

# WOONSOCKET POLICE DEPARTMENT

Thomas F. Oates, III  
Chief of Police



| TYPE OF ORDER                 | NUMBER/SERIES | ISSUE DATE              | EFFECTIVE DATE |
|-------------------------------|---------------|-------------------------|----------------|
| General Order                 | 340.04        | 8/19/2021               | 8/22/2021      |
| SUBJECT                       |               | PREVIOUSLY ISSUED DATES |                |
| Identity Theft Investigations |               | New                     |                |
| ACCREDITATION                 |               | RE-EVALUATION DATE      |                |
| CALEA Standards: 42.2.8       |               |                         |                |
| RIPAC Standards: N/A          |               |                         |                |
| INDEX                         |               | DISTRIBUTION            |                |
| Investigations                |               | Sworn Personnel         |                |

## IDENTITY THEFT INVESTIGATIONS

### I. PURPOSE

The purpose of this policy is to establish guidelines for Identity Theft Investigations that occur within the jurisdiction of The Woonsocket Police Department.

### II. POLICY

It shall be the policy of the Woonsocket Police Department to thoroughly investigate and accurately document cases of reported Identity Theft.

### III. DEFINITION

**Identity Theft:** The wrongful use of another person's identifying information, such as social security number, date of birth, driver's license data, credit card account, and/or bank account information, to commit fraud or other crimes.

### IV. PROCEDURE

A. Initial Report

1. An officer/detective shall initiate an incident report from a person who knows or reasonably suspects that their personal information has been unlawfully obtained and/or used by another person.
2. Identity theft crime investigations may require coordination with other agencies to investigate these crimes such as financial institutions, governmental agencies, etc.
3. Officers shall take the victim's witness statement documenting the facts and circumstances surrounding the reported identity theft.
4. Upon completion of the initial interview/statement, the victim shall be provided with the incident report number for their complaint and informed how to obtain a copy of the report.
5. Officers shall provide the victim with additional information to assist in the notification of identity theft, as well as re-establishing their identity and credit, to include:
  - a. Toll-Free Numbers for any one of the three major credit bureaus, as listed below, to place a fraud alert. A victim need only contact one of the three major bureaus.
    - 1) Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com)
    - 2) Experian: 1-888-397-3742; [www.experian.com](http://www.experian.com)
    - 3) TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com)
  - b. Provide the Toll-Free Number for the Social Security Administration Office to establish credit or new accounts at 1-800-269-0271.
  - c. Advising the victim to close their accounts that they know or believe have been tampered with or opened fraudulently.
  - d. Advising the victim to obtain a copy of their credit report to review for accuracy. Additional unauthorized activity can be discovered during this review.
  - e. Advising the victim to file a complaint with the Federal Trade Commission (FTC) by contacting that agency at 1-877-438-4338, the FTC Identify Theft Hotline, or [www.ftc.gov/complaint](http://www.ftc.gov/complaint). Referring a victim to the website located at <http://www.consumer.ftc.gov/articles/pdf-0009-taking-charge.pdf> will access ID Theft Affidavit in the "Taking Charge: What To Do If Your Identity is Stolen" Guide.

Per order,

*Thomas F. Oates, III*

Chief of Police

*Written directives published within PowerDMS are in full force and effect on the referenced dates and have been approved by the Chief of Police*