



Sheridan Police Department
Policies and Procedures
28.8
Chapter 28 – Call Response
Section 8 – Identity Theft

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Signature:

Victims often suffer from significant and potentially long-term financial problems as a result of identity theft or online scams. The Sheridan Police Department will thoroughly investigate and accurately document cases of reported identity theft or internet scams; however, the department recognizes the inherent difficulty in investigating these cases and bringing the case to a successful prosecution. Accordingly department personnel will be mindful to balance victim needs with the overall department objectives.

Definitions

Identity theft -	The unauthorized use of personal identifying information of another person for any unlawful purpose.
Online Scam -	The use of websites or mobile apps to identify, lure, or defraud a victim.
Personal identifying information -	The name, address, telephone number, driver's license number, social security number, place of employment, employee identification number, tribal identification card number, mother's maiden name, demand deposit account number, savings account number, or credit card number of an individual person. Wyoming Statute 6-3-901 (b).

28.8.1 Response

- A. When responding to reports of this nature officers should determine the appropriate jurisdiction based on the residency of the victim or the likely location of the suspect.
- B. If both the victim and suspect are believed to reside within the City of Sheridan, then officers are expected to complete a full investigation.
- C. If the victim resides in the City of Sheridan and the suspect's location is unknown or believed to be outside of the City of Sheridan, and no financial loss occurred, only a CAD call needs to be generated. If a financial loss occurred an incident report should be completed.
- D. If neither the victim nor the suspect resides within the City of Sheridan, then the reporting person should be referred to the agency most likely to have jurisdiction, typically where ever the victim resides.

28.8.2 Assisting the Victim and Prevention

- A. Officers taking reports should take those steps reasonably possible to help victims resolve their problem. This includes providing victims with the following suggestions where appropriate:
1. Contact the Federal Trade Commission (FTC) for information and to file a report pertaining to identity theft. The FTC acts as the nation's clearinghouse for information related to identity theft crimes and can provide assistance in resolving related problems. Information to contact the FTC is below.
 - a. <http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/defend.html>; or
 - b. By phone (1- 877-IDTHEFT).
 2. For issues involving online scams, also refer complainants to the ic3.gov website. This website is the FBI's internet crime complaint center and serves as the nation's clearinghouse for online scams and crimes.
 3. Close the accounts that have been or are believed to have been tampered with or opened fraudulently.
 4. Contact the fraud department of one of the three major credit reporting agencies Equifax, Experian, or Trans Union and:
 - a. Ask them to put a fraud alert on the account and add a victim's statement requesting creditors to contact the victim before opening new accounts in his or her name.
 - b. Request copies of credit reports and regularly review them.
 - c. Consider locking the credit
 5. If a driver's license is involved, contact the Wyoming Department of Transportation or other issuing agency.
 6. If a social security number is involved check with the Social Security Administration to determine the accuracy and integrity of accounts.
- B. The Sheridan Police Department provides public information on the prevention of identity theft, fraud, and financial crimes through financial crime presentations. Officers may be available upon request for presentations to community and civic groups.