



Juneau Police Department
6255 Alaway Avenue ♦ Juneau, AK 99801
(907) 586-0600 Fax (907) 463-4808

Fraud, Forgery and Identity Theft Investigation Information

JPD will record and investigate criminal complaints of fraud, forgery and identity theft. Victims will be provided with copies of crime reports as required by state and federal law. JPD will work with other law enforcement agencies as well as financial institutions to solve identity crime cases. If the victim resides within the City and Borough of Juneau and another law enforcement agency has not taken the crime report, JPD will take the initial crime report (See AS Sec 45.48.680).

- This kit is designed to help you work through the process of resolving your case and restoring your pre-crime status. While there are many general identity theft resource guides available, this kit was specifically developed to provide assistance to citizens who are identity theft, fraud and forgery victims.
- As you contact law enforcement, creditors, and financial institutions, it is important that you keep track of the actions you take and retain a record of your progress.

Instructions:

Step 1: Review bank and financial statements for any unauthorized charges to your accounts.

Step 2: Report the incident to the fraud department of your financial institution or creditor. Follow your financial institution's procedure to apply stop payment on checks or to close accounts as necessary.

Step 3: Gather all documents, bank statements, copies of checks, etc. that show the fraudulent activity you are disputing. Whenever possible, submit the originals to the local law enforcement agency investigating the crime and maintain a copy for yourself. Submission of these documents is important to your local law enforcement agency for their investigation.

Step 4: Close any accounts you know, or believe, have been tampered with or opened fraudulently.



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Step 5: File a report with your local police or law enforcement in the community where the identity theft took place. Request a copy of the police report. Some creditors will request to see the report to remove the debts created by the identify thief.

When making your initial report to the Juneau Police Department:

- You will be given a case number.
- Your case will then be assigned to a police officer.
- The case officer will be in contact with you.
- You will be provided with an Affidavit of Forgery form.
- Fill out the Affidavit of Forgery completely and sign it in the presence of a Notary Public for the state you are physically in at the time of the signing.
- Complete the Fraud/Forgery investigation form.
- Return these documents to JPD for further criminal investigation. (The affidavit of forgery is needed to investigate your report. Returning these documents in a timely manner will aid in the investigation of your case).

If you have questions or concerns that your JPD assigned case officer cannot help with, contact the shift supervisor at 586-0600.

Step 6: File a complaint with the Federal Trade Commission (FTC) online or by calling them at 1-877-438-4338 (TTY 1-866-653-4261). Filing a report with the FTC helps law enforcement detect patterns of fraud. The FTC also provides tips and advice for consumers via their website: www.consumer.ftc.gov

Step 7: Place a fraud alert on your credit file by contacting one of the three companies:

- Equifax - 1-800-525-6285 (www.equifax.com)
- Trans Union - 1-800-680-7289 (www.transunion.com)
- Experian - 1-888-397-3742 (www.experian.com)

The company you contact is required to contact the other two, which will then place an alert on your credit report.

Order copies of your credit reports so you can review them to see if any additional fraudulent accounts have been opened in your name.

Request a victim's statement that asks creditors to contact you prior to opening new accounts or making changes to any existing accounts.

Step 8. Review the attached identity theft pamphlet for your information.



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Other Useful Information

For stolen or forged checks:

Contact the major check verification companies and request they notify retailers who use their databases not to accept your checks:

- Telecheck 1-800-710-9898
- Cetergy, Inc. 1-800-437-5120

Internet Crime Complaint Center (IC3): Crimes involving internet use including email scams, fraudulent purchases, exchange or selling of items using the Internet may be reported to the IC3.

The Internet Crime Complaint Center is an alliance between the National White Collar Crime Center (NW3C) and the Federal Bureau of Investigation (FBI). IC3's mission is to address crime committed over the internet.

The IC3:

- Provides a central point for internet crime victims to report/alert an appropriate agency on-line.
- Collects, reviews, and refers internet crime complaints to law enforcement agencies with jurisdiction to aid in preventive and investigative efforts.
- Identifies current crime trends over the internet.

To file an internet crime complaint, visit the IC3 website at www.ic3.gov.