



FIELD ORDERS

Chapter

BASIC FIELD OPERATIONS

Subject

Identity Theft

[42.2.8]

PURPOSE

- To provide personnel with procedures for receiving, recording, and investigating identity theft crimes.
- To assist identity theft victims.
- To provide the public with information regarding identity theft prevention.

POLICY

1. Identity theft is a serious economic crime for both financial institutions and persons whose identifying information has been illegally used.
2. The department records criminal complaints, assists victims in contacting other relevant investigative and consumer protection agencies, and works with federal, state, and other local law enforcement and reporting agencies to identify perpetrators.

LEGAL REVIEW

Legal Prohibitions – Identity theft is punishable under:

1. **Federal law** – 18 U.S.C. § 1028(a)(7).
2. **State law**
 - a. ARS [13-2008/Taking identity of another person or entity](#).
 - b. ARS [13-2009/Aggravated taking identity of another person or entity](#).
 - Three or more victims.
 - \$3,000 or more loss.
 - Used to obtain employment.
 - c. ARS [13-2010/Trafficking in the identity of another person or entity](#).

DEFINITION

Identity Theft: The unlawful use of another person's identifying information such as credit card, social security or driver license numbers to commit financial or other crimes. Generally it is a means for committing other offenses such as fraudulently obtaining financial credit or loans, masking criminal

identity, committing theft from bank accounts, and obtaining employment.

PROCEDURE**TAKING DEPARTMENT REPORTS (DRs)**

1. Sworn police personnel and police aides are authorized to take identity theft reports.
 - a. Take a report if the victim resides in Scottsdale or if any element of the crime occurred within the city.
 - b. Record relevant information and data essential to further investigation. Document criminal acts that may have been committed by illegally using another's personal identity in violation of state and federal law.
2. Classify as identity theft, fraudulent acts committed against an individual when there is evidence that the following types of unauthorized activities occurred in the victim's name.
 - a. Charges against credit cards, debit cards, or ATM cards.
 - b. Credit card checks written against the victim's account.
 - c. Credit card accounts opened or account address changed.
 - d. Line of credit established or loan obtained.
 - e. Goods or services purchased.
 - f. Access gained to secure areas.
 - g. Computer fraud.
3. Verify victim information.
4. Document the nature of the fraud or crime committed in the victim's name.
5. Determine what types of personal identifying information may have been used to commit these crimes (e.g., social security number, driver license number, birth certificate, credit card numbers and state of issuance, etc.) and whether any of these have been lost, stolen, or misappropriated.
6. Document information concerning where the crime took place, the financial institutions or related companies involved, and the residence or whereabouts of the victim at the time of these

events.

7. Determine whether the victim authorized anyone to use the personal information.
8. Determine whether the victim has knowledge or believes a specific person or persons used his or her identity to commit fraud or other crimes.
9. Determine whether the victim is willing to assist in the prosecuting suspects.
10. Obtain completed Identity Theft Affidavit from victim.
11. Determine if the victim has filed a report of the crime with other law enforcement agencies and whether the agencies provided the victim with a report number.
12. Advise your supervisor of any national security implications, so appropriate notifications can be made.

ASSISTING VICTIMS – When taking reports, assist victims in correcting their credit so they are not held responsible for the debts incurred by the identity thief by:

1. Instructing them on how to obtain an identity theft packet and affidavit on the City of Scottsdale's website. If they do not have access to a computer, provide them with a hard copy of the ID theft packet and affidavit.
2. Providing them with an identity theft pocket card.

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