



## **New Braunfels Police Department Financial Crimes Reporting**

Identity theft, forgery, and credit/debit card abuse are among the most common and difficult offenses that are facing citizens today. The following information is being offered by the New Braunfels Police Department to assist financial crime victims in protecting their financial assets and identity and to minimize and prevent further crimes. Please refer to the “Frequently Asked Questions” section on the following pages to find answers to questions regarding these offenses.

If you have questions that are not answered in the “Frequently Asked Questions” section, you can contact the New Braunfels Police Department.

If you are requesting prosecution of a financial crime, then this packet will also guide you to the specific forms that are required to be completed for each offense. It is very important that all instructions are followed regarding these forms and that each form is completed thoroughly and accurately for the investigator(s) to perform an extensive, detailed, and well documented investigation.

Please return the completed Financial Fraud Packet by mail or in person to:

**New Braunfels Police Department  
3030 W San Antonio St  
New Braunfels, Texas, 78130  
Lobby hours: M-F, 8:00am – 5:00pm**

If you are unable to mail or drop off the packet, please call the New Braunfels police department at 830-221-4100 for assistance and other options.

Security video is used in the prosecution of most cases. Unfortunately, some businesses do not keep video for extended periods of time. It is important that you make every effort to complete and return this Financial Fraud Package as soon as possible.

# Frequently Asked Questions

## **Someone has written checks on my checking account without my permission. What should I do?**

If someone uses your checking account to write checks without the account holder's permission, a forgery has been committed. The person writing the checks may have stolen your checkbook or they may have used your account number and bank's routing number to create counterfeit checks containing your information. Notify your financial institution, if you have not already done so, and request that your account be closed.

**Complete and return this Financial Fraud Packet and the Check Form(page 14) to the New Braunfels Police Department.**

Complaints regarding checks written from insufficient funds or closed accounts must be filed with the Hot Check Division of either the Comal or Guadalupe County District Attorney's Office as appropriate. The New Braunfels Police Department does not typically investigate these types of offenses.

You should also contact the check verification companies to report this to them:

TeleCheck	800-366-2425
National Processing	800-526-5380
Equifax Check System	800-437-5120

## **Someone has used my credit/debit card without my permission. What should I do now?**

Credit/Debit card abuse is committed when someone uses your existing credit card/debit card number to make an unauthorized purchase or withdrawal without your consent.

Notify your financial institution or credit card company, if you have not already done so, and request your account be closed. Then call the three credit reporting bureaus to report the loss and ask them to put a FRAUD ALERT on your account so that NO NEW CREDIT will be issued without your consent. This is especially important if any form of identification was stolen at the same time.

Experian	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>
Equifax	800-525-6285	<a href="http://www.equifax.com">www.equifax.com</a>

**Complete and return the Financial Fraud Packet and the Debit/Credit Card Form(page 15) to the New Braunfels Police Department if the unauthorized charges were made in New Braunfels, Texas.**

## Someone has stolen my checks/credit cards. How do I report this?

The New Braunfels Police Department typically investigates cases that are related to the actual passing of the forged or counterfeit checks or the fraudulent use of a credit/debit card. **If your checks are stolen in the city of New Braunfels (and not from the mail) you should call the New Braunfels Police Department and make a report.** These cases are typically assigned to a property detective and may not be assigned to the Financial Crimes division, and ***you will not need to complete this packet.***

If your checks/credit/debit cards were stolen from the mail, you need to contact the United States Postal Inspection Service. They investigate any theft from the mail. You can do this via their website (<https://postalinspectors.uspis.gov>).

Notify your financial institution or credit card company, if you have not already done so, and request that they close the account. Then call the three credit reporting bureaus to report the loss and ask them to put a FRAUD ALERT on your account so NO NEW CREDIT will be issued without contacting you. This is especially important if any form of identification was also stolen at the same time.

Experian	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>
Equifax	800-525-6285	<a href="http://www.equifax.com">www.equifax.com</a>

## What is Identity Theft?

Identity Theft occurs when someone else uses your personal identifying information to:

- A) Open new account(s) without your permission (bank accounts or credit cards)
- B) Open utility accounts without your permission (electricity, water, cable, etc.)
- C) Rent an apartment in your name
- D) Rent or buy a home that you did not rent or buy
- E) Purchase a vehicle that you do not own

**If you are the victim of Identity Theft and you are a resident of New Braunfels, Texas, complete and return the Financial Fraud Packet and the Identity Theft Form(page 13)to the New Braunfels Police Department.**

If you have been contacted by the IRS about someone working under your social security number, you will need to complete the IRS Identity Theft Packet and follow their instructions. They will be responsible for investigating these offenses. For access to their website please visit <http://www.irs.gov>.

## **I received a check in the mail and I was told to cash the check and send some of the money to another location. Now my bank told me that the check was counterfeit and I'm out the money. What can be done?**

The New Braunfels Police Department cannot investigate these scams. The people who have contacted you are typically not located in the United States. The information that you've been given is fictitious. If you received the check through the US Mail, you can report the incident to the United States Postal Inspection Service via their website (<https://postalinspectors.uspis.gov/>).

If the person sent you the check by FedEx, DHL, UPS, or another manner and the scam was perpetrated over the internet, you should contact the Internet Crime Complaint Center (<http://www.ic3.gov>).

## **I found suspicious charges/debits on my account that look like online purchases. What should I do?**

With the help of your financial institution or credit card company, confirm that it was an online purchase, where the purchase was made, and where any product was to be delivered. If the purchase was made in the city of New Braunfels or if the delivery was in New Braunfels, we can investigate this. If you find that the purchase/delivery was somewhere else, contact the police agency in that jurisdiction as well as the Internet Crime Complaint Center (<http://www.ic3.gov>). Close the account.

**Complete and return the Financial Fraud Packet and the Debit/Credit Card Form (page 16) to the New Braunfels Police Department if the unauthorized charges were made in New Braunfels, Texas.**

## **I've had my mail stolen. Whom do I report it to?**

The United States Postal Inspection Service investigates theft from the U.S. Mail. They will investigate if you have had checks or credit cards stolen from the mail. You can report the incident via their website at <https://postalinspectors.uspis.gov/>.

## **What should I do if my driver license was lost or stolen?**

Apply for a duplicate driver license as soon as possible through your local Department of Public Safety office and ask them to put an "alarm" on your driver license identifying it as stolen to help prevent identity theft. Also notify the credit reporting bureaus and request a credit report in approximately 30 days. In the event your driver license was stolen in New Braunfels, Texas, please contact the New Braunfels Police Department to make a report.

## **My Social Security Card was stolen. What should I do?**

Call the Social Security Administration FRAUD HOTLINE to notify them of the loss and get information on how to get a duplicate card. Also notify the credit reporting bureaus listed previously. Request a copy of your credit report approximately 30-60 days later to make sure there have been no fraudulent accounts opened in your name. Contact the Social Security Administration at their website (<http://ssa.gov/>). In the event your Social Security card was stolen in the city limits of New Braunfels, Texas, please contact the New Braunfels Police Department to make a report.

## **Who else should I report this to?**

You should go online and report this to the Federal Trade Commission.

[www.ftc.gov](http://www.ftc.gov)

## **Additional Information to Protect Yourself**

- ⇒ Do not put your driver license number or Social Security number on your checks. This makes it easy for a criminal to falsify identification.
- ⇒ Do not carry your Social Security card or birth certificate with you.
- ⇒ Keep all credit card receipts in a safe place. Many criminals use numbers from receipts to defraud.
- ⇒ Safeguard your personal identification numbers (PINs) for all cards/accounts. Do not write the PINs on the cards or keep them with the cards.
- ⇒ Shred credit card offers you get in the mail. Thieves steal mail and trash to get these.
- ⇒ Do not give out personal information over the phone.
- ⇒ Do not put payments or checks in your mailbox for pick-up. Mail them at a post office.

# **VICTIM INFORMATION**

## **New Braunfels Police Department**

These forms provide the information we need to complete an offense report and investigate your case. It must be filled out with as much information as possible. You must also complete the Victim Statement.

**The attached financial fraud affidavit is a sworn statement and will be used as evidence in court should an arrest be made. It is essential that the information you provide is accurate and true.** A notary is available at the New Braunfels police department.

In addition to the completed form, you must provide documentation that supports your claim, a copy of a state driver license or state issued ID card and a copy of your social security card to establish your identity. Any incomplete packets WILL NOT BE PROCESSED. We do not hold any paperwork.

Please make copies of everything for your records. We will not make copies for you. Once you return the completed packet to the Police Department, please allow at least 30 business days for the packet to be processed. A detective may contact you if further information is needed.

### **Documentation for Investigation and Prosecution**

**The following items of evidence should be obtained by the victim.**

**We will not be able to begin an investigation without this document evidence.**

**If your existing accounts are being accessed, please obtain the following types of documents:**

- Financial institution statements or bills showing where the transactions occurred
- The physical address, dates, and times of the fraudulent transactions from your financial institution
- Bills from companies showing merchandise ordered
- Address where items were delivered
- Phone numbers that are associated with the fraudulent activity
- Any information from the creditor that shows how or where the account was used
- The names and phone numbers of any representatives from the business you speak with

*If new accounts have been opened in your name, please obtain the following types of documents:*

- Bank statements that you may have received for accounts that are not yours
- Credit reports showing the accounts that are not yours
- Bills from utility companies for accounts that you did not open
- Letters or documentation from creditors or utility companies that contain copies of applications for credit
- How the account was opened (in person, over the phone, over the internet)
- Where the account was opened if done in person
- Where the account is being used (addresses of transactions)
- Address where any cards, bills, merchandise, or other correspondence was mailed
- Any phone numbers associated with the fraudulent account
- The name or employee number and phone number of any representative from the businesses you deal with

### **Fair and Accurate Credit Transactions Act (FACT Act)**

The FACT Act allows you to obtain copies of any and all records related to the fraudulent accounts. You are then permitted to provide law enforcement with copies of the records you received related to the fraudulent accounts, thereby allowing us to bypass the sometimes difficult process of obtaining subpoenas for the very same information. It also allows you to request that the information be made available to the New Braunfels Police Department.

### **Identity Theft Information**

Identity Theft is defined as the theft or misuse of personal or financial identifiers in order to gain something of value and/or facilitate other criminal activity. Identity Theft is a violation of the Texas Penal Code, section 32.51. It is entitled Fraudulent Use or Possession of Identifying Information and is a felony offense.

The New Braunfels Police Department is diligent in its efforts to apprehend and stop those individuals responsible for committing Identity Theft. This packet is essential in helping the investigator understand, evaluate, and ultimately bring your case to a close.

## **NOTE**

If you suspect someone is using your social security number for employment and there is no evidence of other identity fraud, contact the Internal Revenue Service at <https://www.irs.gov>. Do not contact the employer directly as they may warn the suspected employee. The Identity Protection Specialized Unit of the IRS is responsible for assisting victims of this type of Identity Theft. They can also be contacted at 800-908-4490. You can contact the Social Security Administration Fraud Hotline at 800-269-0271 to order a copy of your Personal Earnings and Benefit Statement (PEBES) to check the accuracy of your work history on file.

If your name and/or other information is used by someone else to avoid a traffic ticket or any criminal prosecution, please contact the agency investigating the original crime. It may not be necessary to complete this packet.



# NEW BRAUNFELS POLICE DEPARTMENT FINANCIAL FRAUD PACKET

3030 W San Antonio St, New Braunfels, Texas, 78130

Case No. \_\_\_\_\_

*For office use only*

*This form should be returned to the above address along with documents supporting your claim of Financial Fraud.*

*Incomplete packets/forms will not be processed.*

Date this form was completed: \_\_\_\_\_ Email address: \_\_\_\_\_

Complete Name (print): \_\_\_\_\_

Driver License # and State: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Home Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Employer: \_\_\_\_\_ Work address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Names of other people living in your home and their date(s) of birth:

Name of victim if different than above:

Do you know the suspect? \_\_\_\_\_ (Yes or No)

If yes, what is his/her relationship to you?

Suspect Name:

Nickname:

Suspect Race: \_\_\_\_\_ Sex: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Suspect Address: \_\_\_\_\_ City State and Zip: \_\_\_\_\_

How did you become aware of the crime? \_\_\_\_\_

What date did you first become aware of the crime? \_\_\_\_\_

When did the fraudulent activity begin? \_\_\_\_\_

What was your home address at the time of the crime (if different than above)? \_\_\_\_\_

What documents and/or identifying information were stolen? \_\_\_\_\_

Please list any documents fraudulently obtained in your name (driver license, social security cards, credit cards, etc.) \_\_\_\_\_

Are there any witnesses? \_\_\_\_\_ (Yes or No)

If Yes, Name and contact information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **Victim's Law Enforcement Actions**

I am willing to assist in the prosecution of the person(s) who committed this financial crime. YES NO

I am authorizing the release of any information to law enforcement for the purpose of assisting in the investigation and prosecution of the person(s) who committed this fraud. YES NO

I have reported the events described in this affidavit to other law enforcement agencies. YES NO

In the event you have contacted another law enforcement agency, please provide the following information:

Name of Agency \_\_\_\_\_ Name of Person Taking Report \_\_\_\_\_

Contact phone # \_\_\_\_\_ Case/ Report # \_\_\_\_\_

## **Financial Fraud Questions**

To the best of your knowledge, what type of crime has been committed against you? (Check all that apply)

\_\_\_\_\_ My checks were lost or stolen and my signature was forged.

\_\_\_\_\_ My checking account number was used on fraudulent/counterfeit checks.

\_\_\_\_\_ Checks that I previously wrote have been altered and cashed.

\_\_\_\_\_ My debit or credit card was lost or stolen and used without my permission.

\_\_\_\_\_ My debit or credit card number was used without my permission (I still have my card).

\_\_\_\_\_ My information was used to open utility accounts (ex: water, cable, electricity, phone service)

\_\_\_\_\_ My information was used to open credit card account(s).

\_\_\_\_\_ My information was used to open bank account(s).

\_\_\_\_\_ My information was used to take out an unauthorized loan.

\_\_\_\_\_ My signature was forged on a government or financial document (ex: loan application or car title).

\_\_\_\_\_ My information was used to obtain employment.

\_\_\_\_\_ Unauthorized withdrawals were made from my bank account.

\_\_\_\_\_ Gift cards were lost or stolen.

\_\_\_\_\_ Other (describe) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Financial Fraud Questions** (continued)

**How did you become aware of the crime committed against you?**

- Found fraudulent charges on my statement/bill.  
**Include copies of statements from all compromised accounts with fraudulent transactions noted.**
  
- Found fraudulent or forged/altered check(s) that cleared or attempted to clear my bank account.  
**Include copies of the front and backs of all involved checks.**
  
- Found unauthorized withdrawals or ACH debits (electronic checks) from my bank account.  
**Include copies of bank statements showing itemized fraudulent transactions.**
  
- Was contacted by my bank's fraud department regarding suspicious charges.
  
- Was notified when attempting to open an account that an account that I did not authorize already existed with my name/social security number.  
**Obtain and include documentation of fraudulent acts such as applications and service area.**
  
- Received bills for accounts that I did not open.  
**Include copies of bills and applications for accounts.**
  
- Was contacted by a creditor or collection agency demanding payment.  
**Obtain proof of the account from the creditor or collection agency and provide copies.**
  
- Found irregularities on my credit report.  
**Include a copy of report.**
  
- Was arrested, had a warrant issued, or a complaint filed in my name for a crime that I did not commit  
(Which agency \_\_\_\_\_)
  
- Had my license suspended for actions I did not commit.
  
- Other (please explain) \_\_\_\_\_

**Were any of the following identifying documents lost, stolen or compromised? (Mark all that apply)**

- Driver License or State ID
  
- Social Security Card
  
- Birth Certificate
  
- Checkbook or checks (**please complete Checks Form**)
  
- Debit or credit card (**please complete Debit/Credit Card Form**)
  
- Passport
  
- PIN (personal identification number)
  
- Other \_\_\_\_\_

**Financial Fraud Questions** (continued)

**To help assist us in possibly determining when and by whom your information was compromised, please mark any of the following that are applicable:**

- \_\_\_\_\_ Carried my Social Security Card in my wallet/purse.
- \_\_\_\_\_ Carried bank account passwords or PIN's in my wallet/purse.
- \_\_\_\_\_ My wallet/purse was stolen.
- \_\_\_\_\_ My check book was stolen.
- \_\_\_\_\_ My home or vehicle was burglarized.
- \_\_\_\_\_ My password or PIN was given to someone else. (Who? \_\_\_\_\_)
- \_\_\_\_\_ I did not receive a bill as usual (ex. Credit card bill failed to come in the mail).
- \_\_\_\_\_ I mailed a check(s) that was not cashed by the payee listed on the check.
- \_\_\_\_\_ My address was changed at the post office without my knowledge.
- \_\_\_\_\_ Credit card bills, pre-approved credit offers, or credit card convenience checks were thrown away without being shredded.
- \_\_\_\_\_ Documentation containing my personal information was thrown away without being shredded.
- \_\_\_\_\_ Service/cleaning people were in my home. (Company name/name \_\_\_\_\_)
- \_\_\_\_\_ My incoming or outgoing mail was stolen. (Approximate date of theft? \_\_\_\_\_)
- \_\_\_\_\_ Released personal/financial information after it was requested in an email.
- \_\_\_\_\_ Released personal/financial information over the phone when you **did not** initiate the call.
- \_\_\_\_\_ Responded to an online job posting.
- \_\_\_\_\_ Other (Please explain and be specific) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please add any additional information that you think may assist the New Braunfels Police Department with your case: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# IDENTITY THEFT FORM

Case No. \_\_\_\_\_

## New Braunfels Police Department

Please list all accounts fraudulently opened in your name, social security number, or other personal information, using the appropriate section.

*Use the first table for credit cards and/or loans or other lines of credit. The second table is for listing utility companies such as electricity, cable, gas, satellite service, or water.*

**REMEMBER TO INCLUDE PROPER DOCUMENTATION FROM EACH COMPANY YOU LIST, SUCH AS APPLICATIONS, STATEMENTS, BILLS, WORKORDERS, OR OTHER NOTICES.**

Creditors Info	Account Number	Type of Account	Date Opened	Account Balance

Utility Company/Provider	Account #	Address where service was provided	Date Opened	Balance \$\$\$

# CHECK FORM

Case No. \_\_\_\_\_

## New Braunfels Police Department

### **FOR FORGED, COUNTERFEITED OR, ELECTRONICALLY PASSED CHECKS**

This form is to be completed by individuals who have had a forged or counterfeit check written on their bank account and deposited or cashed or have had a check passed electronically (Ex. Walmart) against their account. The criminal act must have occurred in New Braunfels, Texas.

Today's Date: \_\_\_\_\_

Account Holder's Name(s): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ State License/ID #: \_\_\_\_\_ State: \_\_\_\_\_

**PLEASE LIST THE CHECKS THAT WERE PASSED IN NEW BRAUNFELS, TEXAS.**

***WE DO NOT ACCEPT REPORTS INVOLVING CHECKS THAT WERE DEPOSITED OR CASHED OUTSIDE NEW BRAUNFELS, TEXAS.***

<b>Payable to</b>	<b>Check #</b>	<b>Address where deposited or cashed</b>	<b>Date</b>	<b>Amount</b>	<b>Passed Electronically</b>

# DEBIT/CREDIT CARD FORM

Case No. \_\_\_\_\_

## New Braunfels Police Department

### FOR UNAUTHORIZED USE OF DEBIT OR CREDIT CARDS

This form is for individuals who have had their debit card or credit card used without their permission or consent to make fraudulent purchases/charges/debits against their account and the criminal act occurred in New Braunfels, Texas.

Today's Date: \_\_\_\_\_

Account Holder's Name(s): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ State License/ID #: \_\_\_\_\_ State: \_\_\_\_\_

	CREDIT/DEBIT CARD COMPANY OR BANK	CREDIT/DEBIT CARD NUMBER
A		
B		
C		
D		

Please list the fraudulent charges that were made in New Braunfels, Texas. We do not accept reports involving charges that were made outside of the city of New Braunfels, Texas, or online.

A				





# FRAUD AFFADAVIT

## New Braunfels Police Department

***ID THEFT/ FORGERY/ CREDIT CARD/ DEBIT CARD/ BANK ACCOUNT FRAUD AFFIDAVIT***

**\*\*\*\* THIS AFFIDAVIT MUST BE NOTARIZED \*\*\*\***

- 1) Did you authorize anyone to use your name or personal information to seek employment, money, credit, loans, goods or services? YES \_\_\_\_\_ NO \_\_\_\_\_
  
- 2) Did you receive any benefit, money, goods or services as a result of the crime committed against you? YES \_\_\_\_\_ NO \_\_\_\_\_
  
- 3) I AM willing to assist in the prosecution of the person(s) who committed the crime against me, even if the suspect is related or known to me? YES \_\_\_\_\_ NO \_\_\_\_\_

***I certify that, to the best of my knowledge and belief, all the information on and attached to this affidavit is true, correct, and complete and made in good faith. I also understand that this affidavit or the information it contains may be available to federal, state, and/or local law enforcement agencies for such action within their jurisdiction as deemed appropriate. I understand that knowingly making a false or fraudulent statement or representation to the government may constitute a violation of 18 U.S.C. 1001 or other federal, state, or local criminal statutes, and may result in a fine or imprisonment, or both.***

\_\_\_\_\_  
(Printed name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Notary Signature)

\_\_\_\_\_  
(Date)

Place Notary Seal Here

