgery, flim flam, embezzlement, identity theft or any other fraud case that occurs within the City of Atlanta.

#### 2. POLICY

The Atlanta Police Department will promptly and thoroughly investigate all cases of fraud.

#### 3. RESPONSIBILITIES

3.1 Patrol officers and police report technicians will document all complaints of fraud in accordance with written directive APD.SOP.3060, "Reports and Report Writing."

3.2 The Central Records Unit will forward copies of all fraud reports with an estimated value of \$10,000 or greater to the Major Fraud Unit via ICIS Case Management. The Central Records Unit will forward copies of all fraud reports with an estimated value of \$9,999 or less to the appropriate Zone Criminal Investigations Unit via ICIS Case Management.

3.3 Zone investigators will primarily investigate fraud cases that are less than \$10,000.

3.4 Major Fraud Unit will primarily investigate fraud cases with an estimated value of \$10,000 or more. The Major Fraud Unit will monitor fraud crime patterns and coordinate enforcement efforts with the Zone Investigations Unit.

3.5 Zone investigations and Major Fraud Unit commanders will track the disposition of all fraud cases investigated by their unit in accordance with APD.SOP.5010, "Criminal Investigations Division."

3.6 Zone investigations and the Major Fraud Unit will investigate cases effectively, efficiently, and following through with the prosecution.



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- 4. ACTION
  - 4.1 Patrol officers will document reports of fraud in accordance with APD.SOP.3060, "Reports and Report Writing." Reports of fraud will also be completed when received by telephone and/or when the victim calls from outside the City of Atlanta.
  - 4.2 The Central Records Unit will forward all fraud reports to the appropriate investigative unit based on the overall estimated value of the fraud and the zone of occurrence.
  - 4.3 If the zone investigations unit, in the course of the investigation, discovers that a fraud case is estimated at \$10,000 or more, the zone investigator will notify the Major Fraud Unit and zone investigations will complete the investigation. If the Major Fraud unit, in the course of the investigation, discovers that a fraud case is estimated at \$9,999 or less, the Major Fraud Unit will complete the investigation.
  - 4.4 Major Fraud Unit
    - 4.4.1 All cases will be screened in accordance with APD.SOP.5010, "Criminal Investigations Division."
    - 4.4.2 All fraud cases that are more than \$10,000 will be evaluated for assignment to an investigator by the Unit commander via ICIS Case Management.
    - 4.4.3 The Major Fraud Unit will also handle the following cases if requested:
      - 1. Fraud against the City of Atlanta;
      - 2. Any request from the United States Secret Service (USSS), Federal Bureau of Investigation (FBI), United States Postal Inspectors (USPI), United States Customs and Border Patrol (CBP), the Governor's office or other law enforcement agencies for assistance on a case inside the City;
      - 3. Any case referred to the Major Fraud Unit by command staff for special investigation; and
      - 4. Any case assigned by the unit commander for investigation.
  - 4.5 Case Investigation
    - 4.5.1 Major Fraud investigators and the zone investigator will thoroughly document the results of their investigations on ICIS Case Management in accordance with APD.SOP.5010, "Criminal Investigations Division." Originals of other documents, which are evidence, will be turned into Property Control Unit.
    - 4.5.2 Master files will be purged two years after the final case disposition. Any original documents or items still in the file will be sent to either Central Records, Property Control Unit, or returned to the owner or other appropriate party prior to file destruction.
    - 4.5.3 When an investigation produces sufficient information to clear a report, the investigator will complete the appropriate clear-up report in accordance with APD.SOP.3061, "Methods of Clearing a Crime," and/or complete ICIS case Management.
    - 4.5.4 When an arrested person is accepted for prosecution by the Fulton County Complaint Room (or other jurisdictional district attorney's office), the investigator responsible for the arrest and



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- prosecution will prepare a complete prosecution folder. This folder will contain all reports, warrants, photographs, investigative notes, and other documents necessary for the successful prosecution of the person arrested.
- 4.6 Tracking
- 4.6.1 Unit commanders will ensure that the ICIS Case Management database is updated and current entries are entered into the ICIS Case Management. All reports entered will include the following information:
1. Incident Number;
  2. Victim's Name;
  3. Suspect's Name;
  4. Zone/Beat;
  5. Due Date;
  6. Total Loss;
  7. UCR Class;
  8. Investigator/Zone Assigned;
  9. Suspect's Address;
  10. Date Case Assigned;
  11. Report Classification; and
  12. Case Status: Arrest (A), Exceptionally Cleared (E), Inactive (I), or Unfounded (U)
- 4.6.2 Unit commanders will maintain a log of cases submitted for prosecution by investigators. The log will reflect all cases submitted to the Fulton County Complaint Room and indicate whether the case was accepted or declined. A record will be maintained in the log of all other cases involving bind-overs and prosecutions in other jurisdictions. All records will be maintained in accordance with the APD.SOP.1050, "Records Management and Retention."
- 4.6.3 The Unit commander or designee will maintain all entries of each fraud report in the ICIS Case Management.
- 4.7 Case Audit
- 4.7.1 The Unit commander will conduct random monthly case file audits to ensure that all files are complete and accurate. The Unit commander will check the file checklist and make sure that all necessary reports and documentation are in the file. The Unit commander will contact the victim to confirm their notification as required by this directive, to provide the victim with a case status update or to solicit additional information. The Unit commander will make the appropriate entry in the unit's audit log to denote a review of each case file.



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#### 4.8 Identity Theft

- 4.8.1 The Major Fraud Unit provides the public with information on the prevention of identity theft and other fraud related crimes. This information is provided through informational handouts at community meetings, civilian employee in-service, corporate training seminars, the Citizens Police Academy and the Atlanta Police website.

#### 5. DEFINITIONS

- 5.1 Fraud: Any deliberate act resulting in the defrauding of any person or entity, to include credit card fraud, mortgage fraud, computer fraud, forgery, film flam, embezzlement, identity theft or any other type of fraud; or the intentional perversion of the truth for the purpose of inducing another person or other entity, in reliance upon it to part with something of value or to surrender a legal right.

#### 6. CANCELLATION

APD.SOP. 5220, "Fraud Investigations," effective December 1, 2015

#### 7. REFERENCES

APD.SOP.3060, "Report Writing"  
APD.SOP.3061, "Methods of Clearing a Crime"  
APD.SOP.5010, "Criminal Investigations Division"  
Summary of Investigation Form APD 308

#### 8. SIGNIFICANT CHANGES

- 8.1 Deleted from policy

##### Section 4.4.3

"In instances where a case is not assigned, a letter would be generated to the victim listing the incident number, the Major Fraud Unit's telephone number, and a contact number for each of the three credit reporting agencies (Experian, Trans-Union, and Equifax). The letter will request any additional information and offer suggestions about how to reduce their chances of becoming a victim in the future. Any fraud case not assigned may be reopened at a later date if appropriate and if supporting leads develop."

##### Second sentence of Section 4.5.1

"If ICIS Case Management is inoperative the investigator will complete the Summary of Investigation Form (APD Form 308). Investigators will submit the original document and a file copy to the unit commander."

- 8.2 Renumbered

Section 4.4.4 was renumbered 4.4.3.