U.S. Department of Justice

Federal Bureau of Investigation
Washington, D.C. 20535

October 1, 2020

MR. JOHN GREENEWALD, JR.
SUITE 1203
27305 WEST LIVE OAK ROAD
CASTAIC, CA 91384-4520

Request No.: 1406968-000
Subject: FBI Public Access Line Manuals

Dear Mr. Greenewald:

This is in response to your Freedom of Information Act (FOIA) request. Please see the selected paragraphs below for relevant information specific to your request as well as the enclosed FBI FOIPA Addendum for standard responses applicable to all requests.

Records responsive to your request have been processed. We made these records available in the FBI's electronic FOIA Library (The Vault) on the FBI's public website, http://vault.fbi.gov. On the right-hand side of the home page, under the heading "Vault Links" you can search for your subject alphabetically (click on "A-Z Index"), by category (click on "Categories"), or by entering text into our search engine (click on "Search Vault"). For records responsive to this request, please enter Public Access Line Policies and Procedures as the search term.

The available documents represent a final Vault posting of information responsive to your FOIPA request.

Please see the selected paragraphs below for relevant information specific to your request.

- Additional records potentially responsive to your subject may exist. Please inform us by emailing foipaquestions@fbi.gov, faxing 540-868-4391, or standard mail if you would like the FBI to conduct a search of the indices to our Central Records System.

- Additional records responsive to your request were processed but are not currently available on The Vault. Please inform us if you would like to receive these records.

Please refer to the enclosed FBI FOIPA Addendum for additional standard responses applicable to your request. **"Part 1"** of the Addendum includes standard responses that apply to all requests. **"Part 2"** includes additional standard responses that apply to all requests for records about yourself or any third party individuals. **"Part 3"** includes general information about FBI records that you may find useful. Also enclosed is our Explanation of Exemptions.

For questions regarding our determinations, visit the www.fbi.gov/foia website under "Contact Us." The FOIPA Request number listed above has been assigned to your request. Please use this number in all correspondence concerning your request.

If you are not satisfied with the Federal Bureau of Investigation's determination in response to this request, you may administratively appeal by writing to the Director, Office of Information Policy (OIP), United States Department of Justice, 441 G Street, NW, 6th Floor, Washington, D.C. 20530, or you may submit an appeal through OIP's FOIA STAR portal by creating an account following the instructions on OIP's website: https://www.justice.gov/oip/submit-and-track-request-or-appeal. Your appeal must be postmarked or electronically transmitted within ninety (90) days of the date of my response to your request. If you submit your appeal by mail, both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal." Please cite the FOIPA Request Number assigned to your request so it may be easily identified.

You may seek dispute resolution services by contacting the Office of Government Information

Services (OGIS). The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769. Alternatively, you may contact the FBI's FOIA Public Liaison by emailing foipaquestions@fbi.gov. If you submit your dispute resolution correspondence by email, the subject heading should clearly state "Dispute Resolution Services." Please also cite the FOIPA Request Number assigned to your request so it may be easily identified.

Sincerely,

Michael G. Seidel
Section Chief,
Record/Information
Dissemination Section
Information Management Division

Enclosure(s)

FBI FOIPA Addendum

As referenced in our letter responding to your Freedom of Information/Privacy Acts (FOIPA) request, the FBI FOIPA Addendum provides information applicable to your request. Part 1 of the Addendum includes standard responses that apply to all requests. Part 2 includes standard responses that apply to requests for records about individuals to the extent your request seeks the listed information. Part 3 includes general information about FBI records, searches, and programs.

Part 1: The standard responses below apply to all requests:

(i) **5 U.S.C. § 552(c).** Congress excluded three categories of law enforcement and national security records from the requirements of the FOIPA [5 U.S.C. § 552(c)]. FBI responses are limited to those records subject to the requirements of the FOIPA. Additional information about the FBI and the FOIPA can be found on the www.fbi.gov/foia website.

(ii) **Intelligence Records**. To the extent your request seeks records of intelligence sources, methods, or activities, the FBI can neither confirm nor deny the existence of records pursuant to FOIA exemptions (b)(1), (b)(3), and as applicable to requests for records about individuals, PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(1), (b)(3), and (j)(2)]. The mere acknowledgment of the existence or nonexistence of such records is itself a classified fact protected by FOIA exemption (b)(1) and/or would reveal intelligence sources, methods, or activities protected by exemption (b)(3) [50 USC § 3024(i)(1)]. This is a standard response and should not be read to indicate that any such records do or do not exist.

Part 2: The standard responses below apply to all requests for records on individuals:

(i) **Requests for Records about any Individual—Watch Lists.** The FBI can neither confirm nor deny the existence of any individual's name on a watch list pursuant to FOIA exemption (b)(7)(E) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (j)(2)]. This is a standard response and should not be read to indicate that watch list records do or do not exist.

(ii) **Requests for Records about any Individual—Witness Security Program Records.** The FBI can neither confirm nor deny the existence of records which could identify any participant in the Witness Security Program pursuant to FOIA exemption (b)(3) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(3), 18 U.S.C. 3521, and (j)(2)]. This is a standard response and should not be read to indicate that such records do or do not exist.

(iii) **Requests for Records for Incarcerated Individuals.** The FBI can neither confirm nor deny the existence of records which could reasonably be expected to endanger the life or physical safety of any incarcerated individual pursuant to FOIA exemptions (b)(7)(E), (b)(7)(F), and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (b)(7)(F), and (j)(2)]. This is a standard response and should not be read to indicate that such records do or do not exist.

Part 3: General Information:

(i) **Record Searches.** The Record/Information Dissemination Section (RIDS) searches for reasonably described records by searching systems or locations where responsive records would reasonably be found. A standard search normally consists of a search for main files in the Central Records System (CRS), an extensive system of records consisting of applicant, investigative, intelligence, personnel, administrative, and general files compiled by the FBI per its law enforcement, intelligence, and administrative functions. The CRS spans the entire FBI organization, comprising records of FBI Headquarters, FBI Field Offices, and FBI Legal Attaché Offices (Legats) worldwide; Electronic Surveillance (ELSUR) records are included in the CRS. Unless specifically requested, a standard search does not include references, administrative records of previous FOIPA requests, or civil litigation files. For additional information about our record searches, visit www.fbi.gov/services/information-management/foipa/requesting-fbi-records.

(ii) **FBI Records.** Founded in 1908, the FBI carries out a dual law enforcement and national security mission. As part of this dual mission, the FBI creates and maintains records on various subjects; however, the FBI does not maintain records on every person, subject, or entity.

(iii) **Requests for Criminal History Records or Rap Sheets.** The Criminal Justice Information Services (CJIS) Division provides Identity History Summary Checks – often referred to as a criminal history record or rap sheet. These criminal history records are not the same as material in an investigative "FBI file." An Identity History Summary Check is a listing of information taken from fingerprint cards and documents submitted to the FBI in connection with arrests, federal employment, naturalization, or military service. For a fee, individuals can request a copy of their Identity History Summary Check. Forms and directions can be accessed at www.fbi.gov/about-us/cjis/identity-history-summary-checks. Additionally, requests can be submitted electronically at www.edo.cjis.gov. For additional information, please contact CJIS directly at (304) 625-5590.

(iv) **National Name Check Program (NNCP).** The mission of NNCP is to analyze and report information in response to name check requests received from federal agencies, for the purpose of protecting the United States from foreign and domestic threats to national security. Please be advised that this is a service provided to other federal agencies. Private Citizens cannot request a name check.

EXPLANATION OF EXEMPTIONS

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

(b)(1) (A) specifically authorized under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified to such Executive order;

(b)(2) related solely to the internal personnel rules and practices of an agency;

(b)(3) specifically exempted from disclosure by statute (other than section 552b of this title), provided that such statute (A) requires that the matters be withheld from the public in such a manner as to leave no discretion on issue, or (B) establishes particular criteria for withholding or refers to particular types of matters to be withheld;

(b)(4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(b)(5) inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency;

(b)(6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;

(b)(7) records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law, or (F) could reasonably be expected to endanger the life or physical safety of any individual;

(b)(8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions; or

(b)(9) geological and geophysical information and data, including maps, concerning wells.

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

(d)(5) information compiled in reasonable anticipation of a civil action proceeding;

(j)(2) material reporting investigative efforts pertaining to the enforcement of criminal law including efforts to prevent, control, or reduce crime or apprehend criminals;

(k)(1) information which is currently and properly classified pursuant to an Executive order in the interest of the national defense or foreign policy, for example, information involving intelligence sources or methods;

(k)(2) investigatory material compiled for law enforcement purposes, other than criminal, which did not result in loss of a right, benefit or privilege under Federal programs, or which would identify a source who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(3) material maintained in connection with providing protective services to the President of the United States or any other individual pursuant to the authority of Title 18, United States Code, Section 3056;

(k)(4) required by statute to be maintained and used solely as statistical records;

(k)(5) investigatory material compiled solely for the purpose of determining suitability, eligibility, or qualifications for Federal civilian employment or for access to classified information, the disclosure of which would reveal the identity of the person who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(6) testing or examination material used to determine individual qualifications for appointment or promotion in Federal Government service the release of which would compromise the testing or examination process;

(k)(7) material used to determine potential for promotion in the armed services, the disclosure of which would reveal the identity of the person who furnished the material pursuant to a promise that his/her identity would be held in confidence.

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1397123-0

Total Deleted Page(s) = 40
Page 43 ~ b7E;
Page 45 ~ b7E;
Page 46 ~ b7E;
Page 104 ~ b7E;
Page 105 ~ b7E;
Page 107 ~ b7E;
Page 108 ~ b7E;
Page 109 ~ b6; b7C; b7E;
Page 110 ~ b6; b7C; b7E;
Page 111 ~ b6; b7C; b7E;
Page 113 ~ b6; b7C; b7E;
Page 114 ~ b6; b7C; b7E;
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Page 141 ~ b7E;
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FD-71 Complaint Form User Guide

Updated September 21, 2011

FEDERAL BUREAU OF INVESTIGATION

FD-71 Complaint Form: User Guide

Updated: September 21, 2011

Form Version: 2.0.9000.72

Form Date: 8/22/2011

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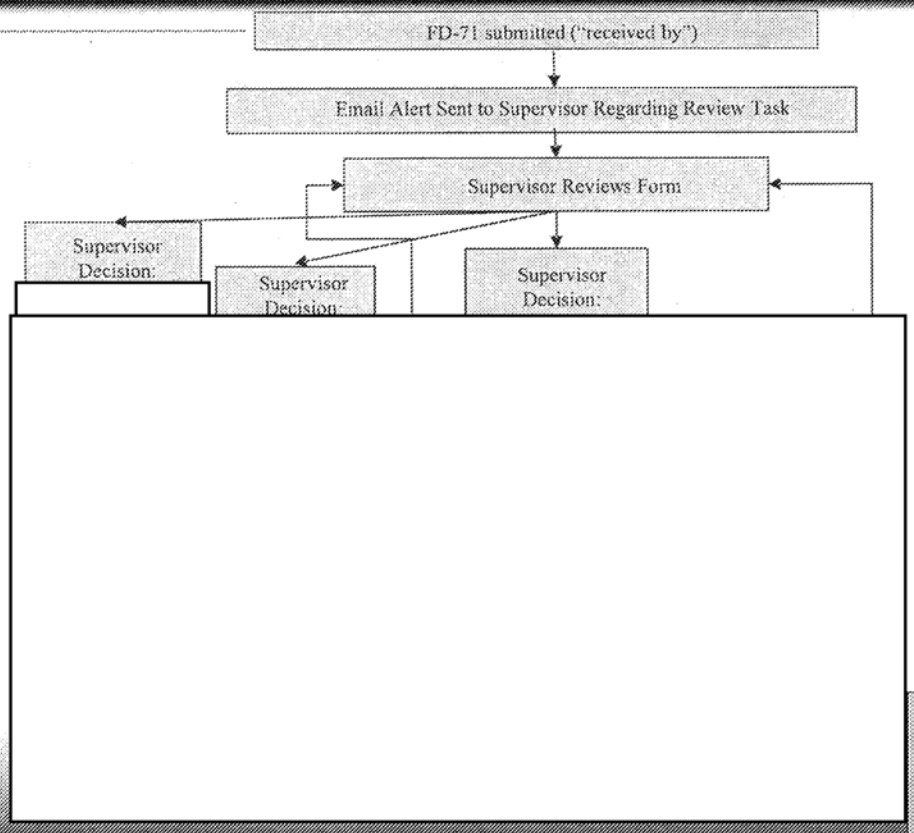
FD-71: Purpose and Users

- Form FD-71 is used for:
  - ⇨ Complaint Intake
  - ⇨ Documenting [redacted] assessments (per the DIOG)
    - NOTE: All terrorism related complaints and assessments should be documented [redacted]
  - ⇨ Opening a predicated investigation (PI or Full) based on the results of an assessment
- Users of the form
  - ⇨ Originator: Any complaint originator
  - ⇨ Supervisor: SSA or SIA who can assign an assessment
  - ⇨ Agent/Analyst: Any employee who is authorized to conduct assessment investigative activities
  - ⇨ CDC/ADC: SIM review
  - ⇨ ASAC/SAC: SIM review

FD-71: Workflow/Business Process

NOTE:

- Responsible Supervisor MUST be identified prior to form submission.
- When SIM is chosen, general read permissions are removed. Contribute permissions are granted to specified CDC, ASAC, and SAC.



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NOTE:

- If the assessment period end date is exceeded, the FD-71 will automatically be routed to the supervisor.

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FD-71: Opening a New Form

FD-71: Current Step & Classification Information

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FD-71: Received By

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FD-71: Spinoff from [redacted]

FD-71: Responsible Investigator/Supervisor & Summary

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FD-71: Sensitive Investigative Matter (SIM)

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FD-71: Facts of Incident & Complainant

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FD-71: Subject

FD-71: Victim

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FD-71: Witness

FD-71: Findings

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FD-71: Attachments & Submittal

FD-71: Form Identifiers

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FD-71: Supervisor Review

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FD-71: Supervisor Decision Overview

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FD-71: Supervisor Decisions Overview

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FD-71: Supervisor Decision:

[redacted]

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[redacted]

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FD-71: Supervisor Decision:

[redacted]

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FD-71: Supervisor Decision:

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FD-71: Supervisor Decision:

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FD-71: Supervisor Decision:

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FD-71: Supervisor Decision:

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FD-71: Supervisor Decision:

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FD-71: Uploading with Attachments

Prior to uploading, please double check the size of your attachments. [redacted] if your attachments exceed this size, the ACS upload will fail with the error message depicted below.

If you receive the error message below, ACS has rejected your form because it is taking too long to upload. [redacted]

FD-71: Investigator's action

- Review the facts of the incident, the supervisory decision, and determine appropriate investigative steps . Once the appropriate actions have been taken, the form is then submitted back to the supervisor for review.

⇨ Items that should be filled out are:

- Investigative methods
- Findings
- Authorized Purpose and Objective
- Any additional information on the Subject, Witness or Victim.

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FD-71: Investigative Methods

FD-71: Investigative Methods [redacted]

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When the Investigative Method [redacted] is selected, additional fields must be filled out.

FD-71: Investigative Methods [redacted]

When the Investigative Method [redacted] is selected, additional fields must be filled out.

FD-71: Findings

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FD-71: Authorized Purpose and Objective

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The Authorized Purpose and Objective field should be updated, if necessary, to demonstrate that the assessment is continuing based upon an evaluation that the purpose changed or new objectives are sought.

This is a mandatory field that must be filled out before submitting the FD71 back to the supervisor or saving changes to the form.

FD-71: Submission back to Supervisor

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When all required information has been inpu

FD-71: Originator Responsibilities

- Complete mandatory form fields:
  - Document classification
  - Recipient name/e-mail
  - Office
  - Supervisor name/e-mail
- Summarize incident in synopsis
- Provide details in facts of incident
- Provide details on complainant, subject, and any known victims/witnesses, etc., in those fields
- Document any investigative methods [redacted] b7E
- If appropriate, identify the matter as a SIM [redacted]
- Submit the form to the named supervisor

FD-71: Agent/Analyst Responsibilities

- Review the facts of the incident, the supervisory decision, and determine appropriate investigative steps
- If appropriate, identify the matter as a SIM
  - If a SIM, follow office procedure for CDC review and SAC (or ASAC, if delegated) approval
- Document investigative methods [redacted] b7E
- [redacted]
- Submit the form to the named supervisor, [redacted]

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FD-71: Supervisor Responsibilities

- ⇨ Review the documented incident per the DIOG standards for [redacted] assessments.
- ⇨ Perform justification review for assessments still ongoing after 30 days.
- ⇨ If appropriate, identify the matter as a SIM
  - If a SIM, follow office procedure for CDC review and SAC (or ASAC, if delegated) approval
- ⇨ Choose an appropriate disposition for the incident
  - Close the incident [redacted]
  - Reassign the incident to another squad/office [redacted]
  - Assign the incident to an agent/analyst to work as an assessment [redacted]
  - Approve a method [redacted]

FD-71 Revision History

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- Current Version of the Form: 2.0.9000.72
  - ⇨ Date deployed: 8/22/2011
  - ⇨ Major changes:
- Previous Versions: 1.4, 1.3, 1.5, 2.0

FD71: Feedback/Support

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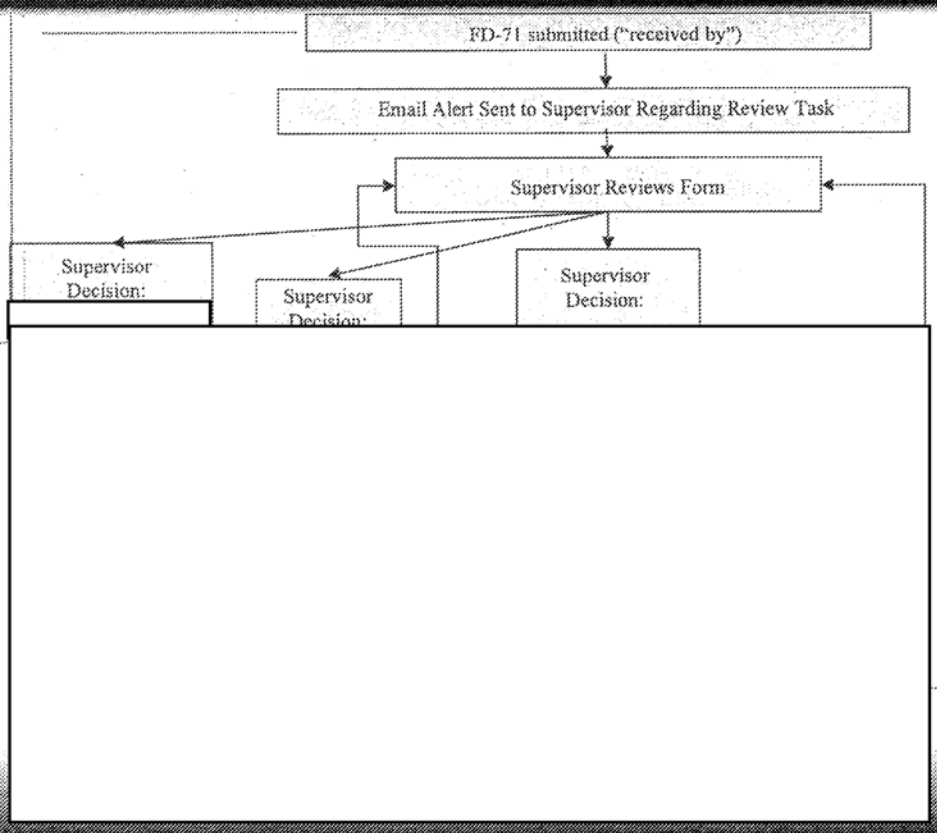
- Form owner: CPO
- FAQ:
- CPO Contact Information:
  - ⇨ Customer Support:
    - **Phone:**
    - **Email:**

FD-71: Workflow/Business Process

NOTE:

•Responsible Supervisor MUST be identified prior to form submission.

•When SIM is chosen, general read permissions are removed. Contribute permissions are granted to specified CDC, ASAC, and SAC.



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NOTE:

•Email alert is repeated if the period end date is exceeded and cc'ed to supervisor.

FBI Official Record of Training for Records between 08/12/2012 and 12/31/2012

Public Access Line Training Schedule September 12, 2012 Through September 14, 2012

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Date	Time	Group A	Group B	Group C	Group D
Tuesday, September 04, 2012	7 AM - 8 AM				
Tuesday, September 04, 2012	8 AM - 9 AM	Approx. 20-30 Minutes SES Greeting (Mr. Pender?) Auditorium	Approx. 20-30 Minutes SES Greeting (Mr. Pender?) Auditorium	Approx. 20-30 Minutes SES Greeting (Mr. Pender?) Auditorium	Approx. 20-30 Minutes SES Greeting (Mr. Pender?) Auditorium
Tuesday, September 04, 2012	9 AM - 10 AM	Teambuilding/Auditorium	Teambuilding/Auditorium	Teambuilding/Auditorium	Teambuilding/Auditorium
Tuesday, September 04, 2012	10 AM - 11 AM				
Tuesday, September 04, 2012	11 AM - 12 PM				
Tuesday, September 04, 2012	12 PM - 1 PM	Lunch			
Tuesday, September 04, 2012	1 PM - 2 PM	[redacted] Group A (STAS) Classroom 601	[redacted] Group B (STAS) Classroom 609	Verbal	Verbal
Tuesday, September 04, 2012	2 PM - 3 PM				
Tuesday, September 04, 2012	3 PM - 4 PM			Group C [redacted] 607	Group D - [redacted] 607
Tuesday, September 04, 2012	4 PM - 5 PM				
Tuesday, September 04, 2012	5 PM - 6 PM				
Wednesday, September 05, 2012	7 AM - 8 AM			[redacted] Group C (7-9:30 AM) (STAS) Classroom 601	
Wednesday, September 05, 2012	8 AM - 9 AM	Verbal	Verbal		
Wednesday, September 05, 2012	9 AM - 10 AM				
Wednesday, September 05, 2012	10 AM - 11 AM				[redacted] Group D (10-12:30) (STAS) Classroom 601
Wednesday, September 05, 2012	11 AM - 12 PM	Group A [redacted] 607	Group B [redacted] 607		
Wednesday, September 05, 2012	12 PM - 1 PM	Lunch			
Wednesday, September 05, 2012	1 PM - 2 PM	ITU #1-3 E-1 Conference Room (ITU)	ITU #1-3 E-1 Conference Room (ITU)	ITU #1-3 E-1 Conference Room (ITU)	ITU #1-3 E-1 Conference Room (ITU)
Wednesday, September 05, 2012	2 PM - 3 PM				
Wednesday, September 05, 2012	3 PM - 4 PM				
Wednesday, September 05, 2012	4 PM - 5 PM				
Wednesday, September 05, 2012	5 PM - 6 PM				
Thursday, September 06, 2012	7 AM - 6 PM	NCIC Training/Certification [redacted] *Room E-1 Conference Room* *Groups A, B, C and D*			
Thursday, September 06, 2012					
Thursday, September 06, 2012					
Thursday, September 06, 2012					
Friday, September 07, 2012	7 AM - 8 AM				
Friday, September 07, 2012	8 AM - 9 AM				
Friday, September 07, 2012	9 AM - 10 AM	ITU #4-6 Group A (ITU) Classroom 601	ITU #4-6 Group B (ITU) Classroom 609	[redacted] Groups C and D (PCC [redacted] Room 607	[redacted] C and D (PCC [redacted] Room 607
Friday, September 07, 2012	10 AM - 11 AM				
Friday, September 07, 2012	11 AM - 12 PM				
Friday, September 07, 2012	12 PM - 1 PM	Lunch			
Friday, September 07, 2012	1 PM - 2 PM				
Friday, September 07, 2012	2 PM - 3 PM	[redacted] Groups A and B (PCC [redacted] Room 607	[redacted] Groups A and B (PCC [redacted] Room 607	ITU #4-6 Group C (ITU) Classroom 601	ITU #4-6 Group D (ITU) Classroom 609
Friday, September 07, 2012	3 PM - 4 PM	Violations Training Room 603 [redacted]	Violations Training Room 603 [redacted]		
Friday, September 07, 2012	4 PM - 5 PM				
Friday, September 07, 2012	5 PM - 6 PM				
Monday, September 10, 2012	7 AM - 8 AM				
Monday, September 10, 2012	8 AM - 9 AM				
Monday, September 10, 2012	9 AM - 10 AM	Who's A Strong Communicator	Who's A Strong Communicator	Who's A Strong Communicator	Who's A Strong Communicator

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Monday, September 10, 2012	10 AM - 11 AM	Group A [redacted] E-1	Group B [redacted] E-1	Group C [redacted] E-1	Group D [redacted] E-1
Monday, September 10, 2012	11 AM - 12 PM				
Monday, September 10, 2012	12 PM - 1 PM	Lunch			
Monday, September 10, 2012	1 PM - 2 PM	[redacted] E-1 Conf. Room (POC [redacted]	[redacted] E-1 Conf. Room (POC [redacted]	[redacted] E-1 Conf. Room (POC [redacted]	[redacted] E-1 Conf. Room (POC [redacted]
Monday, September 10, 2012	2 PM - 3 PM	[redacted] Group A - Room 601 (POC [redacted]	[redacted] Group B - Room 601 (POC: [redacted]	The Power of One [redacted] Room 607	The Power of One [redacted] Room 607
Monday, September 10, 2012	3 PM - 4 PM	The Power of One [redacted] Room 607	The Power of One [redacted] Room 607	[redacted] Group C - Room 601 (POC: [redacted]	[redacted] Group D - Room 601 (POC [redacted]
Monday, September 10, 2012	4 PM - 5 PM				
Monday, September 10, 2012	5 PM - 6 PM				
Tuesday, September 11, 2012	7 AM - 8 AM				
Tuesday, September 11, 2012	8 AM - 9 AM				
Tuesday, September 11, 2012	9 AM - 10 AM	Customer Service [redacted] Group A - Classroom 607	Customer Service [redacted] Group B - Classroom 607	Violations Training Room 603 [redacted]	Violations Training Room 603 [redacted]
Tuesday, September 11, 2012	10 AM - 11 AM				
Tuesday, September 11, 2012	11 AM - 12 PM				
Tuesday, September 11, 2012	12 PM - 1 PM	Lunch			
Tuesday, September 11, 2012	1 PM - 2 PM				
Tuesday, September 11, 2012	2 PM - 3 PM				
Tuesday, September 11, 2012	3 PM - 4 PM	Active Listening/Completing an FD-71 Complaint Form (LECSU) E-1 Conf. Room	Active Listening/Completing an FD-71 Complaint Form (LECSU) E-1 Conf. Room	Active Listening/Completing an FD-71 Complaint Form (LECSU) E-1 Conf. Room	Active Listening/Completing an FD-71 Complaint Form (LECSU) E-1 Conf. Room
Tuesday, September 11, 2012	4 PM - 5 PM				
Tuesday, September 11, 2012	5 PM - 6 PM				
Wednesday, September 12, 2012	7 AM - 8 AM				
Wednesday, September 12, 2012	8 AM - 9 AM	Foreign Language Requirements (DI) E-1 Conference Room	Foreign Language Requirements (DI) E-1 Conference Room	Foreign Language Requirements (DI) E-1 Conference Room	Foreign Language Requirements (DI) E-1 Conference Room
Wednesday, September 12, 2012	9 AM - 10 AM				
Wednesday, September 12, 2012	10 AM - 11 AM	Phone Utilization 10:00am-10:15am Classroom 608 [redacted]	Phone Utilization 10:15am-10:30am Classroom 608 [redacted]	Phone Utilization 10:30am-10:45am Classroom 608 [redacted]	Phone Utilization 10:45am-11:00am Classroom 608 [redacted]
Wednesday, September 12, 2012	11 AM - 12 PM				
Wednesday, September 12, 2012	12 PM - 1 PM	Lunch			
Wednesday, September 12, 2012	1 PM - 2 PM	Grammar	Grammar	Customer Service [redacted] Group C - Classroom 607	Customer Service [redacted] Group D - Classroom 607
Wednesday, September 12, 2012	2 PM - 3 PM				
Wednesday, September 12, 2012	3 PM - 4 PM				
Wednesday, September 12, 2012	4 PM - 5 PM	Group A [redacted] 603	Group B [redacted] 603		
Wednesday, September 12, 2012	5 PM - 6 PM				
Thursday, September 13, 2012	7 AM - 8 AM				
Thursday, September 13, 2012	8 AM - 9 AM	Operations of Taking Calls/Listening to Calls/Breakout Group [redacted] VFO Employees	Operations of Taking Calls/Listening to Calls/Breakout Group [redacted] VFO Employees	Grammar	Grammar
Thursday, September 13, 2012	9 AM - 10 AM				
Thursday, September 13, 2012	10 AM - 11 AM				
Thursday, September 13, 2012	11 AM - 12 PM	Group A - Classroom 607	Group B - Classroom 607	Group C - [redacted] 603	Group D [redacted] 603
Thursday, September 13, 2012	12 PM - 1 PM	Lunch			
Thursday, September 13, 2012	1 PM - 2 PM			Operations of Taking Calls/Listening to Calls/Breakout Group [redacted] VFO Employees	Operations of Taking Calls/Listening to Calls/Breakout Group [redacted] VFO Employees
Thursday, September 13, 2012	2 PM - 3 PM				
Thursday, September 13, 2012	3 PM - 4 PM				
Thursday, September 13, 2012	4 PM - 5 PM			Group C - Classroom 607	Group D - E1 Classroom 607

Thursday, September 13, 2012	5 PM - 6 PM				
Friday, September 14, 2012	7 AM - 8 AM				
Friday, September 14, 2012	8 AM - 9 AM				
Friday, September 14, 2012	9 AM - 10 AM	Compliance (OIC) E-1 Conference Room	Compliance (OIC) E-1 Conference Room	Compliance (OIC) E-1 Conference Room	Compliance (OIC) E-1 Conference Room
Friday, September 14, 2012	10 AM - 11 AM				
Friday, September 14, 2012	11 AM - 12 PM				
Friday, September 14, 2012	12 PM - 1 PM	Lunch			
Friday, September 14, 2012	1 PM - 2 PM				
Friday, September 14, 2012	2 PM - 3 PM				
Friday, September 14, 2012	3 PM - 4 PM				
Friday, September 14, 2012	4 PM - 5 PM				
Friday, September 14, 2012	5 PM - 6 PM				

The NCIC File Reference

Revised October 2012

U.S. Department of Justice
Federal Bureau of Investigation
Criminal Justice Information Services (CJIS) Division

The NCIC File Reference

Revised October 2012

National Crime Information Center
NCIC

The National Crime Information Center (NCIC) is a computerized information system available to law enforcement and criminal justice agencies. The System includes records of wanted persons, missing persons, and persons who pose a threat to officer and public safety, as well as records for stolen property items. Records of persons are generally indexed and accessed using identifiers such as names and dates of birth, Social Security numbers, and operator's license numbers. Records of property are generally indexed and accessed using identifiers such as serial numbers, license plate numbers, vehicle identification numbers, and owner applied numbers.

NCIC files, the year of implementation, and the records the files contain

A discussion of each NCIC file, the year the file became part of the NCIC System, the type of information contained in the file, and how long a record remains in the file follows. The files are grouped by type and are in chronological order by the year each was implemented.

PERSON FILES

Wanted Person File (1967)

The Wanted Person File contains records of individuals who have an outstanding warrant(s). This file also contains records of juveniles who have been judged delinquent and who have escaped from custody or supervision or who have absconded while on probation or parole. The file also contains records of juveniles who were charged with committing an act of delinquency that would be a crime if committed by an adult and who have fled from the state in which the act was committed. Agencies may also enter temporary felony want records into this file. Temporary felony want records allow a law enforcement agency to take prompt action to apprehend a person suspected of committing a felony

when circumstances prevent the agency from immediately obtaining a warrant. Except for temporary felony want records, which are active for 48 hours, Wanted Person File records remain in this file indefinitely.

Missing Person File (1975)

The Missing Person File contains records of missing persons of any age who have a proven physical or mental disability; records of persons who are missing under circumstances indicating that they may be in physical danger or abducted; records of persons missing after a catastrophe; records of persons under the age of 21 who are missing but who do not meet any of the above criteria; and records of persons aged 21 and older who are missing but who do not meet any of the above criteria but for whom there is a reasonable concern for their safety. Records remain in this file indefinitely.

Unidentified Person File (1983)

The Unidentified Person File contains records of unidentified deceased persons, living persons who are unable to verify their identities, unidentified catastrophe victims, and recovered body parts. Records remain in this file indefinitely.

Foreign Fugitive File (1987)

Only the staff of the International Criminal Police Organization (INTERPOL) and the Royal Canadian Mounted Police (RCMP) can enter records into this file, which is available to all criminal justice agencies. INTERPOL records contain information on persons wanted in other countries for crimes that would be felonies if committed in the United States. The wanting country must have signed an extradition treaty or convention with the United States, or the subject must be wanted for a violent crime or otherwise must be known to be violent, armed, or dangerous. The RCMP records contain information on persons who are wanted for violations of the Criminal Code of Canada and for whom there is an outstanding Canada-wide warrant. Records remain in this file indefinitely.

Immigration Violator File (1996)

Only the staff of the Department of Homeland Security's Bureau of Immigration and Customs Enforcement can enter records into this file, which is available to all criminal justice agencies. This file contains records of criminal aliens whom immigration authorities deported for drug or firearms trafficking, serious violent crimes, or both; information on aliens who have outstanding administrative warrants for removal from and who have unlawfully remained in the United States; and records of aliens who have outstanding administrative warrants for failure to comply with national security registration requirements. Records remain in this file indefinitely.

Protection Order File (1997)

The Protection Order File contains records of individuals who are subject to court-issued orders to prevent violent or threatening acts, harassment against, contact or communication with, or physical proximity to another person(s). The NCIC System retains records in this file until the record reaches the date in the Date of Expiration Field. Nonexpiring records remain in the NCIC System indefinitely. The System retains expired and cleared records in an inactive status for the remainder of the year in which the record was cleared or expired plus 5 years.

National Sex Offender Registry (1999)

Records of sex offenders or other persons required to register under a jurisdiction's sex offender registry program are contained within this file. Records stay in the file until the record reaches the date in the Ending Registration Date Field. Nonexpiring records remain in the file indefinitely. The NCIC System retains expired or cleared records in an inactive status indefinitely.

Supervised Release File (1999)

The Supervised Release File contains records of individuals who are under specific restrictions during their probation, parole, supervised release, pre-trial sentencing, or released on their own recognizance. The System retains records until

the date in the Date of Probation Expiration Field is reached. Nonexpiring records remain in the System indefinitely.

Identity Theft File (2005)

The Identity Theft File contains records of victims of identity theft with descriptive and other information that law enforcement personnel can use to determine if an individual is a victim of identity theft or if the individual might be using a false identity. The NCIC System retains records in this file until the record reaches the date in the Date of Purge (DOP) Field. The maximum retention period is 5 years.

Gang File (2009)

This file was originally part of the Violent Gang and Terrorist Organization (VGTOF) File created in 1995. The Gang File contains records of violent gangs and their members. Records of gangs remain in the file indefinitely. Records of gang members are retained until the record reaches the date in the DOP Field. Records with a nonexpiring DOP are retained indefinitely.

Known or Appropriately Suspected Terrorist (KST) File (2009)

This file was originally part of the VGTOF created in 1995. The FBI's Terrorist Screening Center (TSC) is the only entity that can enter records into this file, which is available to all criminal justice agencies. KST records contain information on persons who have been nominated as a known or suspected terrorist to the TSC. These records remain in the file indefinitely or until the TSC staff removes them.

Protective Interest File (2011)

The Protective Interest File contains records for individuals for whom an authorized agency reasonably believes, based on its law enforcement investigation, might pose a threat to the physical safety of protectees or their immediate families. Only law enforcement agencies with a protective mission as specified within municipal, state, or federal statutes, regulations, or other appropriate legal authority may enter records into this file. The Protective Interest File expands upon the U.S. Secret Service Protective File, which was originally created in 1983. Records remain in this file indefinitely.

NICS Denied Transaction File (2012)

The NICS Denied Transaction File (NDTF) contains records regarding individuals who, having been determined to be prohibited persons according to the Brady Handgun Violence Prevention Act of 1993 (Brady Act), have been denied as a result of a National Instant Criminal Background Check System (NICS) background check. NDTF information will not be maintained on the NCIC system logs. NDTF records are entered and canceled through an interface between NCIC and NICS. NDTF records are available in NCIC for 180 days from the Date of NICS Denial. IF the status of a NICS denied transaction is subsequently changed, such as the result of a successful appeal, then the corresponding NDTF record will be removed from NCIC.

Violent Person File (2012)

The Violent Person File (VPF) contains records of individuals who have been convicted of violent crimes, or have made credible threats, against law enforcement and individuals who have been convicted of certain other violent crimes. The VPF was designed to alert law enforcement officers that an individual they are encountering may have the propensity for violence against law enforcement. Records remain in this file indefinitely.

PROPERTY FILES

Article File (1967)

The Article File contains records of any stolen item valued at $500 or more; records of all property taken, regardless of value, if the aggregate value taken in one theft exceeds 5,000; records of property taken, regardless of value, if the investigation indicates interstate movement of the property; records of property taken in which the seriousness of the crime indicates that the investigating agency should enter a record for investigative purposes; or records of

lost Public Safety, Homeland Security, or Critical Infrastructure items of identification. The Article File records remain active for the balance of the year of entry plus 1 year, with the exception of lost Public Safety, Homeland Security, or Critical Infrastructure (Category Q) items of identification, which stay active indefinitely.

Gun File (1967)

The Gun File contains records of stolen weapons; recovered (abandoned, seized, or found) weapons; lost or missing weapons; or weapons that have been used in the commission of a felony. Records of stolen, lost, or felony guns remain in the file indefinitely. Recovered gun records remain active for the balance of the year of entry plus 2 years.

License Plate File (1967)

The License Plate File contains records of stolen license plates. The License Plate File records remain active for the balance of the year of entry plus 4 years.

Vehicle File (1967)

The Vehicle File contains records of stolen vehicles, vehicles used in the commission of a felony, or vehicles that a law enforcement agency seizes based on a federally-issued court order. Records of felony vehicles and vehicles subject to seizure remain active for 90 days from the date of entry; records of stolen vehicles remain active for the balance of the year of entry plus 4 years.

Securities File (1968)

The Securities File contains records of securities that were stolen, embezzled, used for ransom, or counterfeited. Securities are identified as currency and documents or certificates that are evidence of debt or ownership of property or documents that represent subscription rights. Examples of securities include Federal Reserve notes, warehouse receipts, traveler's checks, money orders, stocks, and bonds. Securities File records of ransom securities remain active indefinitely. Records of stolen traveler's checks and money orders remain active for the balance of the year of entry plus 2 years; records of all other stolen, embezzled, or counterfeited securities remain active for the balance of the year of entry plus 1 years.

Boat File (1969)

The Boat File contains records of stolen boats. The Boat File records remain active for the balance of the year of entry plus 4 years.

Vehicle/Boat Part File (1999)

The Vehicle/Boat Part File contains records of stolen component parts from a vehicle or boat or ownership documentation. The Vehicle/Boat Part File records remain active for the balance of the year of entry plus 4 years.

OTHER FILES

Interstate Identification Index (III) (1983)

The III is not an NCIC file but is an index accessible through the NCIC System. The III contains personal descriptor information that an authorized agency can use to determine if a subject has a state or federal criminal history record on file. A positive response from the III will include instructions on how the agency can retrieve the corresponding history record.

Originating Agency Identifier (ORI) File (1985)

Agencies must have an ORI in order to access the NCIC System. The ORI File contains contact information (such as an agency's address and telephone number) of agencies that have an ORI. Records remain in this file indefinitely.

Image File (1999)

Images can be associated with NCIC records to assist agencies in identifying people and property items. In addition to identifying images, the file contains generic images that can be used as references for particular makes and models of vehicles and boats. If there is an identifying image associated with a record in this file, the image remains in the file until the record is canceled or expires. Generic images remain in the file indefinitely.

Retrievability

Mandatory descriptors for NCIC inquiries are listed below:

Wanted Person File

A Wanted Person File inquiry will also search the Foreign Fugitive, Gang, Identity Theft, Immigration Violator, KST, Missing Person, National Sexual Offender Registry, Protection Order, Supervised Release, Protective Interest, and the Violent Person Files. Inquiries containing vehicle identifiers will also search the License Plate, Vehicle/Boat Part, and Vehicle Files. Inquiries that contain a Miscellaneous Number, Social Security number, or Operator's License Number will also search the Article File. A Wanted Person File inquiry must include:

- Name (NAM) and one or more of the following identifiers: Date of Birth (DOB), Operator's License Number (OLN), Social Security Number (SOC), FBI Number (FBI), Miscellaneous Number (MNU), Vehicle Identification Number (VIN), and License Plate Number (LIC). The License State (LIS), Sex (SEX), and Race (RAC) Fields are not required, but agencies should include information in those fields to limit the scope of the search.
- LIC, VIN, or both.
- Name (NAM) and Originating Agency Case Number (OCA) only.

Missing Person File

Agencies must use a Wanted Person File inquiry to search the Missing Person File with name and unique identifiers. Agencies must use a Missing Person File inquiry to search nonunique identifiers. The Missing Person File inquiry must include: Approximate Age (AGE), Sex (SEX), Race (RAC), Height (HGT), Weight (WGT), Eye Color (EYE), and Hair Color (HAI).

Unidentified Person File

- An Unidentified Person File Body Part Status (BPS) inquiry must include: the BPS Field. Sex (SEX), Race (RAC), and Area (ARE) are not required, but agencies should include information in these fields to limit the scope of the search.
- An Unidentified Person File nonunique inquiry must include: Approximate Age (AGE), Sex (SEX), Race (RAC), Eye Color (EYE), Hair Color (HAI), Height (HGT), and Weight (WGT).

Foreign Fugitive File

Agencies must use a Wanted Person File inquiry to search the Foreign Fugitive File.

Immigration Violator File

Agencies must use a Wanted Person File inquiry to search the Immigration Violator File.

Protection Order File

Agencies may use a Wanted Person File inquiry to search the Protection Order File. Information in the Name, Date of Birth, and Social Security Number Fields will also search the Protected Person Name, Protected Person Date of Birth, and the Protected Person Social Security Number Fields. To limit the search to the Protection Order File (active, expired, and cleared records), agencies must conduct a Protection Order File (QPO) inquiry using the same descriptors as in a Wanted Person File inquiry, except a QPO can be made using: Name (NAM) and Protection Order Number (PNO) only.

National Sex Offender Registry (NSOR)

Agencies may use a Wanted Person File inquiry to search the NSOR. To limit the search to the National Sex Offender Registry, agencies must conduct a sex offender inquiry (QXS) using the same descriptors as in a Wanted Person File inquiry, except a QXS can be made using: Zip Code (ZIP) only.

Supervised Release File

Agencies must use a Wanted Person File inquiry to search the Supervised Release File.

Identity Theft File

Agencies may use a Wanted Person File inquiry to search the Identity Theft File. To limit the search to the Identity Theft File, agencies must conduct an Identity Theft File inquiry (QID) using the same descriptors as in a Wanted Person File inquiry.

Gang File

Agencies must use the following to search the Gang File:

- **Group Reference Capability**
  Group Name (GNG), Subgroup Name (SGP), or both.
- **Group Member Capability**
  Agencies may use a Wanted Person File inquiry. To limit the search to the Gang and KST Files, agencies must conduct a Group Member inquiry (QGM) using the same descriptors as in a Wanted Person File inquiry.

Known or Appropriately Suspected Terrorist (KST) File

Agencies may use a Wanted Person File inquiry to search the KST File. Agencies may also conduct a QGM inquiry using the same descriptors as a Wanted Person File inquiry.

Protective Interest File

Agencies must use a Wanted Person File inquiry to search the Protective Interest File.

NICS Denied Transaction File

Agencies must use the NICS Denied query to search the NICS Denied Transaction File.

Violent Person File

Agencies must use a Wanted Person File inquiry to search the Violent Person File.

Article File

Agencies must use the following to search the Article File: Serial Number (SER), which will also search the Owner Applied Number Field, and Type (TYP).

Gun File

Agencies must use the following to search the Gun File: Serial Number (SER).

License Plate File

Agencies must use the following to search the License Plate File: License Plate Number (LIC). License State (LIS) is not required, but agencies should include information in the LIS Field to limit the scope of the search.

Vehicle File

Agencies must use the following to search the Vehicle File: License Plate Number (LIC), Vehicle Identification Number (VIN), which will also search the Owner Applied Number Field, or both. License State (LIS) is not required, but agencies should include information in the LIS Field to limit the scope of the search.

Securities File

Agencies must use the following to search the Securities File:

- Type (TYP), Denomination (DEN), and Serial Number (SER).
- Owner (OWN), Social Security Number (SOC), or both. Type (TYP) is not required, but agencies should include information in the TYP Field to limit the scope of the search.

Boat File

Agencies must use the following to search the Boat File: Registration Number (REG), which will also search the Coast Guard Document Number Field; Boat Hull Number (BHN), which will also search the Owner Applied Number Field; or both.

Vehicle/Boat Part File

Agencies must use the following to search the Vehicle/Boat Part File: Vehicle Identification Number (VIN), which will search the Serial Number and Owner Applied Number Fields.

Originating Agency Identifier (ORI) File

Agencies must use the following to search the ORI File: ORI.

Image File

Agencies must use the following to search the Image File:

- NCIC Number (NIC) to retrieve all images associated with a particular record.
- Image Number (IMN) to retrieve a specified image.
- Vehicle Make (VMA), Vehicle Model (VMO), Vehicle Style (VST), and Vehicle Year (VYR) to retrieve a generic vehicle image.
- Boat Make (BMA), Boat Type (BTY), and Boat Length (BLE) to retrieve a generic boat image.

Siemens

Quick Reference Guide for PhoneMail Users PhoneMail Systems Release 6.3

SIEMENS

Quick Reference Guide for PhoneMail Users

PhoneMail Systems
Release 6.3

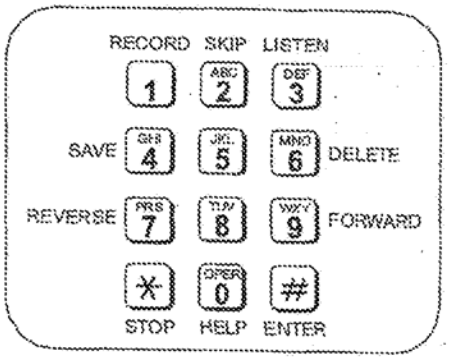
G341-1702-01

How PhoneMail Helps You

The PhoneMail system helps you because it:

- Answers your telephone automatically and plays your personal greeting.
- Accepts and stores voice messages in your PhoneMail mailbox.
- Lets you play back your messages at your convenience.
- Lets you send and receive messages anytime, from anywhere.
- Notifies you of new messages through pagers and telephones.

Your Telephone Keypad



Contents

This quick reference guide tells you:

- How to access PhoneMail, get help, and leave PhoneMail.
- How to use PhoneMail's most popular features.
- How to use PhoneMail's telecommunications device for the deaf (TDD) features.
- How to use the PhoneMail decision tree.
- Where to write your access numbers and personal distribution lists.

February 1998
Revision 1 October 1998
Job No. 4819
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Accessing Your Mailbox

Direct Access

1. Dial the PhoneMail ***direct access number***.
2. Press [#] if calling from your own extension, or

   if calling from another extension, dial your ***extension number*** (or your ***name*** if permitted), then press [#].
3. Dial your ***password***, then press [#].

Callback Access (Available in PhoneMail Rel. 6.0 or later)

1. From your extension, press the ***callback button*** on your ROLMphone telephone (or your telephone's equivalent ***repeat dial*** or ***speed dial*** button).
2. Dial your ***password***, then press [#].

The first time you access the PhoneMail system, change your password. (Refer to "Changing PhoneMail Messages" on page 8.)

Your PhoneMail Access Numbers

Your system administrator provides access numbers. Write yours here:

Direct access number _____

Guest access number _____

TDD access number _____

Forwarded or transfer access number _____

Getting Help

Press [0] to get help in using the PhoneMail system.

Leaving PhoneMail

When you finish using the PhoneMail system, you can:

Hang up, or press [*] [7] [6] to ***disconnect from*** the PhoneMail system.

Listening to Your Messages

1. ***Access*** your PhoneMail mailbox.
2. Press [3] to ***listen***.

While you are listening to messages, use the following control features. Key words are in **bold**.

While you listen to your messages...		Press
Speed	***Decrease speed*** of message.	[7]
	Increase speed of message.	[9]
Volume	***Decrease volume*** of messages and prompts.	[8]
	Increase volume of messages and prompts.	[5]
Headers	***Skip current header, play message.***	[3]
	Skip to ***previous header***.	[7][2]
	Skip to ***next header***.	[2]
Messages	***Stop*** message: [*], ***continue*** playback: [3].	[*][3]
	Replay message from beginning.	[*][7][3]
	Replay ***last few words***.	[*][7][8]
	Skip ***next few words***.	[*][9][8]
	Skip to ***end of message***.	[*][9][3]
	Skip to ***next queue***.	[*][9][1]
	Save message.	[*][4]
	Delete message.	[*][6]
	Stop message, skip to ***next header***.	[*][2]
	Stop message, skip to ***previous header***.	[*][7][2]
	Stop message, ***replay header***.	[*][7][7]
	End PhoneMail session.	[*][7][6]
	Stop message, ***return home***.	[*][7][#]

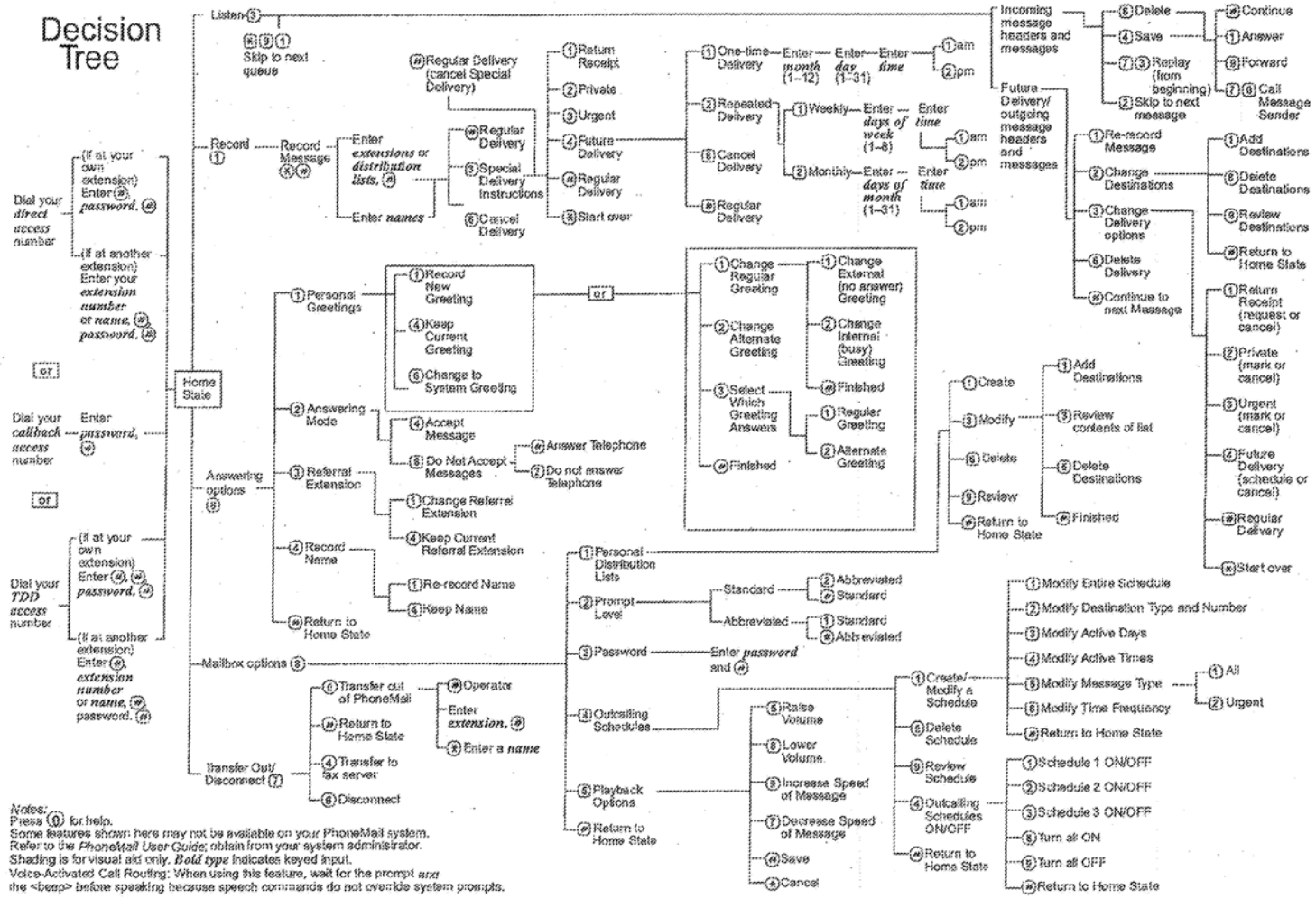
Recording Messages

1. *Access* your mailbox.
2. Press (1) to *record*.

As you record messages, use the following control features; key words are in **bold**:

While you record your messages...		**Press**
Skip Instruction	***Skip instructions*** on how to record, so you can begin recording your message.	(1)
Recording	***Record*** message.	(1)
	Stop recording (ready for addressing).	(*)(#)
Addressing	Enter address ***extensions***, each followed by:	(#)
	Enter address ***names***; dial last name, then first name until recognized, followed by:	(#)
Delivery	***Regular*** delivery.	(#)
	Special delivery.	(3)
	Cancel delivery.	(6)
Special Delivery	Mark ***return receipt*** requested.	(1)
	Mark ***private***.	(2)
	Mark ***urgent***.	(3)
Stopping and Pausing	***Stop*** (*), ***continue*** (1) recording.	(*)(1)
	Stop recording, ***start over*** (re-record message).	(*)(6)(1)
	Stop recording, ***cancel delivery*** of message.	(*)(6)(#)
Replay	Stop recording, ***replay*** what you just recorded.	(*)(7)(3)
	Stop recording, ***replay last few words***.	(*)(7)(8)
Quit	***End session / disconnect*** from system.	(*)(7)(6)

Decision Tree



Notes:
Press 0 for help.
Some features shown here may not be available on your PhoneMail system.
Refer to the *PhoneMail User Guide*, obtain from your system administrator.
Shading is for visual aid only. ***Bold type*** indicates keyed input.
Voice-Activated Call Routing: When using this feature, wait for the prompt *and* the <beep> before speaking because speech commands do not override system prompts.

Missing 7

Recording Messages (continued)

Use these control features when you call someone and PhoneMail answers.

Recording messages when PhoneMail answers *your* call...		Press
Recording Messages	***Wait for the record tone*** after the greeting, then, ***record your message***, or,	
	skip the greeting, and ***record your message*** now.	1

Changing PhoneMail Messages

1. ***Access*** your mailbox, then use the applicable keys below.

To change your name, greetings, prompt level or password...		Press
Personal Greetings	***Record*** or ***change*** your personal greeting.	8 1 1
	While recording the greeting, stop and ***replay*** it.	* 7 3
	While recording the greeting, delete and ***rerecord*** it.	* 6 1
	When you are ***finished*** recording the greeting.	* #
Name	***Record*** your name.	8 4 1
	When you are ***finished*** recording your name.	* #
Prompts	Change to ***abbreviated*** prompts.	9 2 2
	Change to ***regular*** prompts.	9 2 1
Password	***Change*** your password.	9 3
	Enter the ***new password*** followed by:	*

Using Distribution Lists

To set up a personal distribution list:

1. *Access* your mailbox, then:

To change your personal distribution lists...		Press
Personal Distribution lists	*Create* a personal distribution list. The PhoneMail system assigns a distribution list number *(write this number in List # space below).*	9 1 1
	Enter address ***extensions***, each followed by:	#
	Enter address ***names***; dial last name, then first name until recognized.	
	When you are ***finished***:	#

(Write the names and extensions of your distribution list below.)

List # _____		List # _____		List # _____	
Name	Extension	Name	Extension	Name	Extension

Other Options and Features

Transferring Out

To transfer out from home state...		Press
Transferring Out	*Transfer out* of the PhoneMail system.	7 0
	Transfer to the *fax server*.	7 4
	Transfer (if you have called someone and the PhoneMail system answers).	0

Using a TDD

To use a TDD:		
Setting up the TDD	Dial the *TDD access* number.	
	Place the handset in the TDD cradle.	
	Upon *connection* to the PhoneMail system, press:	#
	If calling from your *own extension*, press:	#
	If calling from another extension, dial your *extension number* (or *name*) followed by:	#
	Dial your *password*, followed by:	#
Sending a message through TDD	*Access* your mailbox (as above), followed by:	1
	After *GA* appears, use your TDD to *compose your message*, followed by:	* #
	Address the message. (Refer to "Addressing" under "Recording Messages" on page 5.)	

Other Options and Features (continued)

Using the Enhanced Multilingual Feature

The optional enhanced multilingual system permits callers to select one of two languages and TDD.

1. Press (*) or (0) at any time to invoke the prompt:

   "For instruction in <language>, press <number>."

Using the Voice-Activated Call Routing Feature

The voice-activated call routing feature is an optional speech recognition feature. There are no changes to prompts or the decision tree.

Using the Decision Tree

Examine the decision tree on page 6 to become familiar with the PhoneMail system's option paths. When in doubt, follow the PhoneMail prompts.

SIEMENS

Quick Reference Guide

Optiset E Advance, Advance Plus
for Hicom 300 E CS

Welcome to Your Optiset E Standard, Advance, Advance Plus, or Advance Conference Telephone

The Optiset® E Standard, Advance, Advance Plus, and Advance Conference digital telephones work with your company's Siemens® Hicom® 300 E Communications Server to give you advanced, easy-to-use telephone features. The communications server is your facility's internal telecommunications system.

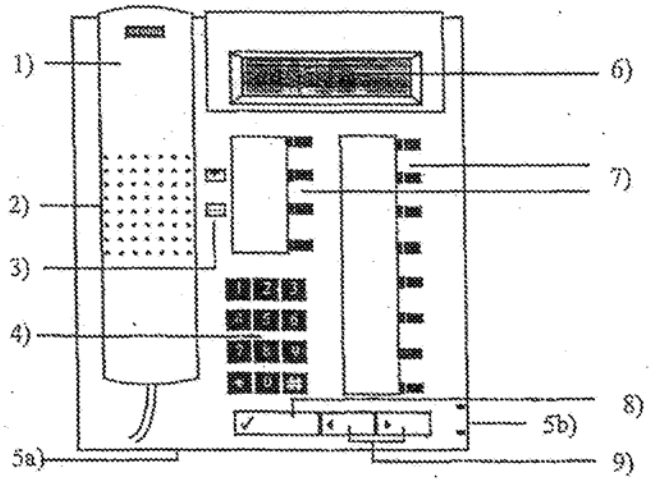


Figure 1. Optiset E Standard, Advance, Advance Plus, and Advance Conference Telephones

1) Handset
2) Speaker (ringing tone/open listening)
3) Keys for telephone settings
4) Key pad
5a) Microphone for handsfree talking (for Optiset E Standard, Advance, and Advance Plus)
5b) Microphone for handsfree talking (for Optiset E Advance Conference)
6) Display with 2 lines, 24 characters each
7) Feature keys with status lights
8) Guidance key "Select" (confirms function)
9) Guidance keys "Scroll Forward" and "Scroll Back" for browsing

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Status Lights

The red status lights next to the line keys tell you what is happening on those lines. A line key status light may turn on steadily, blink, or flash at different rates to signal the status of that line.

Table 1. Line Key Status Light Flash Rates

Flash Rate	Line Status
Off	Available
On steady	In use
Blinking	Ringing
Flashing (faster)	On hold
Flickering (fastest)	Forwarded

The OptiGuide Display

The OptiGuide™ display provides information to help you use your phone. The top line, generally in all capital letters, shows the time and date and call-related information like the extension calling you.

The second line, in initial capital letters, indicates some of the features available to your phone in its current state and provides prompts on how to use them. For example, when you are on a call, the prompt *Start transfer?* appears, to let you transfer the call if you want. When the > symbol appears at the right of the display, more features are available for your phone's current state. The second line also presents call-related information. You can configure your phone to display this line automatically or manually. (See *Configure display?* on page 16.)

You can also use the OptiGuide display to show features you have activated, scroll through messages sent to your phone, and change the audio settings on your phone.

Guidance Keys ✓ ◄ ►

The three large keys at the bottom of the phone are used to scroll through prompts and select features.

- The ► key (Scroll Forward) is used to scroll to the next option.

- The [◀] key (Scroll Back) is used to scroll to the previous option.
- The [✓] key (Select) is used to select or start the displayed feature or function.

After you have selected a feature, new prompts appear which help you complete the feature's operation.

Main Menu

To go to the main menu, press the Menu key. If your phone is idle, you can also press [◀] or [▶]. (This manual assumes that a Menu key has been set up for the user's phone at the communications server.

Then use [▶] or [◀] to scroll to any of the following prompts, which vary in some cases, depending on whether your phone is idle or active (when you have a dial tone or are on a call):

- *Speed dial features?*
- *More features?*
- *View active features?*
- *Program/Service?* (only available from the idle state)
- *Audio settings?* (only available from the idle state)
- Exit?

Speed dial features? provides access to the following features:

- *Last number redial?* - to redial the last number you dialed.
- *Station speed dial?* - to set up single digit codes to dial frequently used dialing sequences.
- *Saved number redial?* - to redial a number you have saved.
- *System speed dial?* - to use codes set up at your communications server to dial frequently used dialing sequences. You may have two system speed dial lists.
- Previous Menu? - to return to the Main Menu.

More features? provides access to prompts not available for activation through other prompts. If your phone is idle, the following prompts appear:

- *Call forwarding?* - to forward calls to another extension or outside number.
- *Do not disturb?* - to block incoming calls.
- Previous Menu - to return to the Main Menu.

If your phone is active, a different set of prompts appears:

- *Enter account code?* - to enter a code to charge an external call to an account.
- *Time and date?* - to display the time and date, when your phone is active.
- *Open listen/speaker?* - to use your handset and let someone nearby listen to the conversation over the speaker at the same time (on a phone with a speakerphone).
- *Private hold?* - to place a call in a temporary waiting position from which it can be retrieved only from your phone.
- *Line in-use?* - to determine which extension line you are currently using.
- *Mark bad line?* - to report a bad connection with an external call, so that it is logged at the communications server.
- Previous Menu? - to return to the Main Menu.

View active features? lets you view the features you have activated on your phone and lets you deactivate them. From it, you can scroll through submenus that show the state of the following features:

- FWD-ALL-BOTH? - to forward both internal and external calls under all conditions.
- Do Not Disturb? - to block incoming calls.
- Hunt Group? - to show whether you are actively part of a hunt group that automatically moves a call to the first available member extension.
- Speaker Call Rejection? - to block incoming speaker calls.
- Call Waiting Terminate? - to immediately alert you with a tone when a caller is trying to reach you with Busy Standby Queuing.
- Callback? - to show whether you have a callback request pending to help you reach another extension.

Program/Service? This is only available from the idle state and can be reached by pressing the Program key. The Program/Service menu gives you access to the following submenus:

- *Change destinations?* - to create or change destinations for the following features:
  - Call Forwarding? - to forward calls to another extension or outside number.
  - Repdials? - to set up keys for one-touch dialing.

- Station Speed Dial? - to assign frequently used dialing sequences to codes for easy dialing.

- Saved Number Redial? - to redial a number you have saved.

- Direct Station Select (DSS)? - to monitor and automatically dial or answer an extension.

* *Feature settings?* - to display and activate or deactivate the following features:

  - Call Forwarding? - to forward calls to another extension or outside number.

  - Do Not Disturb? - to block incoming calls.

  - Stop Hunt? - to use the No-Hunt feature to remove your phone from a Hunt group. A Hunt group is a group of phones that move an incoming call from one member's phone to another until it is answered or the caller hangs up.

  - Speaker Call Rejection? - to block incoming speaker calls.

  - Call Waiting Terminate? - to immediately alert you with a tone when a caller is trying to reach you with Busy Standby Queuing.

  - View Callbacks Sent? - to show whether you have sent a callback request to help you reach another extension.

* *Mailbox?* - to scroll through the PhoneMail and reminder messages that have been left on your phone and view the author, date, and time of the message. (You can also press the Mailbox key, if one appears on your phone, to reach the *Mailbox?* prompt.) It takes you to the following submenus:

  - All messages?

  - PhoneMail messages?

  - Reminder messages?

* *View feature keys?* - to display the feature keys configured on your phone. It prompts you to press the key whose function you wish to display.

* *Audio settings?* - to adjust the following audio settings for your phone:

- Ring volume? - to change the ring volume.
- Ring tone? - to change the ring tone.
- Alert tone volume? - to change the volume of the alert tone.
- Speakerphone mode? - to remove echoing from your speakerphone.

- *Configure display?* - to configure your phone for automatic or manual presentation of features prompts on the second display line when you are on a call. If you choose manual, push the right or left arrow keys to display prompts.
- *Phone test?* - to test the followings aspects of your phone:
  - LED? - to light all LEDs simultaneously.
  - Display? - to activate all pixels in the display.
  - Key? - to sound as each key is activated and show key code for function keys.
  - Audio tests? - to sound ring volume, ring tone, and alert tone.
  - Asset ID? - to display the phone's asset ID number.
  - Firmware version? - to display the phone's firmware version.
  - Power level? - to show whether a Local Power Supply is needed for your phone.
  - Exit? - to return to the time and date screen.

You can press the Program key, if one appears on your phone, to reach the Program/Service? prompt.

Also notice the service code numbers in the lower left of the subprompts available through the Program/Service prompts.

```
PROGRAM/SERVICE
 1-Change destinations?        >
```

From the Program/Service prompt, you can dial these numbers to go directly to these submenus. Similarly, the subsections within the submenus have numerals that you can dial to go to those subsections.

Audio Settings? (also available from the Program/Service menu) lets you adjust the following audio settings for your phone: ring volume, ring tone, alert tone volume, and speakerphone mode.

Feature Keys and Access Codes

You can also press feature keys to gain access to Siemens telephone system features such as Hold, Transfer, Mailbox, and Program. Since your phone has already been assigned a set of feature keys, it may not have some of the feature keys described here. However, you may still use any feature available on your system and permitted by your class of service by dialing its feature access code, if it has one. This guide explains the basic steps for using many features, including the default feature access codes. Your system administrator may have configured both the acronyms for feature keys and the access codes differently from how they appear here.

Volume Keys

Use the Volume Up ⊕ and Volume Down ⊖ keys to adjust the voice volume of your telephone. While on a call, press ⊕ to raise the volume of the voice you are hearing, or press ⊖ to lower it. Press either key until you reach the desired voice level. Holding down either key only changes the volume one step.

When you hang up or switch to another call, the voice volume returns to the default level. Or you can store the new setting to override the default setting before hanging up, by pressing the ✓ (Select) key or by pressing the ⊕ and ⊖ keys together, before you hang up.

Sounds

Your phone makes different sounds to let you know what's going on. Rings occur on a line that you are not using to indicate that you have an incoming call. Tones occur while you are using your phone and provide information about calls and features.

Table 2. Rings

Sound	Meaning
Single (repeated)	Internal or Emergency call
Double (repeated)	External call
Triple (repeated)	Callback

Table 3. Tones

Sound	Meaning
Busy tone	The party you called is on the phone.
Dial tone	You can make a call or invoke a feature.
Fast busy tone	Invalid call
Short tone every 20 secs.	Internal call waiting
3 short tones (confirmation tone)	A feature has been successfully activated.
3 short tones followed by dial tone	Additional input, such as a PIN, is required.
2 short tones every 20 secs.	External call waiting
Wavering (error) tone	Invalid feature request

Changing Your Audio Settings

To change the audio settings on your phone:

1. From the Program/Service menu or the Main menu in the idle state, select *Audio settings?*.

2. Press the ▶ key to go to the audio setting you want to change. Press the ◀ key if you want to go back to a previous audio setting.

3. Press the ✓ key. Your phone will display the current setting for the audio setting you have selected. It will also make the sound of the current setting for ring volume, ring tone, and alert tone.

4. If you want to exit without making changes, hang up or press #.

5. To adjust the setting higher or lower, press the ⊕ or ⊖ keys. For ring volume, ring tone, and alert tone, your phone will make the sound of the adjustment.

6. If you want to exit without making changes, hang up or press #.

7. To save the adjustment you have made, press the ✓ key. Or press the ⊕ and ⊖ keys together.

Callback Request

Callback Request helps you complete calls to extensions that are busy, ringing, or in Do Not Disturb mode. It lets you hang up and have the communications server call you back with a triple ring notification. When you answer, the communications server automatically dials the number.

To request a callback,

1. Listen for the phone to ring or for the busy signal.

2. Select *Callback?* on your OptiGuide display.

   Or press the Callback (CALLBCK) key, or dial # 1.

3. Hang up.

4. When the communications server calls back with triple rings, answer. The communications server will then dial the extension.

Conference

The Conference feature lets you have up to eight parties, including yourself, in a telephone conversation. The other parties besides yourself can be on trunks (outside lines).

To set up a conference,

1. During a call, scroll through the prompts on your OptiGuide display and select *Start conference?*.

   Or press the Transfer (TRANSFR) key.

2. Dial the extension you want to add, or dial 9 and the outside number.

3. After the party answers, select *Conference?* from your OptiGuide display to join all the parties.

   Or press the Conference (CONF) key (or TRANSFR).

To reconnect to the conference when a called party isn't joining,

Scroll through the prompts on your OptiGuide display and select *Release and return?*.

Or press the Connect key.

To drop the last added party,

Scroll through the prompts on your OptiGuide display and select *Remove last party?*.

Or press the Clear key, or press TRANSFR and dial * * * 4. Then press the Conference (CONF) key (or the Connect key or TRANSFR) to rejoin the conference.

Connect

Connect lets you

- reconnect with a call placed on consultation hold
- reconnect with a transferred call before the transfer is complete
- alternate between two parties, when you have one of them on consultation hold

To reconnect with a call,

Scroll through the prompts on your OptiGuide display and select *Toggle/Connect?*

Or press the Connect key.

Consultation

Consultation lets you put the other party in a call on consultation hold, so that you can call and talk privately with a second party. You can then use the Connect feature to alternate between the two parties.

To consult with a second party during a call,

1. Scroll through the prompts on your OptiGuide display and select *Consult?*.

   Or press the Transfer (TRANSFR) key.

2. Dial the second party's extension or 9 and the outside number.

3. Talk with the second party.

To reconnect with the first party,

Scroll through the prompts on your OptiGuide display and select *Toggle/Connect?*.

Or press the Connect key.

You can continue to use the Connect feature to alternate between the two parties.

To release a party on consultation hold,

While connected with the party, scroll through the prompts on your OptiGuide display and select *Release and return?*.

Or press the Clear key.

The party will be released, and you will be connected to the other party.

Forwarding

Forwarding redirects your incoming calls to another extension or an outside number. Variable Forwarding lets you set up an extension or outside number for forwarding under conditions you specify. Fixed Forwarding sends calls to extensions set up for you at the communications server.

To use Variable Forwarding for all calls under all conditions,

1. When your phone is idle, press the Menu key.

2. Scroll to *More features?* and select it.

3. Scroll to *Call forwarding?* and select it.
   FWD-ALL-BOTH - - - OFF is displayed.

4. Dial the number where you want your calls forwarded.

OR

Get a dial tone. Press the Forward key or dial # 91. Dial the extension, or 9 and the outside number, where you want your calls forwarded. Hang up.

To cancel Variable Forwarding,

1. When your phone is idle, press the Menu key.

2. Use the OptiGuide display to scroll to *More features?* and select it.

3. Select *Call forwarding?*.
   FWD-ALL-BOTH - - - ON is displayed.

4. Scroll to *Deactivate?* and select it.

OR

Press the Forward key, or get a dial tone and dial # # 9 1, and then hang up.

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Hold

The Hold feature lets you hang up a line without disconnecting the other party. If you do not retrieve the call after a certain period of time (determined by the communications server), your phone will ring. If it is an external call and you do not answer, the call is transferred to the operator.

If you want to make another call after placing a call on hold, you must use another line. If your telephone has only one line, press the Transfer (TRANSFR) key, instead of the Hold key, to place the call on consultation hold, then dial the second party.

To put a call on hold,

Use the OptiGuide display to scroll to *Hold?* and select it.

Or press the Hold key.

To reconnect,

Press the line key next to the flashing status light, or pick up the handset and press the line key.

Last Number Redial

Last Number Redial lets you quickly redial the last number you have dialed. Each time you dial a valid internal or external telephone number it is automatically stored so that you can redial it later. Numbers dialed during consultation calls and transfers are also stored. Only one number is stored at a time, and once you dial a new number it replaces the number stored previously.

To redial the last number dialed,

1. When your phone is idle, press the Menu key.

2. Select *Speed dial features?*.

3. Select *Last number redial?*.

OR

Press the Last Number Redial (LNR) key.

OR

Get a dial tone and dial # # 4.

Missing

Park

Park lets you move a call to an extension and hold it there without ringing that extension. You or another party can then retrieve the call from the extension as needed.

To park a call to another extension,

1. Scroll to *Park call?* and select it.

2. Dial the extension where you want to park the call.

3. Hang up.

   OR

Press the Transfer (TRANSFR) key. Dial * 6. Dial the extension where you want to park the call. Hang up.

To retrieve a parked call,

If the extension is on your phone, press the line key next to the flashing status light.

If the extension is on another phone,

1. Press the Pickup key.

   Or get a dial tone and dial * 3.

2. Dial the extension where the call is parked.

Pickup

Pickup features let you answer calls ringing, on hold, queued, or parked at other extensions.

Group Pickup lets you answer a call to an extension in your pickup group (set up at the communications server) even when you do not know the number for the extension.

Station Pickup lets you answer a call at any extension, provided that you know the number for the extension.

To answer a call in your pickup group,

Press the Pickup key twice. Or get a dial tone and dial * * 3.

To answer a call ringing, on hold, queued, or parked at any extension,

1. Press the Pickup key, or get a dial tone and dial * 3.

2. Dial the extension.

Missing 31

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Repertory Dialing (Repdial) Keys

This feature lets you set up each repdial (R-) key on your faceplate for one-touch dialing of an extension, outside number, feature access code, or combination of numbers and feature access codes.

To set up a repdial key,

1. When your phone is idle, press the Menu key.

2. Scroll to *Program/Service?* and select it.

3. Select *Change destinations?*.

4. Scroll to *Repdial?* and select it.

5. Press the key you want to set up as a repdial.

6. Enter the dialing sequence you wish to assign to this repdial key.

   You can press (-) to add multiple time delays (the default is 2 seconds for each) to the sequence.

7. Select *Save?*.

8. If you want to set up another repdial key, scroll to *Next entry?* and select it.

9. To end set up, select *SAVED - Exit?*.

OR

Press the Program key. Press the repdial (R-) key that you want to use. Enter the dialing sequence you want to assign to the key. Press the Program key. On your faceplate, label the key with the name of the feature or person that it dials.

To dial using a repdial key,

Press the repdial key.

Saved Number Redial

This feature saves a number that you have dialed. Later, you can redial your saved number.

To save a number you have dialed, while you are still connected with that number,

Select *Save number?* from your OptiGuide display.

Or press the Saved Number Redial (SAV/RDL) key.

Or dial # 4 while the call is still ringing or busy.

To dial your saved number,

1. Press the Menu key.

2. Select *Speed dial features?*.

3. Scroll to *Saved number redial?* and select it.

OR

Press the Saved Number Redial (SAV/RDL) key, or get a dial tone and dial # 4.

Speaker

The Optiset E Advance telephone has a speaker underneath the handset that you can use for receiving calls or listening to the PhoneMail system. Since the speaker is one-way, you must pick up your handset to speak to the other party.

To answer a call,

Pick up the handset. The blinking status light next to the line key turns on steadily.

To hang up,

Hang up the handset.

Speakerphone

The Optiset E Standard and Advance Plus telephones have a two-way speakerphone, consisting of a speaker and a microphone. You can use either the handset or the speakerphone to make or receive calls. During a conversation, you can use your speakerphone instead of your handset by pressing the Speaker key and hanging up the handset. If you want to switch back to using your handset, pick it up.

To make a call,

Press a line key or the Speaker key to get a dial tone, then dial.

To answer a call,

Press the line key next to the blinking status light.

To hang up,

Press the line key or the Speaker key.

To switch during a call,

If you are using the handset and want to use the speakerphone, press the Speaker key and hang up the handset. If you are using the speakerphone and want to use the handset, pick up the handset.

Station Speed Dialing

Station Speed Dialing lets you assign frequently used dialing sequences (extensions, outside numbers, or feature access codes) to each of ten single-digit codes (0 through 9). You can then dial a single-digit code instead of the entire sequence. You can be set up at the communications server for up to 30 codes, in groups of 10. If you are set up for more than ten, they follow a double-digit scheme (00 through 29).

To set up a station speed code,

1. When your phone is idle, press the Menu key.

2. Scroll to *Program/Service?* and select it.

3. Select *Change destinations?*.

4. Scroll to *Station speed dial?* and select it.
   Enter index: will be displayed, for the station speed dialing code.

5. Dial the code you want to use.
   Enter new number: will be displayed.

6. Dial the sequence you want the code to dial.

7. Select *Save?*.

8. Select *Exit?*.

OR

Press the Program key. Dial 13. Dial the code you want to use. Dial the sequence you want the code to dial. Select *Save?*. Select *Exit?*.

To dial using a station speed code,

1. When your phone is idle, press the Menu key.

2. Select *Speed dial features?*.

3. Scroll to *Station speed dial?* and select it.
   ENTER INDEX: will be displayed.

4. Dial the station speed dialing code.

OR

Press the Station Speed (SPEED) key, and dial the station speed code. Or get a dial tone, dial # 3, and then dial the station speed code.

System Speed Dialing

If the System Speed Dialing feature is set up on your communications server, you can dial frequently called outside numbers (local, long distance, and international) by dialing a code number. Usually these codes are published for an entire company in a special system speed directory. Consult your system administrator if you do not know your system speed numbers. Your company may have up to sixteen system speed lists. For release 6.5 and above, you may have access to two of these lists or to the first ten lists plus one additional list. A number set up for a system speed code can contain an initial Personal Identification Number (PIN), if one is necessary to make outside calls.

To make a system speed call,

1. Press the Menu key.

2. Select *Speed dial features?*.

3. Scroll to *System speed dial?* and select it. You may have two system speed dial lists.
   ENTER INDEX: will be displayed.

4. Dial the system speed dialing code.

OR

Press the correct System Speed key (SYS-SP1 for the first System Speed list or SYS-SP2 for the second). Or, get a dial tone and dial # 6 1 for the first list or # 6 2 for the second.

Then dial the system speed code.

Transfer

Transfer lets you move a call to another extension or to an outside number if your communications server is set up to do this.

To transfer a call,

1. During a call, select *Start transfer?*

2. Dial the extension, or dial 9 and the outside number. If you want, announce the caller when the party answers.

3. Hang up.

OR

Press the Transfer (TRANSFR) key. Dial the extension, or dial 9 and the outside number. If you want, announce the caller when the party answers. Hang up.

To reconnect,

Before hanging up, scroll to *Release and return?* and select it. This rejoins you to the original call and releases the party you are talking to.

Or scroll to *Toggle/Connect*? and select it. This rejoins you to the original call. Selecting Toggle/Connect again returns you to the second party.

Feature Access Codes

To use feature access codes

➪ Get a dial tone, or press the Transfer key during a call. Dial the feature access code. You may need to press the Connect key to return to your call.

Feature	Access Code
Account Number	* 2
Bad Line Reporting	* 5 6 3
Busy Override	# # 7
Buzz	# * 2
Callback Request	# 1
Cancel	# # 1
Class of Service	
Restore Primary	* # 5 9 1
Return to Secondary	* # 5 9 0
Com Group Speaker Call	* * 6
Conference	
Remove Last Party	* * * 4
Remove Specific Party	* * 4 1-8
Direct Trunk Select	# # 8
Forwarding, Fixed	# 9 0
Cancel	# # 9 0
Forwarding, Variable	
All	# 9 1
Busy	# 9 4
Busy/Ring No Answer	# 9 5
External	# 9 2
Internal	# 9 3
Ring No Answer	# 9 6
Cancel	# # 9 1
Last Number Redial	# # 4
Mailbox Callback Message	
Leave Message	# * 1
Cancel	# * 8
Turn Off Light	* 5 2
Park	* 6
Pickup	
Group	* * 3
Station	* 3
PIN Authorization	* # 5 7
Cancel	* # 5 8
Privacy	# 2
Cancel	# # 2
Saved Number Redial	# 4
Speaker Call, Fixed	# * 4
Speaker Call, One-Way	# 8 1
Speaker Call, One-Way Broadcast	# 8 0
Station Hunt	
Prevent	# * 9 3
Allow	# * 9 2
Set Destination	# * 9 8
Clear Destination	# * 9 9
Station Speed Dialing	
Call	# 3
System Hold	* 8 0-9
System Speed-1	# 6 1
System Speed-2	# 6 2
Trace Call	# # # 1
Universal Night Answer	* # 3

Public Access Line Scenarios for Training

Public Access Line

- Some Basic Scripts
- Drafting and Submission of a PAL FD-71 in Sentinel
- FD-71 Routing Protocol for SSA's

Some basic scripts

Answering a call:

- "Good (morning, afternoon, evening). Thank you for calling the FBI. How may I help you?"

Closing a call:

- "We appreciate your call. Is there anything else I can help you with? Thank you for calling."

Putting someone on hold:

- "May I put you on hold for a moment?" Check back within 2 minutes.

Transferring a call: Do not ever do a cold transfer - brief your supervisor on the situation prior to the transfer.

- Tell the caller why you are transferring. The reason will vary ie, "My supervisor can best handle your situation..."

If the Caller asks for your name:

- "I'm ...first name only [redacted]" b7E

If the Caller asks to speak with a Special Agent:

- "Our Special Agents will review the information you provide at their first opportunity."

Complaint Guide

Complaint Guide

Public Access Line

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Arrest Records

- The FBI will not provide arrest records to third parties.
- Arrest records are housed in database repositories within CJIS Division (304) 625-2000 (hey, this is where you live!).
- The caller can go to www.fbi.gov under Stats and Services for instructions or you can
- Advise a caller to request a copy of their arrest record, and include the following:
  - Full Name
  - Any Aliases
  - Date and place of birth
  - Social Security Number (optional)
  - A set of your fingerprints (this can be obtained by going to your local police department and have them take your fingerprints. The local FBI office will not do this for you)
  - Either a certified check or money order in the amount of $18.00 made payable to the Treasury of the United States.
  - Send all of the above to the following address:
    Federal Bureau of Investigation
    Criminal Justice Information Services Division
    1000 Custer Hollow Road
    Clarksburg, West Virginia 26306

ATF (Bureau of Alcohol Tobacco Firearms and Explosives)

- All ATF violations should be directed to:
  www.atf.gov
  1-800-ATF-GUNS (1-800-283-4867) or
  1-800-ATF-TIPS (1-800-283-8477)

ATM (Automated Teller Machine Card) Fraud

- Report to the Secret Service, www.secretservice.gov
- You can advise the caller the numbers to each field office are available on this site, or you can provide the number yourself from the site.

Automobile Dealer Complaints

- Federal Trade Commission, www.ftc.gov

Bank Fraud

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Bankruptcy Fraud

- Report to Department of Justice, the Office of the United States Trustee, www.doj.gov/ust. [redacted] b7E

Businesses (Fraudulent)

- Callers who want to report or find out if a business is legitimate should contact and/or make reports to:
- Better Business Bureau (www.bbb.org)
- Federal Trade Commission (www.ftc.org)
- [redacted]

Cable Television Complaints

- Report to Federal Communications Commission
  www.fcc.gov
  Phone: 1-888-225-5322
  Write: Federal Communications Commission
  Cable Services Bureau
  Consumer Protection and Competition Division
  445 12th Street, S.W.
  Washington, D.C. 20554

Cell Phones, Pagers, Wireless Complaints

- Report to the Federal Communications Commission
  www.fcc.gov
  Phone: 888-225-5322
  Write: Federal Communications Commission
  Wireless Telecommunications Bureau
  Enforcement and Consumer Information Division
  Informal Complaints and Public Inquiry Branch
  1270 Fairfield Road
  Gettysburg, PA 17325
- [redacted] b7E

Check Fraud

- **Internet** check Fraud Schemes should be reported to ic3.gov
- Stolen, forged, or 'hot' checks are handled by the local police department or Attorney General's Office
- [redacted]

Child Support Recovery Act (CSRA)

(www.fbi.gov./hq/cid/cac/recovery.htm)

- The Attorney General's guidelines make the United States Attorney in each judicial district responsible for determining which cases will be selected for investigation and prosecution. The FBI cannot accept individual complaints from lawyers, advocacy groups, or from individual citizens. According to AG guidelines, the FBI can only open cases upon referral from a United States Attorney's Office (USAO).
- The Attorney General's guidelines are intended to ensure effective prosecution of the CSRA by providing a means for selecting egregious cases which states are unable to handle because of the interstate nature of the case or in which federal prosecution is deemed more appropriate. As a general principle, cases are usually accepted only when the referral clearly indicates that all reasonable and available remedies at the state level have been exhausted. Among such cases, priority is given to those where the following is established:
    - a pattern of interstate flight to avoid payment or flight after service of process for contempt or contempt hearings;
    - a pattern of deception to avoid payment, such as changing employment, concealing assets or location, or using false names and/or social security account numbers;
    - failure to make support payments after being held in contempt;
    - particular circumstances exist which dictate the need for immediate federal intervention, such as where the custodial parent and/or child have special medical needs or where the custodial family is in danger of eviction and homelessness;
    - when the failure to make child support payments has nexus to other potential federal charges, such as bankruptcy fraud, bank fraud, federal income tax charges or other related criminal conduct; and
    - Priority may also be given to those cases where the children of the non paying parent are still minors.

Civil Rights

- The FBI is the lead agency for investigating violations of federal civil rights laws; however the decision to prosecute allegations of civil rights violations is made by the Department of Justice.
- The Civil Rights Program is divided into four sub-programs:
    - Hate Crimes
    - "Color of Law"
    - Human Trafficking
    - Freedom of Access to Clinic Entrances (FACE) Act
- The following information should be provided by the complainant. It is okay to ask the Complainant to write a narrative and mail/fax it in:
    - All identifying information for the victim(s);

- As much identifying information as possible for the subject(s), including position, rank, and agency employed;
- Date and time of the Incident;
- Location of Incident;
- Names, addresses, and telephone numbers of any witness(es);
- A complete chronology of events; and
- Any report numbers and charges with respect to the incident.

- [redacted] b7E

Color of Law

- [redacted]
- 18 U.S.C. § 242 (Color of Law) – unlawful for any person acting under color of law to willfully deprive someone of any rights secured or protected by the Constitution or laws of the U.S.
- 18 U.S.C. § 241 (Conspiracy Against Rights) – unlawful for two or more persons to conspire to injure, oppress, threaten, or intimidate any person…in the free exercise or enjoyment of any right secured to him by the Constitution or laws of the United States.
- "Color of Law" simply means that the person is using authority given to him or her by a local, state, or federal government agency.
- Most Color of Law crimes fall into five broad areas:
  - Excessive Force: In making arrests, maintaining order, and defending life, law enforcement officers are allowed to use whatever force is "reasonably" necessary. The breadth and scope of the use of force is vast-from just the physical presence of the officer…to the use of deadly force. Violations of federal law occur when it can be shown that the force used was willfully "unreasonable" or "excessive."
  - Sexual Assaults by officials acting under color of law can happen in jails, during traffic stops, or in other settings where officials might use their position of authority to coerce an individual into sexual compliance. The compliance is generally gained because of a threat of an official action against the person if he or she doesn't comply.
  - False arrest and fabrication of evidence: The Fourth Amendment of the U.S. Constitution guarantees the right against unreasonable searches or seizures. A law enforcement official using authority provided under the color of law is allowed to stop individuals and, under certain circumstances, to search them and retain their property. It is in the abuse of the discretionary power-such as an unlawful detention or illegal confiscation of property-that a violation of a person's civil rights may occur. Fabricating evidence against or falsely arresting an individual also violates the color of law statute, taking away the person's rights of due process and unreasonable seizure. In the case of deprivation of property, the color of law statute would be violated by unlawfully obtaining or

maintaining a person's property, which oversteps or misapplies the official's authority. The Fourteenth Amendment secures the right to due process; the Eight Amendment prohibits the use of cruel and unusual punishment. During an arrest or detention, these rights can be violated by the use of force amounting to punishment (summary judgment). The person accused of a crime must be allowed the opportunity to have a trial and should not be subjected to punishment without having been afforded the opportunity of the legal process.

- Failure to keep from harm: The public counts on its law enforcement officials to protect local communities. If it's shown that an official willfully failed to keep an individual from harm, that official could be in violation of the color of law statute.

Computer Intrusion

- Computer Intrusion is defined as an individual or entity that is gaining or attempting to gain access to a personal computer or network system illegally with the internet to corrupt/destroy information, or use the information to commit further crimes.
- Computer Intrusion includes government entities, private sectors companies, and individuals.
- [redacted] b7E
- [redacted]

Copyright, Trademark Infringement, and Theft of Trade Secrets

- [redacted]
- [redacted]
- People can also be referred to the National Intellectual Property Rights Coordination Center
- Intellectual Property Rights is the monopoly protection for creative works such as writing (copyright), inventions (patents), processes (trade secrets) and identifiers (trademarks).
- The National Intellectual Property Rights Coordination Center (IPR Coordination Center) is the U.S. government's latest weapon in the fight against violations of Intellectual Property Rights (IPR) laws. Located in Washington, D.C., the IPR Coordination center is a multi-agency Center responsible for coordinating a unified U.S. government response regarding IPR enforcement issues. Investigative personnel provide core staffing from Immigration and Customs Enforcement (ICE) and the Federal Bureau of Investigation (FBI). Particular emphasis is given to

investigating major criminal organizations and those using the Internet to facilitate IPR crime.

- Internet: www.ice.gov/pi/cornerstone/ipr/

- Mail: U.S. Immigration and Customs Enforcement
  National Intellectual Property Rights
  500 12th Street SW
  Washington, D.C. 20224

  Phone: 866-IPR-2060, or 866-477-2060
  Fax: (202) 307-2127

Counterfeit Money

- Report to the U.S. Secret Service, www.secretservice.gov

Credit Bureaus

- **Equifax Credit Information Services - Consumer Fraud Division**
  P.O. Box 105496
  Atlanta, Georgia 30348-5496
  Tel: (800) 997-2493
  Fraud Alert: (800) 525-6285
  www.equifax.com

- **Experian**
  P.O. Box 2104
  Allen, Texas 75013-2104
  Tel: (888) EXPERIAN (397-3742)
  Fraud Alert: (888) 397-3742
  www.experian.com

- **Trans Union Fraud Victim Assistance Department**
  P.O. Box 390
  Springfield, PA 19064-0390
  Tel: (800) 680-7289
  Fraud Alert: (800) 680-7289
  www.transunion.com

Credit Card Fraud

- Report to the U.S. Secret Service, www.secretservice.gov
- The Secret Service investigates offenses against the laws of the United States, relating to the obligations and securities of the United States and foreign governments, such as counterfeiting (currency, credit cards/debit cards) and forgery of government securities.
- If the complaint is essentially a non-criminal dispute with a retailer or other business, the caller should contact and must immediately dispute the

charge(s) in writing with the customer relations office of your credit card company. Here are some tips:

- Report the crime to the police immediately
- Immediately contact your credit card issuers
- Call the fraud unit of the three credit reporting bureaus (listed below)

- **Equifax** (800) 525-6285
- **Experian** (888) 397-3742
- **Trans Union** (800) 680-7289

Crime on the High Seas

- Crimes include sexual and physical assaults, death, drug smuggling, theft, and "vessel Conversion."
- [redacted] b7E
- [redacted]

Crimes against Children

- The National Center for Missing and Exploited Children (NCMEC/www.missingkids.com), in conjunction with the U.S. Postal Inspection Service, U.S. Customs Service, and the Federal Bureau of Investigation, serves as the National Child Pornography Tip line. The Congressionally mandated CyberTipline is a reporting mechanism for cases of child sexual exploitation including child pornography, online enticement of children for sex acts, molestation of children outside the family, sex tourism of children, child victims of prostitution, and unsolicited obscene material sent to a child. Reports may be made 24-hours per day, 7 days per week online at www.cybertipline.com or by calling 1-800-843-5678.
- [redacted] b7E

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- [redacted]

Debt Collectors (Fair Debt Collection Practices Act)

- The Fair Debt Collection Practices Act requires that debt collectors treat you fairly and prohibits certain methods of debt collection. This law does not erase any legitimate debt you owe.
- Report any problems that you have with a debt collector to your state Attorney General's office and the Federal Trade Commission.
- FTC - ftc.gov or 877-382-4357

Drugs

- Refer to the local police department and/or the DEA, www.justice.gov/dea
- [redacted]

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Elder Fraud

- More and more of the Elderly are the victims of fraud/scams. Why :
  - Accessibility
  - The gaining of Trust
  - Isolation
  - The belief that most senior citizens have cash available.
- www.aarpelderwatch.org

FACE Act

- The FACE Act (18 U.S.C. § 248) prohibits the use of force, threat of force, or physical obstruction to, or attempt to, intentionally injure, intimidate or interfere with the right of another person to obtain or provide reproductive health services. This situation makes it unlawful to damage or attempt to damage property because the facility provides reproduction health services. This includes places of worship.
- (www.fbi.gov./hq/cid/civilrights/civilrts.htm)
- [redacted]

b7E

FD-71s

- [redacted]
- [redacted]

- [redacted] b7E
- [redacted]
- [redacted]
- [redacted]

Federal Election Crimes

- Federal Election crimes include: Vote Buying, Giving False information when voting, voting multiple times, voting by ineligibles, intimidation, destruction of ballots, falsifying vote tallies, baseless voter challenges, voter deception, and campaign finance fraud. b7E
- Federal Election crimes do NOT include: False charges about opponents, trying to convince an opponent to withdraw, campaigning too close to the polls, paying for endorsements, taking voters to the polls, offering a stamp to mail an absentee ballot, giving voters time off to vote, and technical errors in election management. (These offenses come under local/state Jurisdiction.)
- [redacted]
- [redacted]

Federal Trade Commission (FTC)

- Clearinghouse for victims of identity theft:
  By phone: Toll-free 877-FTC-HELP (382-4357); TDD 202-326-2502;
  Identity Theft Hotline: (877) 438-4338
  By Mail: Consumer Response Center
  Federal Trade Commission
  600 Pennsylvania Ave, NW
  Washington, DC 20580
  www.ftc.gov/ftc/complaint.htm
- For Consumer Information: www.ftc.gov/ftc/consumer.htm
- NOTE: Also suggest they contact Social Security: www.ssa.gov, (800) 772-1213

Federal Treasury Checks (stolen/fraudulent)

- Report to the U.S. Secret Service – www.secretservice.gov

Fingerprints

- The FBI only fingerprints arrestees and applicants. Those who need to be fingerprinted for other jobs or other reasons should contact their police department. Those who want a copy of their criminal history (rap sheet) from the FBI must submit a check and a set of fingerprints to the CJIS Division. See Arrest section.

Freedom of Information Act (FOIA) Requests

- The PAL cannot release information to a person regarding themselves or another individual. A Freedom of Information Act request has to be approved and managed through FBIHQ. Advise the caller that

  - To make a freedom of information request a letter should be written stating you would like any information the FBI has on you and include the following:
  - Full Name
  - Any Aliases
  - Date and Place of Birth
  - Social Security Number (optional)
  - Have your letter notarized (if this a request for information about a third party, you must submit a notarized authorization or Privacy Waiver & Certification of Identity Form from that party)
  - State how much you are willing to pay for duplication fees if any are assessed.
  - Send all of the above to the following address:

    Federal Bureau of Investigation
    Record Information/Dissemination Section
    170 Marcel Drive
    Winchester, VA 22602-4843

- These requests can also be faxed to 540-868-4995.
- Online Requests for Freedom of information act can go to FBI.gov and click on Freedom of Information Act at the bottom of the screen. Then click on FOIPA Request Form and click "send."

Gift Card Fraud

- Gift Card Fraud is reported to the Federal Trade Commission. They can be contacted in any of the following ways:

Online: www.ftc.gov/idtheft
By phone: 1-877-438-4338 or TTY, 1-866-653-4261
By Mail: Identify Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Ave., N.W.

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Hate Crimes

- A hate crime is defined as a criminal offense against a person or property motivated in whole or in part by the offender's bias against race, religion, disability, ethnic/national origin, or sexual orientation.
-
-
- 18 U.S.C. § 245 (Federally Protected Activities) – prohibits injury, intimidation, interference by force or threat of force, of any person because of race, color, religion, national origin, or sexual orientation because of their participation in certain activities.
- 18 U.S.C. § 247 (Damage of Religious Property) – prohibits intentional defacement, damage, or destruction of any religious real property because of its religious, racial, or ethnic characteristics.

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Healthcare Fraud

- See Medicare/Medicaid section
- FBI is the primary investigative agency for Healthcare Fraud
-
- Examples of Healthcare Fraud are:
  - Hospitals, doctors, pharmacists, and other care providers submitting bills for services never rendered.
  - Service Providers charging insurance for unnecessary and costly procedures.

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- Doctors selling prescriptions to patients for cash.
- Companies billing insurance for expensive equipment but providing poor substitutes.
- Crooked physicians enticing patients to visit their offices for "free services" or gifts, then stealing their personal information and using it to file fraudulent claims.

HIPAA Privacy

- Health Insurance Portability and Accountability Act
- MUST refer to Health & Human Services at www.HHS.gov
- [redacted] b7E

Housing Discrimination

- Office of Fair Housing and Equal Opportunity
  - Phone: 1-800-669-9777
  - Write (National): Office of Fair Housing and Equal Opportunity
    Department of Housing and Urban Development
    451 Seventh Street, Room 5204
    Washington, D.C. 20410-2000

Human Trafficking

- The Trafficking Victims Protection Act (TVPA) (18 U.S.C. §§ 1589-1594) was passed in 2000 to strengthen federal criminal laws prohibiting human trafficking and improve immigration benefits for qualified person.
- The TVPA is a "victim-centered" law whereby the trafficking victim is viewed as a victim of crime even if they are present in the U.S. illegally.
- Human Trafficking occurs when someone recruits, harbors, transports, or obtains a person through the use of force, fraud. Or coercion for many purposes including sexual exploitation and/or forced labor.
- Any activity related to commercial sex involving victims less than 18 years of age is considered a form of trafficking regardless of whether the victim was forced into that type of work.
- Common tactics used to maintain control over trafficked person including debt bondage, isolation, beatings, torture, starvation, false promises, and threats to members of the victim's family. Traffickers may also confiscate the victim's passport, visa, other important documents, and any money in their possession in order to keep them from running away.
- People are trafficked for: prostitution, exotic dancing, servile marriage, agricultural work, landscape work, domestic services, factory work, street peddling, restaurant services, construction, hotel housekeeping, and day labor.
- 18,000 to 20,000 people are trafficked into the U.S. each year. More than 80% of victims are women and girls; of those, 70% are forced into sexual servitude.

Identity Theft

- The FBI does not handle identity theft. Callers should be referred to the Federal Trade Commission, www.ftc.gov.

Defend against Identity theft:

- Place a "Fraud Alert" on your credit reports, and review the reports carefully. The alert tells creditors to follow certain procedures before they open new accounts in your name or make changes to your existing accounts. The three nationwide consumer reporting companies have toll-free numbers for placing an initial 90-day fraud alert; a call to one company is sufficient:
  - Equifax: 1-800-525-6285
  - Experian: 1-888-397-3742
  - TransUnion: 1-800-680-7289

- Placing a fraud alert entitles you to free copies of your credit reports. Look for inquiries from companies you haven't contacted, accounts you didn't open, and debts on your accounts that you can't explain.

- Close accounts. Close any accounts that have been tampered with or established fraudulently.
  - Contact the security or fraud departments of each company where an account was opened or changed without approval. Follow up in writing, with copies of supporting documents.
  - Use the ID Theft Affidavit at www.ftc.gov/idtheft to support your written statement.
  - Ask for verification that the disputed account has been closed and the fraudulent debts discharged.
  - Keep copies of documents and records of your conversations about the theft.
- File a police report. File a report with local law enforcement official to help you with creditors who may want proof of the crime.
- Report the theft to the Federal Trade Commission. Your report helps law enforcement officials across the country in their investigations.
  Online: www.ftc.gov/idtheft
  By phone: 1-877-438-4338 or TTY, 1-866-653-4261
  By Mail: Identify Theft Clearinghouse
  Federal Trade Commission
  600 Pennsylvania Ave., N.W.
  Washington, D.C. 20580

Immigration and Customs Enforcement (ICE)

- Immigration matters contact 1-866-DHS 2 ICE (347-2423)
- www.ice.gov

Internet Crime Complaint Center

- The Internet Crime Complaint Center (ic3) is an alliance between the National White Collar Crime Center and the FBI. ic3's mission is to address crime committed over the Internet. ic3 offers a central repository for complaints related to Internet crime, uses the information to quantify patterns, and provides timely statistical data of current trends.
- www.ic3.gov
- http://www.LooksTooGoodToBeTrue.com: designed to protect consumers against Internet Crimes and offer in-depth information on the latest Internet schemes as well as an on-line risk assessment test.

Lottery/Sweepstakes Scam

- These scams involve the victim receiving notification, either by telephone or mail, that the victim has won a large sum of money. The victim is then convinced to pay money, under the guise of customs taxes, processing fees, or as a fee to convert the winnings to United States currency, as a prerequisite to receiving the winnings.
- It is a violation of Federal Trade Commission (FTC) trade rules to require a purchase or send money as a condition of receiving lottery or sweepstakes winnings as a condition of entering a contest, sweepstakes, or other promotion. Also it is illegal to play a foreign lottery through the mail or on the telephone or internet (Title 18 United States Code, section 1301-1307).

Mail Fraud

- U.S. Postal Inspectors investigate any crime in which the U.S. Mail is used to further a scheme—whether it originated in the mail, by telephone, or on the Internet. The use of the U.S. Mail is what makes it mail fraud.
- If evidence of a postal violation exists, Postal Inspectors may seek prosecutorial or administrative action against the violator. However, if money is lost through a fraudulent scheme conducted via the mail, Inspectors lack the authority to ensure you receive a refund and can't require that products, services, or advertisements—on the Internet or elsewhere—be altered.
- Postal Inspectors base investigations or mail fraud on the number, pattern, and substance of complaints received from the public. The Postal Inspection Service will carefully review the information you provide. We may share the information with other agencies when there is a possible violation within their jurisdiction.
- If you feel you've been victimized in a fraud scheme that involves the U.S. Mail, submit a Mail Fraud Complaint Form to the U.S. Postal Inspection Service.
- Postal Inspection Service, www.postalinspectors.uspis.gov

Medical Drugs and Medical Products Sold Online

- Food and Drug Administration
  Phone: 1-888-463-6332 to request a complaint form
  Fax: 1-800-332-0178 fax your complain form
  Write: MedWatch
  The FDA Medical Products Reporting Program
  Food and Drug Administration
  5600 Fishers Lane
  Rockville, MD 20852-9787

Medicare/Medicaid Fraud

- [redacted] b7E
- Complainant may also report to Department of Health and Human Services, Office of Inspector General at 1-800-447-8477
- Write to: Director, MFCU
  Office of Attorney General
  1525 Sherman Street, 5th Floor
  Denver, CO 80203
  Phone: (303) 866-5431
  http://oig.hhs.gov/hotline.html

Missing Abroad

- State Department (202) 647-5225
- http://travel.state.gov/law/info/info_629.html

Missing Children

- The National Center for Missing and Exploited Children (NCMEC), in conjunction with the U.S. Postal Inspection Service, U.S. Customs Service, and the Federal Bureau of Investigation, serves as the National Child Pornography Tip line. The Congressionally mandated CyberTipline is a reporting mechanism for cases of child sexual exploitation including child pornography, online enticement of children for sex acts, molestation of children outside the family, sex tourism of children, child victims of prostitution, and unsolicited obscene material sent to a child. Reports may be made 24-hours per day, 7 days per week online at www.cypertipline.com or by calling 1-800-843-5678.
- Callers should also be directed to notify there local authorities
- Also see Kidnapping and Crimes against Children Section.

Mortgage Fraud

- [redacted] b7E
- If possible, try to get the complainant to either fax or send in a summary of their issue along with copies of as many of their loan documents as possible.
- Typical mortgage and foreclosure scams:

Property Flipping – Property is purchased, falsely appraised at a higher value, and then quickly sold. What makes property flipping illegal is that the appraisal information is fraudulent. The schemes typically involve one or more of the following: fraudulent appraisals, doctored loan documentation, inflating buyer income, etc. Kickbacks to buyers, investors, property/loan brokers, appraisers, title company employees are common in this scheme. A home worth $20,000 may be appraised for $80,000 or higher in this scheme.

Silent Second – The buyer of a property borrows the down payment from the seller through the issuance of a non-disclosed second mortgage. The primary lender believes the borrower has invested his own money in the down payment, when in fact it is borrowed. The second mortgage may not be recorded to further conceal its status from the primary lender.

Nominee Loans/Straw Buyers – The identity of the borrower is concealed through the use of a nominee who allows the borrower to use the nominee's name and credit history to apply for a loan.

Fictitious/Stolen Identity – A fictitious/stolen identity may be used on the loan application. The applicant may be involved in an identity theft scheme: the applicant's name, personal identifying information and credit history are used without the true person's knowledge.

Inflated Appraisals – An appraiser acts in collusion with a borrower and provides a misleading appraisal report to the lender. The report inaccurately states an inflated property value.

Foreclosure Schemes – The perpetrator identifies homeowners who are at risk of defaulting on loans or whose houses are already in foreclosure. Perpetrators mislead the homeowners into believing that they can save their homes in exchange for a transfer of the deed and up-front fees. The perpetrator profits from these schemes by re-mortgaging the property or pocketing fees paid by the homeowner.

Equity Skimming – An investor may use a straw buyer, false income documents, and false credit reports, to obtain a mortgage loan in the straw buyer's name. Subsequent to closing, the straw buyer signs the property over to the investor in a quit claim deed which relinquishes all rights to the property and provides no guaranty to title. The investor does not make any mortgage payments and rents the property until foreclosure takes place several months later.

Air Loans – This is a non-existing property loan where there is usually no collateral. An example of an air loan would be where a broker invents

borrowers and properties, establishes accounts for payments, and maintains custodial accounts for escrows. They may set up an office with a bank of telephones, each one used as the employer, appraiser, credit agency, etc., for verification purposes.

Tips to avoid Mortgage Fraud

- Get referrals for Real Estate/Mortgage Professionals. Check licenses of industry professionals with state, county, or city regulatory agencies.
- If it sounds to good to be true, it probably is.
- Be wary of strangers/unsolicited contacts, as well as high pressure sales techniques.
- Verify the value of any property before proceeding.
- Understand what you are signing and agreeing to and do not sign any blank forms. If you do not understand, re-read the documents or seek assistance from an attorney.
- Make sure the name on your application matches the name on your identification.
- Review the title history of the home you are anticipating to purchase before making the purchase.
- Know and understand the terms of your mortgage.
- Never sign any loan documents that contain "blanks."
- Check out tips on the MBA's website at http://www.StopMortgageFraud.com for additional advice on avoiding Mortgage Fraud.

Moving Company Hostage Freight

- When a moving company is holding a person's/company's items hostage and demanding more money than the original cost.
- Handled by the Federal Motor Carrier Safety Association (FMCSA) 1-888-368-7238 or www.1-888-DOT-SAFT.com

National Sex Offender Public Registry

- www.nsopr.gov/

Parental Kidnapping

- The FBI dose not investigate parental kidnapping unless there is evidence that the parent is taking the child out of the country, or unless the parent can provide:
  - A copy of the court order that states who has custody of the child.
  - An official letter from the district attorney or local police department requesting the FBI's assistance.
  - A copy of the warrant issued by the district attorney stating that the parent is in violation of the court order.

- There are basically two federal criminal investigative options that may be pursued when a child is abducted by a parent and taken over state lines and/or outside the United States.
- *International Parental Kidnapping Crime Act (IPKCA) of 1993:* A violation where a parent takes a juvenile under 16-years of age outside of the United States without the other custodial parent's permission.
  - Make sure that a missing person's report has been filed for child.
  - Contact Department of State, Office of Children's Issues (OCI) 202-736-9090 (tel)/202-736-9133 (fax).
  - Have Child's name entered into Children's Passport Issuance Alert Program at Dept. of State (202-736-9156) to be notified if dept. receives passport application for child.
  - Contact National Center for Missing and Exploited Children (NCMEC) at 1-800-843-5678.
  - Hague Convention
    - No Custody decree needed.
    - Submit Application to U.S. Central Authority (DOS OCI).
- *Unlawful Flight to Avoid Prosecution (UFAP) – Parental Kidnapping:* In any parental kidnapping case, a UFAP – Parental Kidnapping arrest warrant may be issued for the abducting parent who takes their child(ren) interstate or internationally. In order for the FBI to assist with a UFAP warrant, the following criteria must be met:
  1) There must be probable cause to believe the abducting parent has fled interstate or internationally to avoid prosecution or confinement.
  2) The state authorities must have an outstanding warrant for the abductor's arrest charging him/her with a felony under the laws of the state from which the fugitive flees.
  3) The state authorities must agree to extradite and prosecute that fugitive from anywhere in the U.S. the subject is apprehended by the FBI.
  4) The local prosecuting attorney or police agency should make a written request to the United States Attorney for FBI assistance.
  5) The United States Attorney must authorize the filing of a complaint and the federal arrest process must be outstanding prior to the time that investigation is instituted.

(www.fbi.gov/hq/cid/cac/kidnap.htm)

Passports

- Stolen, Fraudulent, or information regarding passports should be referred to the Department of State – travel. www.state.gov, or the National Passport Information Center – 1-877-487-2778.

Public Corruption

- [redacted] b7E

- "Public Corruption investigation" is defined as any criminal case, opened under any classification, wherein it is alleged that either a public official (either elected, appointed, or under contact), and/or a private individual, has been or is engaging in a corrupt scheme that involves either a direct or indirect abuse of the public official's trust and/or undermines the integrity of federal, state or local governmental operations, in violation of federal law.
- Type of Public Corruption are:
  - Contract
  - Judicial
  - Law Enforcement
  - Legislative
  - Regulatory
  - Election Fraud

Contract – Payment of bribes or kickbacks (i.e. anything of value) to local, state, or federal public officials in exchange for favorable treatment regarding government contracts and can include:

- "Pay to play" schemes
- Improper disclosure of competitor bid informations
- Discretionary awarding of "no Bid" contracts
- Approving false invoices or cost overruns for the bidding contractor.

Judicial – When and individual or organization seek to influence an act taken by a court by engaging in behavior that corrupts a member of the judicial system.

- Reduction of bond or sentence
- Waiving fines
- Dismissal of charges

Law Enforcement – Can involve payment or benefit of local, state, or federal law enforcement officials in exchange for some desired action or inaction, such as:

- Theft of items during an investigation
- "Protecting" illegal activity
- Leaking sensitive information to unauthorized parties

Legislative – Bribes or kickbacks to legislators, their staff, lobbyists, or consultants in exchange for some action or inaction concerning pending or future legislation or policy. This may include any of the following:

- Voting for/against legislation
- Confirmation of an executive appointment
- Appropriation considerations
- "Pay to play" schemes

Regulatory – Typically involves payments to public officials in exchange for some action or inaction pertaining to licensing, inspections, zoning variances, or other public documents. Regulatory corruption can include:

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- Failure to report violations of regulatory codes in exchange for something of value.
- Fraudulent issuance of identification documents.
- Improper issuance of identification documents.
- Improper issuance of licenses (liquor, vehicle, construction, adult entertainment, etc.)
- Altering zoning variances

Election Fraud – Election fraud can occur in state or federal election and encompasses activities such as buying votes, intimidating voters, voting more than once in an election, tampering with ballot boxes, destroying ballots, or any other intentional disruptions of the polling process.

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Social Security Administration, Fraud

- Internet: www.ssa.gov/oig/
  Phone: 1-800-772-1213, or 1-800-269-0271
  Write: Social Security Fraud Hotline
  P.O. Box 17768
  Baltimore, Maryland 21235

Spam or Junk E-mails

- Federal Trade Commission
  Phone: 1-877-382-4357
  Write: Federal Trade Commission
  CRC-240
  Washington, D.C. 20580

Spam or Junk Facsimiles

- Federal Communications Commission
  Phone : 1-888-225-5322
  Internet : www.fcc.gov

Student Loans

- Fraudulent loans or information regarding student loans should be referred to the Department of Education, 1-800-872-5327.

Telemarketing Fraud

- The Federal Trade Commission (FTC) enters all telemarketing, identity theft, and other fraud complaints into *Consumer Sentinel*, which is a secure database available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad. The FTC offers a telemarketing fraud hotline, as well as a website:
  1-877-382-4357
  www.ftc.gov

- If there is a Canadian nexus, caller should be referred to Phonebusters Email: info@phonebusters.com, Fax: (888) 654-9426 or Telephone: (888) 495-8501. By mail: Box 686 North Bay, Ontario P1B8J8.
  www.phonebusters.com

Telephone Service (Billing, Access, Service, Long Distance)

- Federal Communications Commission, www.fcc.gov
  Phone: 1-888-225-5322
  Write: Federal Communications Commission
  Consumer Information Bureau
  Consumer Complaints-Telephone
  Washington, D.C. 20554

Travel Advisories

- Department of State
  www.Travel.State.gov
  202-647-4000

Valor (Stolen)

- Wearing, manufacturing, or selling any decoration of medal authorized by Congress for the Armed Forces or any medal, badge, or decoration awarded to members of such forces without authority. b7E
- [redacted]

Watch List

- [redacted] Refer them to the Transportation Security Administration (TSA) – 866-289-9673 or the Terrorist Screening Center – 866-872-5678.

Witness Protection

- This program is handled by the U.S. Marshal's service, www.usmarshals.gov.
- USMS also apprehends federal fugitives

Common Referrals (other government agencies and public service organizations)

BATF (Bureau of Alcohol, Tobacco and Firearms, and Explosives)
- www.atf.gov
- 1-800-ATF-GUNS (283-4867) or
- 1-800-ATF-TIPS (283-8477)

Better Business Bureau
- www.bbb.org

Department of Homeland Security
- www.dhs.gov

Department of Health and Human Services
- www.hhs.gov

Drug Enforcement Agency
- www.justice.gov/dea

Federal Trade Commission
- www.ftc.org

Federal Communications Commission
- www.fcc.org
- 1-888-225-5322

Food and Drug Administration
- Food and Drug Administration
- 1-888-463-6332 to request a complaint form
- Fax: 1-800-332-0178 fax your complain form
- Write: MedWatch

The FDA Medical Products Reporting Program
Food and Drug Administration
5600 Fishers Lane
Rockville, MD 20852-9787

Immigrations and Customs Enforcement (ICE)
- www.ice.gov
- 1-866-DHS 2 ICE (347-2423)

Internet Crime Complaint Center (an FBI initiative)
- www.ic3.gov

National Center for Missing or Exploited Children
- www.ncmec.com
- www.cypertipline.com
- 1-800-843-5678

National Sex Offender Public Registry
- www.nsopr.gov/

Office of Fair Housing and Equal Opportunity
- 1-800-669-9777
- Office of Fair Housing and Equal Opportunity

  Department of Housing and Urban Development
  451 Seventh Street, Room 5204
  Washington, D.C. 20410-2000
- www.hud.gov

US Marshals Service
- www.usmarshals.gov

US Postal Inspection Service
- www.postalinspectors.uspis.gov

US Immigrations and Customs Enforcement (ICE)
- www.ice.gov

US State Department
- www.state.gov
- 202-647-2000

US Secret Service
- www.secretservice.gov

Social Security Administration
- www.ssa.gov/oig
- 1-800-772-1213, or 1-800-269-0271
- Social Security Fraud Hotline, P.O. Box 17768, Baltimore, Maryland 21235

Transportation Security Administration
- 866-289-9673
- www.tsa.gov

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1397123-0

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Complaint Guide

Complaint Guide

Public Access Line

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- Individuals convicted of a sex offence are required by law to register with the local jurisdiction, providing their current address and contact information. A listing of registered sex offenders is available to the public on www.nsopr.gov/ 23

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Arrest Records

- The FBI will not provide arrest records to third parties.
- Arrest records are housed in database repositories within CJIS Division (304) 625-2000 (hey, this is where you live!).
- The caller can go to www.fbi.gov under Stats and Services for instructions or you can
- Advise a caller to request a copy of their arrest record, and include the following:
  - Full Name
  - Any Aliases
  - Date and place of birth
  - Social Security Number (optional)
  - A set of fingerprints, which can be obtained by going to a local police department. The local FBI office will not do this.
  - Either a certified check or money order in the amount of $18.00 made payable to the Treasury of the United States.
  - Send all of the above to the following address:
    Federal Bureau of Investigation
    Criminal Justice Information Services Division
    1000 Custer Hollow Road
    Clarksburg, West Virginia 26306

ATF (Bureau of Alcohol Tobacco Firearms and Explosives)

- All ATF violations should be directed to:
  www.atf.gov
  1-800-ATF-GUNS (1-800-283-4867)

ATM (Automated Teller Machine) Card Fraud

- Report to the Secret Service, www.secretservice.gov
- You can advise the caller the numbers to each field office are available on this site, or you can provide the number yourself from the site.

Automobile Dealer Complaints

- Federal Trade Commission, www.ftc.gov

Bank Fraud

- Bank fraud is the criminal offense of knowingly executing or attempting to execute a scheme or artifice to defraud a financial institution or to obtain property owned by or under control of a financial institution by means false or fraudulent pretenses, representations or promises.

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[redacted]

Bankruptcy Fraud

- Report to Department of Justice, the Office of the United States Trustee, www.justice.gov/ust. [redacted]

Businesses (Fraudulent)

- Callers who want to report or find out if a business is legitimate should contact and/or make reports to:
- Better Business Bureau (www.bbb.org)
- Federal Trade Commission (www.ftc.org)
- [redacted]

Cable Television Complaints

- Report to Federal Communications Commission
  www.fcc.gov
  Phone: 1-888-225-5322
  Write: Federal Communications Commission
  Cable Services Bureau
  Consumer Protection and Competition Division
  445 12th Street, S.W.
  Washington, D.C. 20554

Cell Phones, Pagers, Wireless Complaints

- Report to the Federal Communications Commission
  www.fcc.gov
  Phone: 888-225-5322
  Write: Federal Communications Commission
  Wireless Telecommunications Bureau
  Enforcement and Consumer Information Division
  Informal Complaints and Public Inquiry Branch
  1270 Fairfield Road
  Gettysburg, PA 17325

Check Fraud

- **Internet** check fraud schemes should be reported to ic3.gov
- Stolen, forged, or 'hot' checks are handled by the local police department or Attorney General's Office unless they are US Treasury checks

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Child Support Recovery Act (CSRA)

(www.fbi.gov/hq/cid/cac/recovery.htm)

- The Attorney General's guidelines make the United States Attorney in each judicial district responsible for determining which cases will be selected for investigation and prosecution. The FBI cannot accept individual complaints from lawyers, advocacy groups, or from individual citizens. According to AG guidelines, the FBI can only open cases upon referral from a United States Attorney's Office (USAO).
- The Attorney General's guidelines are intended to ensure effective prosecution of the CSRA by providing a means for selecting egregious cases which states are unable to handle because of the interstate nature of the case or in which federal prosecution is deemed more appropriate. As a general principle, cases are usually accepted only when the referral clearly indicates that all reasonable and available remedies at the state level have been exhausted. Among such cases, priority is given to those where the following is established:
    - a pattern of interstate flight to avoid payment or flight after service of process for contempt or contempt hearings;
    - a pattern of deception to avoid payment, such as changing employment, concealing assets or location, or using false names and/or social security account numbers;
    - failure to make support payments after being held in contempt;
    - particular circumstances exist which dictate the need for immediate federal intervention, such as where the custodial parent and/or child have special medical needs or where the custodial family is in danger of eviction and homelessness;
    - when the failure to make child support payments has nexus to other potential federal charges, such as bankruptcy fraud, bank fraud, federal income tax charges or other related criminal conduct; and
    - Priority may also be given to those cases where the children of the non paying parent are still minors.

Civil Rights

- The FBI is the lead agency for investigating violations of federal civil rights laws; however the decision to prosecute allegations of civil rights violations is made by the Department of Justice.

- The Civil Rights Program is divided into four sub-programs – these are the FBI's priority:
  - Hate Crimes
  - "Color of Law"
  - Human Trafficking
  - Freedom of Access to Clinic Entrances (FACE) Act

- The following information should be provided by the complainant. All identifying information for the victim(s);
  - As much identifying information as possible for the subject(s), including position, rank, and agency employed;
  - Date and time of the Incident;
  - Location of Incident;
  - Names, addresses, and telephone numbers of any witness(es);
  - A complete chronology of events; and
  - Any report numbers and charges with respect to the incident.

[redacted] b7E

Color of Law

- 18 U.S.C. § 242 (Color of Law) – unlawful for any person acting under color of law to willfully deprive someone of any rights secured or protected by the Constitution or laws of the U.S.

- 18 U.S.C. § 241 (Conspiracy Against Rights) – unlawful for two or more persons to conspire to injure, oppress, threaten, or intimidate any person…in the free exercise or enjoyment of any right secured to him by the Constitution or laws of the United States.

- "Color of Law" simply means that the person is using authority given to him or her by a local, state, or federal government agency.

- Most Color of Law crimes fall into five broad areas:

  - Excessive Force: In making arrests, maintaining order, and defending life, law enforcement officers are allowed to use whatever force is "reasonably" necessary. The breadth and scope of the use of force is vast-from just the physical presence of the officer…to the use of deadly force. Violations of federal law occur when it can be shown that the force used was willfully "unreasonable" or "excessive."

- Sexual Assaults by officials acting under color of law can happen in jails, during traffic stops, or in other settings where officials might use their position of authority to coerce an individual into sexual compliance. The compliance is generally gained because of a threat of an official action against the person if he or she doesn't comply.

- False arrest and fabrication of evidence: The Fourth Amendment of the U.S. Constitution guarantees the right against unreasonable searches or seizures. A law enforcement official using authority provided under the color of law is allowed to stop individuals and, under certain circumstances, to search them and retain their property. It is in the abuse of the discretionary power-such as an unlawful detention or illegal confiscation of property-that a violation of a person's civil rights may occur. Fabricating evidence against or falsely arresting an individual also violates the color of law statute, taking away the person's rights of due process and unreasonable seizure. In the case of deprivation of property, the color of law statute would be violated by unlawfully obtaining or maintaining a person's property, which oversteps or misapplies the official's authority. The Fourteenth Amendment secures the right to due process; the Eight Amendment prohibits the use of cruel and unusual punishment. During an arrest or detention, these rights can be violated by the use of force amounting to punishment (summary judgment). The person accused of a crime must be allowed the opportunity to have a trial and should not be subjected to punishment without having been afforded the opportunity of the legal process.

- Failure to keep from harm: The public counts on its law enforcement officials to protect local communities. If it's shown that an official willfully failed to keep an individual from harm, that official could be in violation of the color of law statute.

Computer Intrusion/Hacking

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- Computer Intrusion is defined as an individual or entity gaining or attempting to gain access to a personal computer or network system illegally with the internet to corrupt/destroy information, or use the information to commit further crimes.

- Computer Intrusion includes government entities, private sectors companies, and individuals.

- Refer to IC3 if there is an internet predicate [redacted] b7E

Copyright, Trademark Infringement, and Theft of Trade Secrets

- Supported by ICE : www.iprcenter.gov or go to www.copyright.gov

[redacted] b7E

- Intellectual Property Rights is the monopoly protection for creative works such as writing (copyright), inventions (patents), processes (trade secrets) and identifiers (trademarks).
    - The National Intellectual Property Rights Coordination Center (IPR Coordination Center) is the U.S. government's latest weapon in the fight against violations of Intellectual Property Rights (IPR) laws. Located in Washington, D.C., the IPR Coordination center is a multi-agency Center responsible for coordinating a unified U.S. government response regarding IPR enforcement issues. Investigative personnel provide core staffing from Immigration and Customs Enforcement (ICE) and the Federal Bureau of Investigation (FBI). Particular emphasis is given to investigating major criminal organizations and those using the Internet to facilitate IPR crime.
    - Mail: U.S. Immigration and Customs Enforcement
      National Intellectual Property Rights
      500 12th Street SW
      Washington, D.C. 20224
      Phone: 866-IPR-2060, or 866-477-2060
      Fax: (202) 307-2127

Counterfeit Money

- Report to the U.S. Secret Service, www.secretservice.gov

Credit Card Fraud

- Report to the U.S. Secret Service, www.secretservice.gov

- The Secret Service investigates offenses against the laws of the United States, relating to the obligations and securities of the United States and foreign governments, such as counterfeiting (currency, credit cards/debit cards) and forgery of government securities.

- If the complaint is essentially a non-criminal dispute with a retailer or other business, the caller should contact and must immediately dispute the charge(s) in writing with the customer relations office of your credit card company. Here are some tips:

  - Report the crime to the police immediately
  - Immediately contact your credit card issuers
  - Call the fraud unit of the three credit reporting bureaus (listed below)

  - **Equifax Credit Information Services - Consumer Fraud Division**
    P.O. Box 105496
    Atlanta, Georgia 30348-5496
    Tel: (800) 997-2493
    Fraud Alert: (800) 525-6285
    www.equifax.com
  - **Experian**
    P.O. Box 2104
    Allen, Texas 75013-2104
    Tel: (888) EXPERIAN (397-3742)
    Fraud Alert: (888) 397-3742
    www.experian.com
  - **Trans Union Fraud Victim Assistance Department**
    P.O. Box 390
    Springfield, PA 19064-0390
    Tel: (800) 680-7289
    Fraud Alert: (800) 680-7289
    www.transunion.com

Crime on the High Seas

- Crimes include sexual and physical assaults, death, drug smuggling, theft, and "vessel conversion."

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Crimes against Children

- The National Center for Missing and Exploited Children (NCMEC/www.missingkids.com), in conjunction with the U.S. Postal Inspection Service, U.S. Customs Service, and the Federal Bureau of Investigation, serves as the National Child Pornography Tip line. The Congressionally mandated CyberTipline is a reporting mechanism for cases of child sexual exploitation including child pornography, online enticement of children for sex acts, molestation of children outside the family, sex tourism of children, child victims of prostitution, and unsolicited obscene material sent to a child. Reports may be made 24-hours per day, 7 days per week online at www.cybertipline.com or by calling 1-800-843-5678.

[redacted] b7E

Cyber Threats to FBI Systems (not specific to a Field Office)

- [redacted] b7E
- [redacted]

Debt Collectors (Fair Debt Collection Practices Act)

- The Fair Debt Collection Practices Act requires that debt collectors treat you fairly and prohibits certain methods of debt collection. This law does not erase any legitimate debt you owe.

- Report any problems that you have with a debt collector to your state Attorney General's office and the Federal Trade Commission.

- FTC - ftc.gov or 877-382-4357

Drugs

- Refer to the local police department and/or the DEA, www.justice.gov/dea
- [redacted] b7E

Elder Fraud (this is not a federal violation per se)

- More and more of the Elderly are the victims of fraud/scams. Why :
  - Accessibility
  - The gaining of Trust
  - Isolation
  - The belief that most senior citizens have cash available.
- www.ncea.aoa.gov

FACE Act

- The FACE Act (18 U.S.C. § 248) prohibits the use of force, threat of force, or physical obstruction to, or attempt to, intentionally injure, intimidate or interfere with the right of another person to obtain or provide reproductive health services. This situation makes it unlawful to damage or attempt to damage property because the facility provides reproduction health services. This includes places of worship.
- www.fbi.gov./hq/cid/civilrights/civilrts.htm
- [redacted] b7E

FD-71s

- [redacted] b7E
- [redacted]
- [redacted]

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- [redacted]

Federal Election Crimes

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- Federal Election crimes include: Vote Buying, Giving False information when voting, voting multiple times, voting by ineligibles, intimidation, destruction of ballots, falsifying vote tallies, baseless voter challenges, voter deception, and campaign finance fraud.

- Federal Election crimes do NOT include: False charges about opponents, trying to convince an opponent to withdraw, campaigning too close to the polls, paying for endorsements, taking voters to the polls, offering a stamp to mail an absentee ballot, giving voters time off to vote, and technical errors in election management. (These offenses come under local/state jurisdiction.)

- [redacted]

Federal Trade Commission (FTC)

- The FTC is the clearinghouse for identity theft victims.
- www.ftc.gov/ftc/complaint.htm
  - By phone: Toll-free 877-FTC-HELP (382-4357); TDD 202-326-2502; Identity Theft Hotline: (877) 438-4338 Online: www.ftc.gov/idtheft
  - By Mail: Consumer Response Center
Federal Trade Commission
600 Pennsylvania Ave, NW

Washington, DC 20580

- For Consumer Information: www.ftc.gov/ftc/consumer.htm
- NOTE: Also suggest they contacting the Social Security Administration: www.ssa.gov, (800) 772-1213

Federal Treasury Checks (stolen/fraudulent)

- Report to the U.S. Secret Service – www.secretservice.gov

Fingerprints

- The FBI only fingerprints arrestees and applicants. Those who need to be fingerprinted for other jobs or other reasons should contact their local police department. Those who want a copy of their criminal history (rap sheet) from the FBI must submit a check and a set of fingerprints to the CJIS Division. See Arrest section.

Food Stamp Fraud

- Refer the caller to the Secret Service

Freedom of Information Act (FOIA) Requests

- The PAL cannot release information to a person regarding themselves or another individual. A Freedom of Information Act request has to be approved and managed through FBIHQ. Advise the caller that
    - To make a freedom of information request a letter should be written stating you would like any information the FBI has on you and include the following:
        - Full Name
        - Any Aliases
        - Date and Place of Birth
        - Social Security Number (optional)
        - Have your letter notarized (if this a request for information about a third party, you must submit a notarized authorization or Privacy Waiver & Certification of Identity Form from that party)
        - State how much you are willing to pay for duplication fees if any are assessed.
        - Send all of the above to the following address:
          Federal Bureau of Investigation
          Record Information/Dissemination Section
          170 Marcel Drive
          Winchester, VA 22602-4843

- These requests can also be faxed to 540-868-4995.
- Online Requests for Freedom of information act can go to fbi.gov and click on Freedom of Information Act at the bottom of the screen. Then click on FOIPA Request Form and click "send."

Gift Card Fraud

- Gift Card Fraud is reported to the Federal Trade Commission. They can be contacted in any of the following ways:

  By phone: 1-877-438-4338 or TTY, 1-866-653-4261
  By Mail: Federal Trade Commission
  600 Pennsylvania Ave., N.W.
  Washington, D.C. 20580
  www.ftc.gov/ftc/complaint.htm

[redacted]

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Harassment

- Via the internet: refer to ic3 and local police department
- Via the mail: refer to postalinspectors.uspis.gov
- Via the phone: refer to local police department

Hate Crimes

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- A hate crime is defined as a criminal offense against a person or property motivated in whole or in part by the offender's bias against race, religion, disability, ethnic/national origin, or sexual orientation.
-
- 18 U.S.C. § 245 (Federally Protected Activities) – prohibits injury, intimidation, interference by force or threat of force, of any person because of race, color, religion, national origin, or sexual orientation because of their participation in certain activities.
- 18 U.S.C. § 247 (Damage of Religious Property) – prohibits intentional defacement, damage, or destruction of any religious real property because of its religious, racial, or ethnic characteristics.
-

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Healthcare Fraud

- FBI is the primary investigative agency for Health Care Fraud.
- Examples of Healthcare Fraud are:
  - Hospitals, doctors, pharmacists, and other care providers submitting bills for services never rendered.

- Service Providers charging insurance for unnecessary and costly procedures.
- Doctors selling prescriptions to patients for cash.
- Companies billing insurance for expensive equipment but providing poor substitutes.
- Crooked physicians enticing patients to visit their offices for "free services" or gifts, then stealing their personal information and using it to file fraudulent claims.
- Physicians receiving kickbacks for referrals, or paying a third party for

- [redacted] b7E

- Can also refer to the Department of Health and Human Services, Office of the Inspector General at 1-800-447-8477 or oig.hhs.gov/hotline.html

HIPAA Privacy

- Health Insurance Portability and Accountability Act
- MUST refer to Health & Human Services at www.HHS.gov

[redacted] b7E

Housing Discrimination

- Refer to the Office of Fair Housing and Equal Opportunity
  - Phone: 1-800-669-9777
  - Write (National): Office of Fair Housing and Equal Opportunity
    Department of Housing and Urban Development
    451 Seventh Street, Room 5204
    Washington, D.C. 20410-2000

Human Trafficking

- Refer to DOJ's Trafficking in Persons and Worker Exploitation Task Force Complaint Line at 1-888-428-7581, Monday through Friday 9:00am-5:00pm. After hours voice mail/instructions.

- [redacted] b7E

- The Trafficking Victims Protection Act (TVPA) (18 U.S.C. §§ 1589-1594) was passed in 2000 to strengthen federal criminal laws prohibiting human trafficking and improve immigration benefits for qualified person.

- The TVPA is a "victim-centered" law whereby the trafficking victim is viewed as a victim of crime even if they are present in the U.S. illegally.

- Human Trafficking occurs when someone recruits, harbors, transports, or obtains a person through the use of force, fraud. Or coercion for many purposes including sexual exploitation and/or forced labor.

- Any activity related to commercial sex involving victims less than 18 years of age is considered a form of trafficking regardless of whether the victim was forced into that type of work.

- Common tactics used to maintain control over trafficked person including debt bondage, isolation, beatings, torture, starvation, false promises, and threats to members of the victim's family. Traffickers may also confiscate the victim's passport, visa, other important documents, and any money in their possession in order to keep them from running away.

- People are trafficked for: prostitution, exotic dancing, servile marriage, agricultural work, landscape work, domestic services, factory work, street peddling, restaurant services, construction, hotel housekeeping, and day labor.

- 18,000 to 20,000 people are trafficked into the U.S. each year. More than 80% of victims are women and girls; of those, 70% are forced into sexual servitude.

Identity Theft

- FBI identity theft investigations typically focus on large groups of identity thieves and criminal enterprises which are the most difficult to investigate and involve a substantial number of victims. Should a caller be reporting [redacted] b7E
- [redacted] will not be investigated by the FBI. Individual victims should be referred to the Federal Trade Commission, www.ftc.gov.

Defend against Identity theft:

- Place a "Fraud Alert" on your credit reports, and review the reports carefully. The alert tells creditors to follow certain procedures before they open new accounts in your name or make changes to your existing accounts. The three nationwide consumer reporting companies have toll-free numbers for placing an initial 90-day fraud alert; a call to one company is sufficient:

  - Equifax: 1-800-525-6285
  - Experian: 1-888-397-3742
  - TransUnion: 1-800-680-7289

- Placing a fraud alert entitles the victim to free copies of their credit reports. Advise them to look for inquiries from companies that have not been contacted, accounts they didn't open, and unexplained debt.

- Free credit reports are obtainable once per year at www.annualcreditreport.com

- Close any accounts that have been tampered with or established fraudulently.

  - Contact the security or fraud departments of each company where an account was opened or changed without approval. Follow up in writing, with copies of supporting documents.
  - Use the ID Theft Affidavit at www.ftc.gov/idtheft to support the written statement.
  - Ask for verification that the disputed account has been closed and the fraudulent debts discharged.
  - Keep copies of documents and records of your conversations about the theft.

- File a police report. File a report with local law enforcement official to help with creditors who may want proof of the crime.

- Report the theft to the Federal Trade Commission.
  Online: www.ftc.gov/idtheft
  By phone: 1-877-438-4338 or TTY, 1-866-653-4261
  By Mail: Identify Theft Clearinghouse
  Federal Trade Commission
  600 Pennsylvania Ave., N.W.
  Washington, D.C. 20580

Immigration and Customs Enforcement (ICE)

- Immigration matters contact 1-866-DHS 2 ICE (347-2423)
- www.ice.gov

Internet Crime Complaint Center

- The Internet Crime Complaint Center (IC3) is an alliance between the National White Collar Crime Center and the FBI. IC3's mission is to address crime committed over the Internet. IC3 offers a central repository for complaints related to Internet crime, uses the information to quantify patterns, and provides timely statistical data of current trends.

- When the fraudulent activity has an internet nexus, (started via email or website, or a social networking site) refer callers to www.ic3.gov

- http://www.LooksTooGoodToBeTrue.com: This site is designed to protect consumers against internet crimes and offer in-depth information on the latest Internet schemes as well as an on-line risk assessment test.

Lottery/Sweepstakes Scam

- These scams involve the victim receiving notification, either by telephone or mail, that the victim has won a large sum of money. The victim is then convinced to pay money, under the guise of customs taxes, processing fees, or as a fee to convert the winnings to United States currency, as a prerequisite to receiving the winnings.

- It is a violation of Federal Trade Commission (FTC) trade rules to require a purchase or send money as a condition of receiving lottery or sweepstakes winnings as a condition of entering a contest, sweepstakes, or other promotion. Also it is illegal to play a foreign lottery through the mail or on the telephone or internet (Title 18 United States Code, section 1301-1307).

Mail Fraud

- Refer to Postal Inspection Service, www.postalinspectors.uspis.gov

- 1-877-876-2455

- U.S. Postal Inspectors investigate any crime in which the U.S. Mail is used to further a scheme—whether it originated in the mail, by telephone, or on the Internet. The use of the U.S. Mail is what makes it mail fraud.

- If evidence of a postal violation exists, Postal Inspectors may seek prosecutorial or administrative action against the violator. However, if money is lost through a fraudulent scheme conducted via the mail, Inspectors lack the authority to ensure you receive a refund and can't require that products, services, or advertisements—on the Internet or elsewhere—be altered.

- Postal Inspectors base investigations or mail fraud on the number, pattern, and substance of complaints received from the public. The Postal Inspection Service will carefully review the information you provide. We may share the information with other agencies when there is a possible violation within their jurisdiction.

Medical Drugs and Medical Products Sold Online

- Refer to Food and Drug Administration
  Phone: 1-888-463-6332 to request a complaint form
  Fax: 1-800-332-0178 fax your complain form
  Write: MedWatch
  The FDA Medical Products Reporting Program
  Food and Drug Administration
  5600 Fishers Lane
  Rockville, MD 20852-9787

Missing Abroad

- State Department (202) 647-5225

  1-888-407-4747

- http://travel.state.gov/law/info/info_629.html

Missing Children

- The National Center for Missing and Exploited Children (NCMEC), in conjunction with the U.S. Postal Inspection Service, U.S. Customs Service, and the Federal Bureau of Investigation, serves as the National Child Pornography Tip line. The Congressionally mandated CyberTipline is a reporting mechanism for cases of child sexual exploitation including child pornography, online enticement of children for sex acts, molestation of children outside the family, sex tourism of children, child victims of prostitution, and unsolicited obscene material sent to a child. Reports may be made 24-hours per day, 7 days per week online at www.cybertipline.com, www.missingkids.com, or by calling 1-800-843-5678.
- [redacted] b7E
- [redacted]
- [redacted]
- [redacted]

Mortgage Fraud

- [redacted] b7E
- Typical mortgage and foreclosure scams:
  - **Property Flipping** – Property is purchased, falsely appraised at a higher value, and then quickly sold. What makes property flipping illegal is that the appraisal information is fraudulent. The schemes typically involve one or more of the following: fraudulent appraisals,

doctored loan documentation, inflating buyer income, etc. Kickbacks to buyers, investors, property/loan brokers, appraisers, title company employees are common in this scheme. A home worth $20,000 may be appraised for $80,000 or higher.

- **Silent Second** – The buyer of a property borrows the down payment from the seller through the issuance of a non-disclosed second mortgage. The primary lender believes the borrower has invested his own money in the down payment, when in fact it is borrowed. The second mortgage may not be recorded to further conceal its status from the primary lender.

- **Nominee Loans/Straw Buyers** – The identity of the borrower is concealed through the use of a nominee who allows the borrower to use the nominee's name and credit history to apply for a loan.

- **Fictitious/Stolen Identity** – A fictitious/stolen identity may be used on the loan application. The applicant may be involved in an identity theft scheme: the applicant's name, personal identifying information and credit history are used without the true person's knowledge.

- **Inflated Appraisals** – An appraiser acts in collusion with a borrower and provides a misleading appraisal report to the lender. The report inaccurately states an inflated property value.

- **Foreclosure Schemes** – The perpetrator identifies homeowners who are at risk of defaulting on loans or whose houses are already in foreclosure. Perpetrators mislead the homeowners into believing that they can save their homes in exchange for a transfer of the deed and up-front fees. The perpetrator profits from these schemes by re-mortgaging the property or pocketing fees paid by the homeowner.

- **Equity Skimming** – An investor may use a straw buyer, false income documents, and false credit reports, to obtain a mortgage loan in the straw buyer's name. Subsequent to closing, the straw buyer signs the property over to the investor in a quit claim deed which relinquishes all rights to the property and provides no guaranty to title. The investor does not make any mortgage payments and rents the property until foreclosure takes place several months later.

- **Air Loans** – This is a non-existing property loan where there is usually no collateral. An example of an air loan would be where a broker invents borrowers and properties, establishes accounts for

payments, and maintains custodial accounts for escrows. They may set up an office with a bank of telephones, each one used as the employer, appraiser, credit agency, etc., for verification purposes.

*****Tips to avoid Mortgage Fraud**

- Get referrals for Real Estate/Mortgage Professionals. Check licenses of industry professionals with state, county, or city regulatory agencies.
- If it sounds too good to be true, it probably is.
- Be wary of strangers/unsolicited contacts, as well as high pressure sales techniques.
- Verify the value of any property before proceeding.
- Understand what you are signing and agreeing to and do not sign any blank forms. If you do not understand, re-read the documents or seek assistance from an attorney.
- Make sure the name on your application matches the name on your identification.
- Review the title history of the home you are anticipating to purchase before making the purchase.
- Know and understand the terms of your mortgage.
- Never sign any loan documents that contain "blanks."
- Check out tips on the MBA's website at http://www.StopMortgageFraud.com for additional advice on avoiding Mortgage Fraud.

Moving Company Hostage Freight

- When a moving company is holding a person's/company's items hostage and demanding more money than the original cost.

- Handled by the Federal Motor Carrier Safety Association (FMCSA) 1-888-368-7238 or www.1-888-DOT-SAFT.com

National Sex Offender Public Registry

- Individuals convicted of a sex offence are required by law to register with the local jurisdiction, providing their current address and contact information. A listing of registered sex offenders is available to the public on www.nsopr.gov/.

Parental Kidnapping

- The FBI **does not investigate parental kidnapping.** If one parent takes their child across state lines in violation of a state court custody order it is not a federal kidnapping case. A parent cannot violate the federal kidnapping statute by taking their own child, even if state lines are

crossed, unless the individual's parental rights have been terminated in court. I violation of a custody order is not a termination of parental rights.

- **NCMEC (1-800-843-5678)** intakes reports of missing children, including children who have been concealed by a parent or other family member.

**The FBI will not work a non-custodial kidnapping unless there is evidence that the parent has taken the child out of the country, or unless the parent can provide:

  - A copy of the court order that states who has custody of the child.
  - An official letter from the district attorney or local police department requesting the FBI's assistance.
  - A copy of the warrant issued by the district attorney stating that the parent is in violation of the court order.

- There are basically two federal criminal investigative options that may be pursued when a child is abducted by a parent and taken over state lines and/or outside the United States.

  1. *International Parental Kidnapping Crime Act (IPKCA) of 1993:* A violation where a parent takes a juvenile under 16-years of age <u>outside of the United States</u> without the other custodial parent's permission.

     - Make sure that a missing person's report has been filed for child.
     - Contact Department of State, Office of Children's Issues (OCI) 202-736-9090 (tel)/202-736-9133 (fax).
     - Have Child's name entered into Children's Passport Issuance Alert Program at Dept. of State (202-736-9156) to be notified if dept receives passport application for child.
     - Contact National Center for Missing and Exploited Children (NCMEC) at 1-800-843-5678.
     - Hague Convention
       No Custody decree needed.
       Submit Application to U.S. Central Authority (DOS OCI).

  2. *Unlawful Flight to Avoid Prosecution (UFAP) – Parental Kidnapping:* In any parental kidnapping case, a UFAP – Parental Kidnapping arrest warrant may be issued for the abducting parent who takes their child(ren) interstate or internationally. <u>In order for the FBI to assist with a UFAP warrant, the following criteria must be met:</u>

- There must be probable cause to believe the abducting parent has fled interstate or internationally to avoid prosecution or confinement. The state authorities must have an outstanding warrant for the abductor's arrest charging him/her with a felony under the laws of the state from which the fugitive flees.
- The state authorities must agree to extradite and prosecute that fugitive from anywhere in the U.S. the subject is apprehended by the FBI.
- The local prosecuting attorney or police agency should make a written request to the United States Attorney for FBI assistance.
- The United States Attorney must authorize the filing of a complaint and the federal arrest process must be outstanding prior to the time that investigation is instituted.

- The FBI has jurisdiction if, and only if, the victim is transported across state lines. If we are unsure if this has occurred we will often work them anyway. After 24hrs pass, the law presumes the interstate transport occurred.

- Refer caller to www.fbi.gov/hq/cid/cac/kidnap.htm

Passports

- Stolen, Fraudulent, or information regarding passports should be referred to the Department of State – travel. www.state.gov, or the National Passport Information Center 1-877-487-2778.

Public Corruption

- [redacted] b7E

- A Public Corruption matter is defined as any criminal case, opened under any classification, wherein it is alleged that either a public official (either elected, appointed, or under contract), and/or a private individual, has been or is engaging in a corrupt scheme that involves either a direct or indirect abuse of the public official's trust and/or undermines the integrity of federal, state or local governmental operations, in violation of federal law.

- Type of Public Corruption are:

  - **Contract** – Payment of bribes or kickbacks (i.e. anything of value) to local, state, or federal public officials in exchange for favorable treatment regarding government contracts and can include:

    - "Pay to play" schemes

- Improper disclosure of competitor bid information
- Discretionary awarding of "no Bid" contracts
- Approving false invoices or cost overruns for the bidding contractor.

- **Judicial** – When an individual or organization seek to influence an act taken by a court by engaging in behavior that corrupts a member of the judicial system.
  - Reduction of bond or sentence
  - Waiving fines
  - Dismissal of charges

- **Law Enforcement** – Can involve payment or benefit of local, state, or federal law enforcement officials in exchange for some desired action or inaction, such as:

  - Theft of items during an investigation
  - "Protecting" illegal activity
  - Leaking sensitive information to unauthorized parties

- **Legislative** – Bribes or kickbacks to legislators, their staff, lobbyists, or consultants in exchange for some action or inaction concerning pending or future legislation or policy. This may include any of the following:

  - Voting for/against legislation
  - Confirmation of an executive appointment
  - Appropriation considerations
  - "Pay to play" schemes

- **Regulatory** – Typically involves payments to public officials in exchange for some action or inaction pertaining to licensing, inspections, zoning variances, or other public documents. Regulatory corruption can include:

  - Failure to report violations of regulatory codes in exchange for something of value.
  - Fraudulent issuance of identification documents.
  - Improper issuance of identification documents.
  - Improper issuance of licenses (liquor, vehicle, construction, adult entertainment, etc.)
  - Altering zoning variances

- **Election Fraud** – Election fraud can occur in state or federal election and encompasses activities such as buying votes, intimidating voters, voting more than once in an election, tampering

with ballot boxes, destroying ballots, or any other intentional disruptions of the polling process.

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Social Security Number issues

- If the complainant can provide documentation proving they are being disadvantaged because of the misuse of their SSN, they should contact the Social Security Administration.

- Internet: www.ssa.gov/oig/
  Phone: 1-800-772-1213, or 1-800-269-0271
  Write: Social Security Fraud Hotline
  P.O. Box 17768
  Baltimore, Maryland 21235

Spam or Junk E-mails

- Federal Trade Commission
  Phone: 1-877-382-4357
  Write: Federal Trade Commission
  CRC-240
  Washington, D.C. 20580

Spam or Junk Facsimiles

- Federal Communications Commission
  Phone : 1-888-225-5322
  Internet : www.fcc.gov

Student Loans

- Fraudulent loans or information regarding student loans should be referred to the Department of Education, 1-800-872-5327.

Tax Fraud

- Refer to IRS at irs.gov, where they will fill out a form 3949-A and mail in to the IRS, Fresno, CA, 93888

Telemarketing Fraud

- The Federal Trade Commission (FTC) enters all telemarketing, identity theft, and other fraud complaints into *Consumer Sentinel*, which is a secure database available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad. The FTC offers a telemarketing fraud hotline, as well as a website:
  1-877-382-4357
  www.ftc.gov

Telephone Service (Billing, Access, Service, Long Distance)

- Federal Communications Commission, www.fcc.gov
  Phone: 1-888-225-5322
  Write: Federal Communications Commission
  Consumer Information Bureau
  Consumer Complaints-Telephone

Washington, D.C. 20554

Travel Advisories

- Department of State, 202-647-4000
- www.Travel.State.gov

Valor (Stolen)

- Wearing, manufacturing, or selling any decoration of medal authorized by Congress for the Armed Forces or any medal, badge, or decoration awarded to members of such forces without authority. b7E
- [redacted]

Watch List

- [redacted] Refer them to the Transportation Security Administration (TSA) – 866-289-9673 or the Terrorist Screening Center (TSC) – 866-872-5678. b7E

Wire Fraud

- Defined as the use of electric or electronic communications facility to intentionally transmit a false and/or deceptive message in furtherance of fraudulent activity. [redacted] b7E

Witness Protection

- This program is handled by the U.S. Marshal's service, www.usmarshals.gov.
- USMS also apprehends federal fugitives.

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Curriculum and Training Schedule for Public Access Line

April 7, 2014

Through

April 11, 2014

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Curriculum and Training Schedule for Public Access Line

Time Allotted	Segment		Instructor/Presenter
Monday April 7, 2014 9:00 – 9:30 am	Administrative	609	[redacted]
9:30 – 10:00 am	PAL UC Presentation Overview of Job Description/Work Flow Process Role of the Special Agent in PAL	609	[redacted]
10:00 – 10:15 am	Break		
10:15 – 11:15 am	Violations Pertinent to FBI (What does FBI Investigate?)	609	[redacted]
11:15 am – 12:15 pm	PAL Complaint Guide	609	CSR
12:15 – 1:00 pm	Lunch		
1:00 – 2:00 pm	*Cont.* PAL Complaint Guide	609	CSR
	Overview of all systems used in PAL within the performance of job duties		
2:00 – 3:00 pm	Each System Used will be explained in detail. a) Sentinel	609	[redacted]
Tuesday April 8, 2014 8:00 – 10:00 am	b) [redacted]	601	[redacted]
10:00 – 10:15 am	Break		
10:15 – 11:45 am	c) NCIC and Certification	601	[redacted]
11:45 – 12:30 pm	Lunch		

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12:30 – 1:30 pm	d) [redacted]	601	[redacted]
1:30 – 2:30 pm	e) [redacted]	601	[redacted]
2:30 – 2:45 pm	Break		
2:45 – 3:15 pm	f) [redacted]	601	CSR
3:15 – 3:45 pm	g) [redacted]	601	[redacted]
Wednesday April 9, 2014 All Day	Job Shadowing in Public Access Line Unit	PAL	[redacted]
Thursday April 10, 2014 8:00 – 12:00	Communication/Grammar	605	[redacted]
12:00 – 12:45 pm	Lunch		
12:45 – 1:45 pm	Listen to a Call and the breakdown of how to write a Narrative—FD-71 & [redacted]	TBA	[redacted]
1:45- 2:15 pm	Overview of Crisis Situations and How the normal Job Flow may Change Crisis Video/EAP	TBA	[redacted]
Friday April 11, 2014 All Day	Taking Calls—Listen to many Calls and Determining How to Handle—in the classroom study	TBA	[redacted]
	Alignment with a Mentor (on-the-job) Senior PAL employee.		

Public Access Line

- What the field can expect from the Public Access Line
- What the Public Access Line expects from the field

Curriculum and Training Schedule for Public Access Line June 16-27, 2014

Curriculum and Training Schedule for Public Access Line

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June 16 – 27, 2014

Time Allotted	Segment	Room	Instructor/Presenter
Monday June 16, 2014 8:00 AM – 9:45 AM	Administrative • Computer program set up of passwords and PKI cards	609	[redacted]
9:45 AM-10:00 AM	Break		
10:00 AM-10:30 AM	Tour PAL and observe the CSR(s) in action. Observation Only Please. Questions will be addressed at a later time.	PALU A1	
10:45 AM - 11:15	PAL UC Introduction and Welcome	609	[redacted]
11:15 AM – 12:30 PM	PAL Complaint Guide	609	CSR [redacted]
12:30 PM – 1:15 PM	Lunch		
1:15 PM – 2:30 PM	Cont. PAL Complaint Guide	609	CSR [redacted]
2:30 PM – 2:45 PM	Break		
2:45 PM – 4:00 PM	Cont. PAL Complaint Guide	609	CSR [redacted]
Tuesday June 17, 2014 8:00 AM – 9:00 AM	Introduction to Sentinel • Access and Use • Practice	609	CSR [redacted]
9:00 AM – 10:00 AM	Cont. – Sentinel Access and Use Practice • How is Sentinel used in the PALU?	609	[redacted]
10:00 AM – 10:15 AM	Break		

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10:15 AM – 11:30 AM	Sentinel • Using Sentinel as an Intelligence/Analytical database • Analyzing Results	609	[redacted]
11:30 AM – 12:15 PM	Lunch		
12:15 PM – 1:30 PM	Cont. Sentinel • Using Sentinel as an Intelligence/Analytical database • Analyzing Results	609	[redacted]
1:30 PM – 2:15 PM	Cont. Sentinel • How to draft a Sentinel FD-71. • Listen to calls and draft narratives.	609	[redacted]
2:15 PM – 2:30 PM	Break		
2:30 PM – 4:00 PM	Cont. Sentinel • How to draft a Sentinel FD-71. • Listen to calls and draft narratives	609	[redacted]
Wednesday June 18, 2014 8:00 AM – 9:15 AM	NCIC and Certification • How to search/when to use • Show Examples • Test	BSS Multi-Purpose Room (E1)	[redacted]
9:15 AM – 10:15 AM	[redacted]	BSS Multi Purpose Room (E1)	[redacted]
10:15 AM – 10:30 AM	Break		
10:30 AM – 12:00 AM	Listen to Calls	BSS Multi Purpose Room (E1)	[redacted]

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12:00 PM – 12:45 PM	Lunch		
12:45 PM – 2:00 PM	[redacted] What is it? • Using [redacted] as an Intelligence/Analytical database • Analyzing Results	601	[redacted]
2:00 PM – 2:15 PM	Break		
2:15 PM – 4:00 PM	[redacted] • Using [redacted] as an Intelligence/Analytical database • Analyzing Results	601	[redacted]
Thursday June 19, 2014 8:00 AM – 12:00 AM	Communication and Grammar	605	[redacted]
12:00 PM – 12:45 PM	Lunch		
12:45PM – 2:15 PM	Overview of Crisis Situations and How the Normal Job Flow May be Change/EAP • Boston Calls • Crisis Video	605	[redacted]
2:15 PM – 2:30 PM	Break		
2:30 PM – 4:00 PM	Listening to Calls • Determining proper resolution	605	[redacted]
Friday June 20, 2014 8:00 AM – 10:00 AM	[redacted] • What is [redacted] and How is it used in the PALU • Searching [redacted] • Logging in [redacted]	601	[redacted] and TBD

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10:00 AM – 10:15 AM	Break		
10:15 AM – 12:00 PM	Cont. [redacted] • Practice	601	[redacted] and
12:00 PM – 12:45 PM	Lunch		
12:40 PM – 2:00 PM	[redacted] • Using [redacted] as an Intelligence/Analytical database • Analyzing Results	601	[redacted]
2:00 PM – 2:15 PM	BREAK		
2:15 PM – 3:30 PM	Cont. [redacted] • How to draft a [redacted] • Listen to calls and draft a narrative.	601	[redacted]
3:30 PM – 4:00 PM	Alignment with a Mentor	601	[redacted]
Monday June 23, 2014 8:00 AM – 10:00 AM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	Various CSR(S)
10:00 AM – 10:15 AM	Break		
10:15 AM – 12:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:00 PM – 12:30 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:30 PM – 1:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
1:00 PM – 2:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
2:00 PM – 2:15 PM	Break		

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2:15 PM – 4:00 PM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	[redacted]
Tuesday June 24, 2014 8:00 AM – 10:00 AM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	Various CSR(S)
10:00 AM – 10:15 AM	Break		
10:15 AM – 12:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:00 PM – 12:30 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:30 PM – 1:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
1:00 PM – 2:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
2:00 PM – 2:15 PM	Break		
2:15 PM – 4:00 PM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	[redacted]
Wednesday June 25, 2014 8:00 AM – 10:00 AM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	Various CSR(S)
10:00 AM – 10:15 AM	Break		
10:15 AM – 12:00 PM	Job Shadow Mentor/Lunch/Break	PAL	

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12:00 PM – 12:30 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:30 PM – 1:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
1:00 PM – 2:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
2:00 PM – 2:15 PM	Break		
2:15 PM – 4:00 PM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	[redacted]
Thursday June 26, 2014 8:00 AM – 10:00 AM	Practice Calls • Listening • Correct follow up questions • Correct Resolution	605	Various CSR(S)
10:00 AM – 10:15 AM	Break		
10:15 AM – 12:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:00 PM – 12:30 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:30 PM – 1:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
1:00 PM – 2:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
2:00 PM – 2:15 PM	Break		
2:15 PM – 4:00 PM	Practice Calls • Listening • Correct follow up questions • Correct Resolution	605	[redacted]
Friday June 27, 2014 8:00 AM – 10:00 AM	Practice Calls • Listening • Correct follow up questions • Correct Resolution	601	Various CSR(S)

	• Correct Follow up questions • Logging in [redacted] • Documentation to FO		
10:00 AM – 10:15 AM	Break		
10:15 AM – 12:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:00 PM – 12:30 PM	Job Shadow Mentor/Lunch/Break	PAL	
12:30 PM – 1:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
1:00 PM – 2:00 PM	Job Shadow Mentor/Lunch/Break	PAL	
2:00 PM – 2:15 PM	Break		
2:15 PM – 4:00 PM	End of Training Party	601	Bring finger foods

Training Schedule for Public Access Line July 14-25, 2014

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Curriculum and Training Schedule for Public Access Line

July 14 – 25, 2014

Time Allotted	Segment	Room	Instructor/Presenter
Monday July 14, 2014 9:00 AM – 9:30 AM	AD Greeting	601	AD Morris
9:30 AM – 10:15 AM	Administrative • Computer programs set up - passwords and PKI cards	601	[redacted]
11:00 1M - 11:15 AM	Break		
11:15 AM – 1:15 PM	Tour PAL and Silent Monitoring of calls Observation Only Please. Questions will be addressed at a later time.	PALU A1	
1:15 PM – 2:00 PM	Lunch		
2:00 PM – 4:00 PM	PAL Complaint Guide	601	TBD
4:00 PM – 4:15 PM	Break		
4:15 PM – 5:00 PM	Cont. PAL Complaint Guide	601	TBD
Tuesday July 15, 2014 9:00 AM – 11:00 AM	Communication and Grammar	601	[redacted]
11:00 AM – 11:15 AM	Break		
11:15 AM – 1:00 PM	Communication and Grammar Cont.	601	[redacted]
1:00 PM – 1:45 PM	Lunch		
1:45 PM – 3:45 PM	[redacted] • What is [redacted] and How is it used in the PALU	601	TBD

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	• Searching [redacted] • Logging in [redacted] • [redacted] Practice		
3:45 PM – 4:00 PM	Break		
4:00 PM – 5:00 PM	[redacted] Practice	601	TBD
Wednesday July 16, 2014 9:00 AM – 11:00 AM	Introduction to Sentinel • Access • What is it and how is it used in PALU • Using Sentinel as an Intelligence/Analytical database • Analyzing Results	601	[redacted]
11:00 AM – 11:15 AM	Break		
11:15 PM – 1:00 PM	Silent Monitoring of Calls Observation Only Please. Questions will be addressed at a later time.	PALU A1	TBD
1:00 PM – 1:45 PM	Lunch		
1:45 PM – 3:45 PM	Introduction to [redacted] • Access • What is it and how is it used in PALU • Using [redacted] as an Intelligence/Analytical database • Analyzing Results	601	TBD
3:45 PM – 4:00 PM	Break		
4:00 PM – 5:00 PM	[redacted] Practice	601	TBD
Thursday July 17, 2014 9:00 AM – 10:00 AM	NCIC and Certification • How to search and when to use	601	[redacted]

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	• Examples • Test		
10:00 AM – 11:00 AM	Introduction to [redacted] • Access • What is it and how is it used in PALU •	601	[redacted]
11:00 AM – 11:15 AM	Break		
11:20 AM – 1:00 PM	Silent Monitoring of Calls Observation Only Please. Questions will be addressed at a later time.	PALU A1	
1:00 PM – 1:45 PM	Lunch		
1:45 PM – 3:45 PM	[redacted] Continued • Using [redacted] as an Intelligence/Analytical database • Analyzing results	601	[redacted]
3:45 PM – 4:00 PM	Break		
4:00 PM – 5:00 PM	[redacted] Practice	601	[redacted]
Friday July 18, 2014 9:00 AM – 11:00 AM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	601	TBD
11:00 AM – 11:15 AM	Break		
11:15 AM – 1:00 PM	Continued: Practice Calls	601	TBD
1:00 PM – 1:45 PM	Lunch		
1:45 PM – 3:45 PM	Silent Monitoring of Calls Observation Only Please. Questions	PALU A1	

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	will be addressed at a later time.		
3:45 PM – 4:00 PM	BREAK		
4:00 PM – 5:00 PM	Continued – Practice Calls	601	[redacted]
Monday July 21, 2014 8:00 AM – 10:00 AM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	601	
10:00 PM – 10:15 PM	Break		
10:20 AM – 2:15 PM	Job Shadow Mentor/Lunch/Break	PAL	
2:15 PM – 4:00 PM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	601	[redacted]
Tuesday July 22, 2014 10:00 AM – 2:15 PM	Job Shadow/Break/Lunch	PAL A1	
2:15 PM – 4:15 PM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	601	
4:15 PM – 4:30 PM	Break		
4:30 PM – 6:00 PM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	601	

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Wednesday July 23, 2014 10:00 AM – 12:00 PM	Job Shadow	PAL A1	
12:00 PM – 12:15 AM	Break		
12:15 AM – 1:30 PM	Job Shadow	PAL	
1:30 PM – 2:00 PM	Lunch		
2:15 PM – 4:00 PM	Job Shadow	PAL A1	
4:00 PM – 4:15 PM	Break		
4:15 PM – 6:00 PM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	[redacted]
Wednesday July 23, 2014 10:00 AM – 12:00 PM	Job Shadow	PAL A1	
12:00 PM – 12:15 AM	Break		
12:15 AM – 1:30 PM	Job Shadow	PAL	
1:30 PM – 2:15 PM	Lunch		
2:15 PM – 4:00 PM	Job Shadow	PAL A1	
4:00 PM – 4:15 PM	Break		
4:15 PM – 6:00 PM	Practice Calls • Listening • Correct follow up questions • Logging in [redacted] • Documentation to FO	609	[redacted]

Friday July 25, 2014 **8:00 AM – 10:00 AM**	**Practice Calls** • **Determining correct resolution**	607	
10:00 AM – 10:15 AM	**Break**		
10:15 AM – 12:00 PM	**Job Shadow**	PAL	
12:00 PM – 12:30 PM	**Job Shadow Mentor/Lunch/Break**	PAL	
12:30 PM – 1:00 PM	**Job Shadow Mentor/Lunch/Break**	PAL	
1:00 PM – 2:00 PM	**Job Shadow Mentor/Lunch/Break**	PAL	
2:00 PM – 2:15 PM	**Break**		
2:15 PM – 4:00 PM	**End of Training Party**	607	Bring finger foods

Job Shadow Schedule
July 14, 2014 Class

Job Shadow Schedule
July 14, 2014 Class

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	Monday 14 (10:35 – 13:00)	Tuesday 15 (No Job Shadowing)	Wednesday 16 (11:20 – 13:00)	Thursday 17 (11:20 - 13:00)	Friday 18 (13:45 – 15:45)

Updated on: 2/17/2018 9:05 PM

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	Monday 21 (10:20 – 14:15)	Tuesday 22 (10:00 – 14:15)	Wednesday 23 (10:00 – 16:15)	Thursday 24 (10:00 – 16:15)	Friday 25 (10:20– 14:15)

Updated on: 2/17/2018 9:05 PM

Curriculum and Training Schedule for Public Access Line Aug. 11 – Sept. 5, 2014

Curriculum and Training Schedule for Public Access Line

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Aug. 11 – Sept. 5, 2014

Time Allotted	Segment	Room	Instructor/Presenter
Monday Aug. 11, 2014 8:30 AM – 10:30 AM	Communication and Grammar	C1 Lab	[redacted]
10:30 AM – 10:45 AM	Break		
10:45 AM – 12:30 M	Communication and Grammar Continued	C1Lab	[redacted]
12:30 PM – 1:15 PM	Lunch		
1:15 PM – 2:45	Administrative • Determine Access • Computer programs – Passwords and PKI cards •	C1Lab	[redacted]
1:45 PM – 3:15 PM	Administrative • Computer programs set up - passwords and PKI cards	C1 Lab	[redacted]
3:15 PM – 3:30 PM	Break		
3:30 PM – 5:00 PM	NCIC and Certification • How to search and when to use • Examples • Test	C1 Lab	[redacted]
Tuesday Aug. 12, 2014 8:30 AM – 10:30 AM	Complaint Guide	C1 Lab	TBD
10:30 AM – 10:45 AM	Break		
10:45 AM – 12:30 PM	Complaint Guide	C1 Lab	TBD

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12:30 PM – 1:15 PM	Lunch		
1:15 PM – 3:15 PM	Silent Monitoring of Calls Observation only please. Questions will be addressed at a later time.	PALU	
3:15 PM – 3:30 PM	Break		
3:30 PM – 5:00 PM	Silent Monitoring of Calls Observation only please. Questions will be addressed at a later time.	PALU	
Wednesday Aug. 13, 2014 8:30 AM – 10:30 AM	[redacted] • What is [redacted] and how is it used in the PALU • Searching [redacted] • Logging in [redacted] • [redacted] Practice	C1 Lab	[redacted]
10:30 AM – 10:45 AM	Break		
10:45 AM – 11:45 PM	[redacted] Practice	C1 Lab	[redacted]
11:45 PM – 12:45 PM	Introduction to Sentinel • Access • What is it and how is it used in the PALU	C1 Lab	
12:45 PM – 1:30 PM	Lunch		
1:30 PM – 3:00	Sentinel • Using Sentinel as an Intelligence/Analytical database • Analyzing results	C1 Lab	
3:00 PM – 3:15 PM	Break		
3:15 PM – 5:00 PM	Job Shadowing	PALU	

Thursday Aug. 14, 2014 8:30 AM – 10:30 AM	Sentinel Continued • Searching Sentinel	C1 Lab	
10:30 AM – 10:45 AM	Break		
10:45 AM – 12:30 PM	Sentinel Continued • Drafting a Sentinel FD-71	C1 Lab	
12:30 PM – 1:15 PM	Lunch		
1:15 PM – 3:00 PM	Sentinel Practice	C1 Lab	
3:00 PM – 3:15 PM	Break		
3:15 PM – 5:00 PM	Job Shadow	PALU	
Friday Aug. 15, 2014 8:30 AM – 10:30 AM	Introduction to [redacted] • Access • What is it and how is it used in the PALU • Using [redacted] as an Intelligence/Analytical database • Analyzing results	C1 Lab	TBD
10:30 AM – 10:45 AM	Break		
10:45 AM – 12:00 PM	[redacted] Practice	C1 Lab	
12:00 PM – 12:45 PM	Lunch		
12:45 PM – 2:45 PM	Practice Calls	C1 Lab	
2:45 PM – 3:00 PM	BREAK		
3:00 PM – 5:00 PM	Practice Calls	C1 Lab	
Monday Aug. 18, 2014 8:30 AM – 10:30 AM	Introduction to [redacted] • Access • What is it and how is it used	C1 Lab	

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	in the PALU • Using [redacted] as an intelligence/Analytical database • Analyzing results		
10:30 AM – 10:45 AM	Break		
10:45 AM – 12:30 PM	[redacted] Continued • Searching [redacted]	C1 Lab	
12:30 PM – 1:15 PM	• Lunch		
1:15 PM – 3:15 PM	Job Shadow	PALU	
3:15 PM – 3:30 PM	Break	C1 Lab	
3:30 PM – 5:00 PM	Job Shadow	PALU	
Tuesday Aug. 19, 2014 10:00 AM – 2:15 PM	Job Shadow/Lunch/Break	PAL A1	
2:15 PM – 4:15 PM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	C1 Lab	[redacted]
4:15 PM – 4:30 PM	Break		
4:30 PM – 6:00 PM	• Job Shadow	PALU	
Wednesday Aug. 20, 2014 10:00 AM – 12:00 PM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	C1 Lab	
12:00 PM – 12:15 PM	Break		

12:15 PM – 1:30 PM	Practice Calls Continued	C1 Lab	
1:30 PM – 2:15 PM	Lunch		
2:15 PM – 4:15 PM	Job Shadow		
4:15 PM – 4:30 PM	Break		
4:30 PM – 6:00 PM	Job Shadow	PALU	
Thursday Aug. 21, 2014 10:00 AM – 12:00 PM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	C1 Lab	
12:00 PM – 12:15 PM	Break		
12:15 PM – 1:30 PM	Practice Calls Continued	C1 Lab	
1:30 PM – 2:15 PM	Lunch		
2:15 PM – 4:15 PM	Job Shadow		
4:15 PM – 4:30 PM	Break		
4:30 PM – 6:00 PM	Job Shadow	PALU	
Friday Aug. 22, 2014 9:00 AM – 11:00 AM	Practice Calls • Listen to a call • Determine appropriate response • Log into appropriate Database	C1 Lab	[redacted] b6 b7C
11:00 AM – 11:15 AM	Break		
11:15 AM – 1:00 PM	Practice Calls Continued	C1 Lab	

1:00 PM – 1:45 PM	Lunch		
1:45 PM – 3:00 PM	Job Shadow	PALU	
3:00 PM – 3:15 PM	Break		
3:15 PM – 5:00 PM	Job Shadow	PALU	

FEDERAL BUREAU OF INVESTIGATION
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Desktop Reference Public Access Line Revised 10/2015

- FBI, CJIS Division & PAL Unit; Mission Statements and Guiding Principles
- Federal Bureau of Investigation; Mission Statement
- Criminal Justice Information Services (CJIS) DIV.; Mission Statement
- CJIS Division; Guiding Principles
- Public Access Line Unit; Mission Statement
- Public Access Line Unit; Guiding Principles

DESKTOP REFERENCE

PUBLIC ACCESS LINE

FBI, CJIS DIVISION & PAL UNIT

Mission Statements & Guiding Principles

FEDERAL BUREAU OF INVESTIGATION

MISSION STATEMENT

The mission of the FBI is to uphold the law through the investigation of violations of federal criminal law; to protect the United States from foreign intelligence and terrorist activities; to provide leadership and law enforcement assistance to federal, state, local, and international agencies; and to perform these responsibilities in a manner that is responsive to the needs of the public and is faithful to the Constitution of the United States.

CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIV.

MISSION STATEMENT

The mission of the CJIS Division is to equip our law enforcement, national security, and intelligence community partners with the criminal justice information they need to protect the United States while preserving civil liberties.

CJIS DIVISION

GUIDING PRINCIPLES

- *We will be honest in what we say, ethical in what we do, and accountable for our actions.*
- *We will seek fairness and equity for all.*
- *We will respect all people, especially those with whom we work and who rely upon our services.*
- *We will encourage responsible risk taking.*
- *We will cooperate to accomplish our mission.*
- *We will always seek better ways to do our work; using technology where appropriate.*
- *We will admit our mistakes and profit from them.*
- *We will encourage professional growth.*
- *We will expect leadership and open communication throughout our organization.*

PUBLIC ACCESS LINE UNIT

MISSION STATEMENT

The mission of the Public Access Line Unit is to serve as a central intake point through which the public can provide tip information about potential or ongoing crimes via telephone, email, and facsimile.

PUBLIC ACCESS LINE UNIT

GUIDING PRINCIPLES

- *It is better to send information that is not needed, than to not send information that is needed.*
- *Sooner is better than later.*
- *It is always right to be polite.*

Quick Reference Sheets

b7E

Counterterrorism Division

- [redacted]

Field Office Assignments

b7E

- [redacted]

Region Map

- [redacted]

NCIC

- NCIC Queries – Criminal History
- NCIC Record Abbreviations
- NCIC – Vehicle Registration Queries
- NCIC – Driver License Queries
- NCIC Queries – Gun Query
- NCIC Queries – Securities Query

NCIC QUERIES – CRIMINAL HISTORY

b7E

NATIONAL CRIME INFORMATION CENTER

NCIC RECORD ABBREVIATIONS

MKE: message key (example: Wanted Person-Caution)

ORI: originating agency identifier

NAM: name

SEX: sex

RAC: race

POB: place of birth

DOB: date of birth

HGT: height

WGT: weight

HAI: hair

FBI: number assigned if arrested & fingerprinted

CTZ: citizen

SKN: skin

SMT: scars, marks, tattoos

FPC: fingerprint classification

MNU: miscellaneous number

OA: state/local issued I.D.

SOC: social security number

OLN: operator's license number

OLY: year license expires

OFF: offense

OOC: original offense classification

DOW: date of warrant

OCA: original agency case number

WNO: warrant number

ADD: address

MIS/C: miscellaneous/caution

IMN: image number

IMT: image type

DTE: date & time entered

DLU: date & time last updated

IMR/MNAM: image name

DOI: date of image

NIC: NCIC number

DLC: date of last contact

MNP: missing person

BLT: blood type

FPA: footprints available

BXR: body x-rays

VRX: vision

JWT: jewelry

MNP/CA: child abduction

PIN: person with information

GNG: gang type

DOP: date purge

CON: conviction date

ORD: date ordered on file

DLO: location of DNA

SID: state I.D.

BHN: boat haul number

IID: internet I.D.

AOV: age of victim

SOV: sex of victim

ROV: relationship to victim

PPN: protected person

VIN: vehicle identification number

LIC: license plate number

OCA: originating agency case number

NCIC – VEHICLE REGISTRATION QUERIES

b7E

NATIONAL CRIME INFORMATION CENTER

NCIC – DRIVER LICENSE QUERIES

b7E

NATIONAL CRIME INFORMATION CENTER

NCIC QUERIES – GUN QUERY b7E

NCIC QUERIES – SECURITIES QUERY

b7E

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[redacted]

- Querying [redacted]
- PAL Unit Training 2015; Querying [redacted] & Interpreting Results

PAL UNIT TRAINING 2015

Querying [redacted] & Interpreting Results

b7E

Avaya Reason Codes

AVAYA REASON CODES

- GO READY – means you are available to take live incoming calls

- GO NOT READY –
  - AA_Unavailable (30)
  - AA_Work (40)
  - Break (22)
  - Lunch (19)
  - Meetings (26)
  - Training (25)
  - Drafting an FD-71 (70)
  - [redacted]
  - [redacted]

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- SET ACW CODE - (After Call Work)
  - After Call Work (24) – for database queries, filling out [redacted] etc.

Quick Reference Guide

FBI – WV Call Center

QUICK REFERENCE GUIDE

FBI - WV CALL CENTER

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-866-874-3972**
3. Enter on your telephone keypad or provide the representative:
   You may press 0 or stay on the line for assistance at anytime:
   - 6-digit Client ID: [redacted] b7E
   - Press 1 for Spanish
   - Press 2 for all other languages and speak the name of the language you need at the prompt.
   - Enter Your: **Access Code (All shifts:** [redacted]
     Do not begin your number with a zero.

   An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the interpreter when the call is completed

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@languageline.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

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www.LanguageLine.com

Revision: 03/2015

Reference Materials

- Common Phrases in Spanish for Immediate Response
- Phonetic Alphabet
- State Abbreviations
- Julian Date Calendar – Perpetual
- Julian Date Calendar – For Leap Years Only
- Standard Time Zones
- Field Offices and Resident Agencies
- FBI Field Offices
- Federal Agency Reference Sheet
- State Agencies
- Federal & State Agency Referrals by Field Office

Common Phrases in Spanish for Immediate Response

SPANISH PHRASE	ENGLISH PHRASE	PRONUNCIATION KEY
¿Hablas Inglés?	Do you speak English?	Hah-blahs een-glehs?
No hablo Español	I don't speak Spanish	No hah-bloh es-pahn-yol
Un momento por favor	One moment please	oon moh-mehn-toh pohr-fah-vor
¿Cúal es su nombre?	What is your name?	Qual- es soo nom-breh?
Regreso en un momento	I'll be back in a moment	Reh-greh-soh ehn oon moh-mehn-toh
¿Me permite buscarle ayuda?	Will you allow me to get you help?	meh-pehr-mee-teh boos-kar-leh ah-yoo-dah?
¿Puedo ponerlo en espera?	May I place you on hold	Poo-eh-doh po-nehr-loh en es-peh-rah?
Ahorita regreso	I'll be right back	Ah-oh-rih-tah reh-greh-soh
Por favor hable más despacio.	Please speak slower.	Pohr fah-vor, ah-bleh mahs dehs-pah-see-oh
¿Entiendes?	Do you understand?	Ehn-tiehn-dehs?
Sí	Yes	See
No	No	No

The Spanish language is noted for its pronunciation of each letter and its strong *"r"* sounds, as in la*dd*er, be*tt*er, wa*t*er. And the "L" as in e*L*ephant.

If you hear words like **ATAQUE TERRORISTA** (terrorist attack), **BOMBA** (bomb), **PELIGRO** (danger), **AYUDA** (help), **SECUESTRO** (kidnapping) ***PLEASE LET A SUPERVISOR KNOW***

PHONETIC ALPHABET

A	- ALPHA	**N**	- NOVEMBER
B	- BRAVO	**O**	- OSCAR
C	- CHARLIE	**P**	- PAPA
D	- DELTA	**Q**	- QUEBEC
E	- ECHO	**R**	- ROMEO
F	- FOXTROT	**S**	- SIERRA
G	- GOLF	**T**	- TANGO
H	- HOTEL	**U**	- UNIFORM
I	- INDIA	**V**	- VICTOR
J	- JULIET	**W**	- WHISKEY
K	- KILO	**X**	- X-RAY
L	- LIMA	**Y**	- YANKEE
M	- MIKE	**Z**	- ZULU

STATE ABBREVIATIONS					
Alabama	AL	Louisiana	LA	Oklahoma	OK
Alaska	AK	Maine	ME	Oregon	OR
Arizona	AZ	Maryland	MD	Pennsylvania	PA
Arkansas	AR	Massachusetts	MA	Puerto Rico	PR
California	CA	Michigan	MI	Rhode Island	RI
Colorado	CO	Minnesota	MN	South Carolina	SC
Connecticut	CT	Mississippi	MS	South Dakota	SD
Delaware	DE	Missouri	MO	Tennessee	TN
District of Columbia	DC	Montana	MT	Texas	TX
Florida	FL	Nebraska	NE	Utah	UT
Georgia	GA	Nevada	NV	Vermont	VT
Hawaii	HI	New Hampshire	NH	Virginia	VA
Idaho	ID	New Jersey	NJ	Washington	WA
Illinois	IL	New Mexico	NM	West Virginia	WV
Indiana	IN	New York	NY	Wisconsin	WI
Iowa	IA	North Carolina	NC	Wyoming WY	WY
Kansas	KS	North Dakota	ND		
Kentucky	KY	Ohio	OH		

JULIAN DATE CALENDAR

PERPETUAL

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Day
1	001	032	060	091	121	152	182	213	244	274	305	335	1
2	002	033	061	092	122	153	183	214	245	275	306	336	2
3	003	034	062	093	123	154	184	215	246	276	307	337	3
4	004	035	063	094	124	155	185	216	247	277	308	338	4
5	005	036	064	095	125	156	186	217	248	278	309	339	5
6	006	037	065	096	126	157	187	218	249	279	310	340	6
7	007	038	066	097	127	158	188	219	250	280	311	341	7
8	008	039	067	098	128	159	189	220	251	281	312	342	8
9	009	040	068	099	129	160	190	221	252	282	313	343	9
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20	020	051	079	110	140	171	201	232	263	293	324	354	20
21	021	052	080	111	141	172	202	233	264	294	325	355	21
22	022	053	081	112	142	173	203	234	265	295	326	356	22
23	023	054	082	113	143	174	204	235	266	296	327	357	23
24	024	055	083	114	144	175	205	236	267	297	328	358	24
25	025	056	084	115	145	176	206	237	268	298	329	359	25
26	026	057	085	116	146	177	207	238	269	299	330	360	26
27	027	058	086	117	147	178	208	239	270	300	331	361	27
28	028	059	087	118	148	179	209	240	271	301	332	362	28
29	029		088	119	149	180	210	241	272	302	333	363	29
30	030		089	120	150	181	211	242	273	303	334	364	30
31	031		090		151		212	243		304		365	31

JULIAN DATE CALENDAR

FOR LEAP YEARS ONLY

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Day
1	001	032	061	092	122	153	183	214	245	275	306	336	1
2	002	033	062	093	123	154	184	215	246	276	307	337	2
3	003	034	063	094	124	155	185	216	247	277	308	338	3
4	004	035	064	095	125	156	186	217	248	278	309	339	4
5	005	036	065	096	126	157	187	218	249	279	310	340	5
6	006	037	066	097	127	158	188	219	250	280	311	341	6
7	007	038	067	098	128	159	189	220	251	281	312	342	7
8	008	039	068	099	129	160	190	221	252	282	313	343	8
9	009	040	069	100	130	161	191	222	253	283	314	344	9
10	010	041	070	101	131	162	192	223	254	284	315	345	10
11	011	042	071	102	132	163	193	224	255	285	316	346	11
12	012	043	072	103	133	164	194	225	256	286	317	347	12
13	013	044	073	104	134	165	195	226	257	287	318	348	13
14	014	045	074	105	135	166	196	227	258	288	319	349	14
15	015	046	075	106	136	167	197	228	259	289	320	350	15
16	016	047	076	107	137	168	198	229	260	290	321	351	16
17	017	048	077	108	138	169	199	230	261	291	322	352	17
18	018	049	078	109	139	170	200	231	262	292	323	353	18
19	019	050	079	110	140	171	201	232	263	293	324	354	19
20	020	051	080	111	141	172	202	233	264	294	325	355	20
21	021	052	081	112	142	173	203	234	265	295	326	356	21
22	022	053	082	113	143	174	204	235	266	296	327	357	22
23	023	054	083	114	144	175	205	236	267	297	328	358	23
24	024	055	084	115	145	176	206	237	268	298	329	359	24
25	025	056	085	116	146	177	207	238	269	299	330	360	25
26	026	057	086	117	147	178	208	239	270	300	331	361	26
27	027	058	087	118	148	179	209	240	271	301	332	362	27
28	028	059	088	119	149	180	210	241	272	302	333	363	28
29	029	060	089	120	150	181	211	242	273	303	334	364	29
30	030		090	121	151	182	212	243	274	304	335	365	30
31	031		091		152		213	244		305		366	31

USE IN 2004, 2008, 2012, 2016, 2020, 2024, ETC.

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Where We Are
STANDARD TIME ZONES
CANADA
MEXICO
CUBA
PACIFIC
3 PM
MOUNTAIN
4 PM
CENTRAL
5 PM
EASTERN
6 PM
HAWAII-
ALEUTIAN
1 PM
ALASKA
2 PM
SEATTLE
PORTLAND
SAN FRANCISCO
LAS VEGAS
LOS ANGELES
SALT LAKE CITY
DENVER
PHOENIX
EL PASO
MINNEAPOLIS
CHICAGO
DETROIT
NEW YORK
WASHINGTON
LOUISVILLE
OKLAHOMA CITY
MEMPHIS
ATLANTA
DALLAS
HOUSTON
MIAMI
HONOLULU
Areas that do not observe Daylight Time
U.S. Department of the Interior
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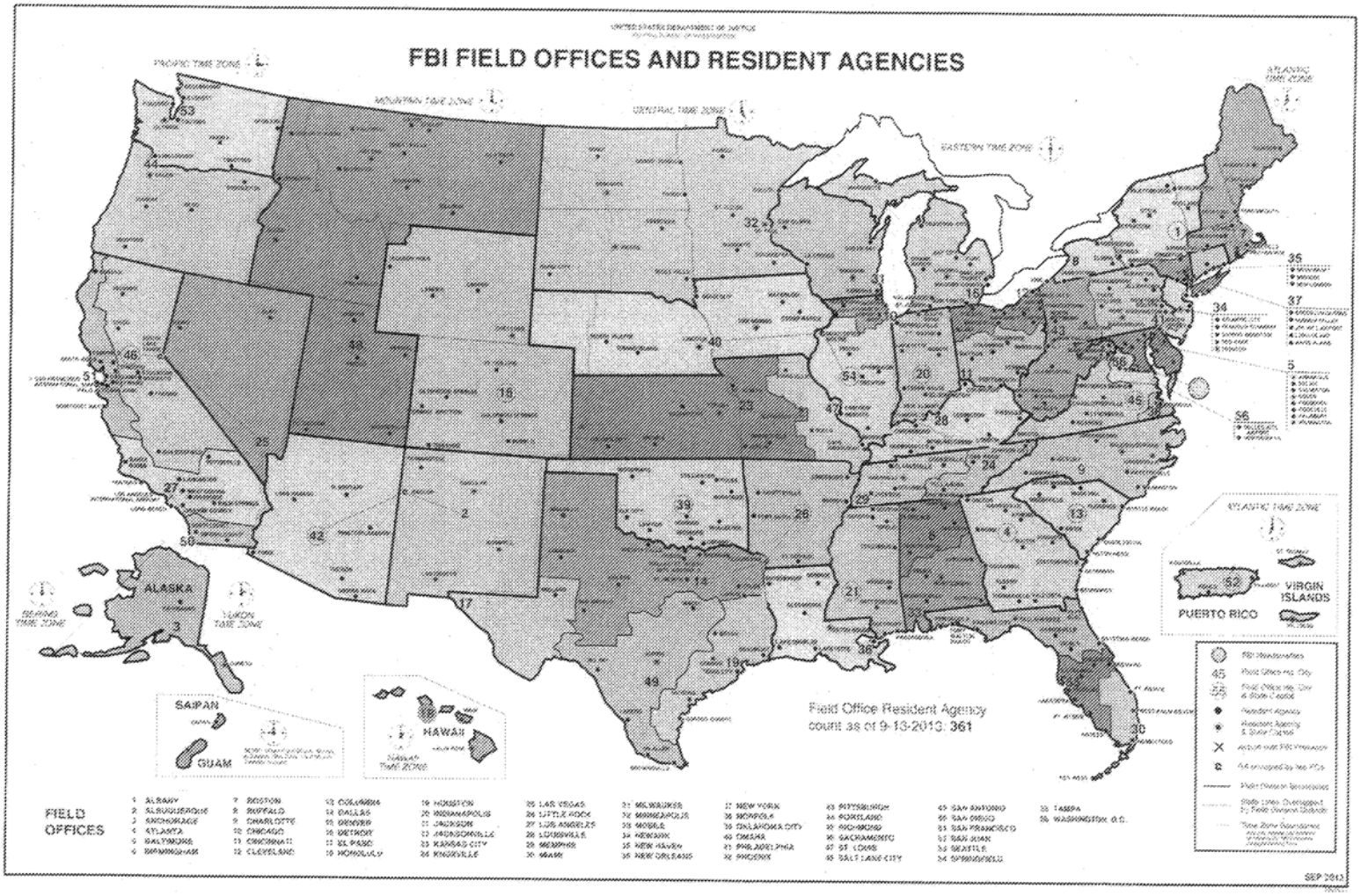
The National Atlas of the United States of America®

FBI FIELD OFFICES AND RESIDENT AGENCIES



FBI FIELD OFFICES

Division	Abr.		Xfer
Albany, NY	AL	518-465-7551	
Albuquerque, NM	AQ	505-889-1300	
Anchorage, Alaska	AN	907-276-4441	
Atlanta, Georgia	AT	404-679-9000	
Baltimore, Maryland	BA	410-265-8080	
Birmingham, Alabama	BH	205-326-6166	
Boston, Mass.	BS	617-742-5533	
Buffalo, NY	BF	716-856-7800	
Charlotte, NC	CE	704-672-6100	
Chicago, Illinois	CG	312-421-6700	
Cincinnati, Ohio	CI	513-421-4310	
Cleveland, Ohio	CV	216-522-1400	
Columbia, SC	CO	803-551-4200	
Dallas, Texas	DL	972-559-5000	
Denver, Colorado	DN	303-629-7171	
Detroit, Michigan	DE	313-965-2323	
El Paso, Texas	EP	915-832-5000	
Honolulu, Hawaii	HN	808-566-4300	
Houston, Texas	HO	713-693-5000	
Indianapolis, Indiana	IP	317-595-4000	
Jackson, Miss.	JN	601-948-5000	
Jacksonville, FL	JK	904-248-7000	
Kansas City, Missouri	KC	816-512-8200	
Knoxville, Tenn.	KX	865-544-0751	
Las Vegas, Nevada	LV	702-385-1281	
Little Rock, Arkansas	LR	501-221-9100	
Los Angeles, CA	LA	310-477-6565	
Louisville, Kentucky	LS	502-263-6000	

	Abr.		Xfer
Memphis, Tennessee	ME	901-747-4300	
Miami, Florida	MM	754-703-2000	
Milwaukee, WI	MW	414-276-4684	
Minneapolis, MN	MP	763-569-8000	
Mobile, Alabama	MO	251-438-3674	
New Haven, CT	NH	203-777-6311	
New Orleans, LA	NO	504-816-3000	
New York, NY	NY	212-384-1000	
Newark, NJ	NK	973-792-3000	
Norfolk, Virginia	NF	757-455-0100	
Oklahoma City, OK	OC	405-290-7770	
Omaha, Nebraska	OM	402-493-8688	
Philadelphia, PA	PH	215-418-4000	
Phoenix, Arizona	PX	623-466-1999	
Pittsburgh, PA	PG	412-432-4000	
Portland, Oregon	PD	503-224-4181	
Richmond, VA	RH	804-261-1044	
Sacramento, CA	SC	916-481-9110	
Salt Lake City, Utah	SU	801-579-1400	
San Antonio, Texas	SA	210-225-6741	
San Diego, CA	SD	858-320-1800	
San Francisco, CA	SF	415-553-7400	
San Juan, Puerto Rico	SJ	787-754-6000	
Seattle, Wash.	SE	206-622-0460	
Springfield, Illinois	SI	217-522-9675	
St Louis, Missouri	SL	314-589-2500	
Tampa, FL	TP	813-253-1000	
Washington, DC	WF	202-278-2000	

b7E

NONE = No Recording S.O.L. = Stay On Line

Revision: 08/18/2015

AGENCY NAME	WEBSITE	TELEPHONE	ALTERNATE CONTACT	REASONS TO CONTACT
ATF (Bureau of Alcohol, Tobacco, Firearms)	www.ATF.gov	1-800-ATF-GUNS	1-888-ATF-TIPS	Alcohol, Tobacco, Firearms
Consumer Financial Protection Bureau	www.CFPB.gov	1-855-411-2372		PayDay Loan Scams, Predatory Lending, etc.
Consumer Safety Product Commission	www.SafeProducts.gov	1-800-638-2772		Unsafe products
Department of Homeland Security	www.DHS.gov	202-282-8000		Terrorist Watch List, Some Cyber Crimes
Department of Labor	www.DOL.gov	1-866-487-2365		Labor/Employment Disputes & Concerns
Department of State	www.State.gov	1-877-487-2778		Passports, Missing Abroad
Do Not Call Registry	www.DoNotCall.gov	1-888-382-1222		Nat'l Do Not Call Registry, run by FTC
Federal Bureau of Prisons	www.bop.gov	202-307-3198		Issues in federally-run correctional facilities
Federal Communications Commission	www.FCC.gov	1-888-225-5322		Cable, Cellular, Pager, Wireless Complaints
Federal Labor Relations Authority	www.flra.gov	202-218-7770		Unfair Labor Practices, Arbitration
Federal Motor Safety Carrier Commission	http://nccdb.fmcsa.dot.gov	1-888-368-7238		Hostage Moving Trucks
Federal Trade Commission	www.FTC.gov	1-877-382-4357		ID Theft, Gift Card Fraud, Telemarketing Fraud, etc.
Fingerprints (BSS Customer Service)		304-625-5590		issues with fingerprint submission or delays
Food and Drug Administration	www.FDA.gov	1-888-463-6332		Medical Drugs, Online Pharmacies
Intellectual Property Rights Center	www.iprcenter.gov/referral	1-866-477-2060		Copyright violations, Piracy, etc.
Internal Revenue Service (IRS)	www.IRS.gov	202-622-5000		Taxes
Internet Crimes Complaint Center	www.IC3.gov	NO Phone Calls!		Internet, Text, Email Scams/Fraud
Immigration & Customs Enforcement (ICE)	www.ICE.gov	1-866-347-2423		Immigration Issues, Customs Violations, etc.
Nat'l Center for Missing/Exploited Children	www.MissingKids.com	1-800-843-5678	www.CyberTipline.com	Crimes Against Children, Abduction, Child Porn
National Sex Offender Public Registry	www.NSOPR.gov			Sex Offenders
NICS (Gun Background Checks)		1-877-FBI-NICS	877-324-6427	Gun Rights, Background Checks for Guns
Office of Fair Housing & Equal Opportunity	www.HUD.gov	1-800-669-9777		Fair Housing
Social Security Administration	www.SSA.gov	1-800-772-1213	1-800-269-0271	Social Security Fraud
Transportation Security Administration	www.TSA.gov	1-866-289-9673		Terrorist Watch List
Treasury Inspector General (Tax Admin)	www.treasury.gov/tigta	1-800-366-4484		IRS scams, tax fraud, IRS Agent impersonation
Terrorist Screening Center		1-866-872-5678		Terrorist Watch List
US Customs & Border Patrol	http://apps.CBP.gov/EAllegations	1-800-BE-ALERT		Import/Export Violations & Fraud
US Marshalls Service	www.usmarshals.gov	202-307-9100		Witness Protection, Federal Fugitives
US Office of the Trustee	www.justice.gov/ust	202-514-2000		Bankruptcy Fraud
US Postal Inspectors	http://PostalInspectors.USPIS.gov	1-877-876-2455	<---Option 4 for Fraud	Mail Fraud
US Postal Service	www.uspsoig.gov	1-888-877-7644		Complaint on Post Office/Postal Worker
Veterans Affairs	www.va.gov	1-800-827-1000		Issues Related to Veteran Benefits, etc.
Veterans Administration (Health)	www.va.gov/health	1-800-488-8244		VA Fraud, VA hospital complaints

Revised 01/27/2016

STATE AGENCIES				
ALABAMA Highway Patrol	334-242-4371		MONTANA Highway Patrol	406-444-3780
ALASKA State Troopers	907-269-5511		NEBRASKA State Police	402-471-4545
ARIZONA Highway Patrol	602-223-2504		NEVADA Highway Patrol	775-687-5300
ARKANSAS State Police	501-618-8000		NEW HAMPSHIRE State Police	603-223-3856
CALIFORNIA Highway Patrol	800-835-5247		NEW JERSEY State Police	609-882-2000
COLORADO State Police	303-273-1884		NEW MEXICO State Police	505-827-9300
CONNECTICUT State Police	203-630-5640		NEW YORK State Police	518-783-3211
DELAWARE State Police	302-739-5901		NORTH CAROLINA Highway Patrol	919-733-7952
FLORIDA Highway Patrol	850-410-3046		NORTH DAKOTA Highway Patrol	701-328-2455
GEORGIA State Patrol	404-699-4368		OHIO Highway Patrol	877-772-8765
HAWAII Sheriff Division	808-587-3621		OKLAHOMA Highway Patrol	405-425-2285
IDAHO State Police	208-884-7200		OREGON State Police	503-378-3720
ILLINOIS State Police	847-294-4400		PENNSYLVANIA State Police	717-783-5599
INDIANA State Police	317-232-8280		RHODE ISLAND State Police	401-444-1000
IOWA State Criminal Invest.	515-725-6010		SOUTH CAROLINA Highway Patrol	803-896-7920
KANSAS Highway Patrol	785-296-6800		SOUTH DAKOTA Highway Patrol	605-773-3105
KENTUCKY State Police	502-782-1800		TENNESSEE Highway Patrol	731-668-9645
LOUISIANA State Police	225-925-6006		TEXAS Highway Patrol	512-424-2000
MAINE State Police	207-646-7200		UTAH Highway Patrol	801-887-3800
MARYLAND State Police	301-729-2101		VERMONT State Police	802-241-5000
MASSACHUSETTS State Police	508-820-2300		VIRGINIA State Police	804-674-2000
MICHIGAN State Police	517-332-2521		WASHINGTON State Patrol	360-596-4000
MINNESOTA State Patrol	651-201-7100		WEST VIRGINIA State Police	304-746-2100
MISSISSIPPI State Bureau of Invest.	601-987-1435		WISCONSIN State Patrol	608-266-3212
MISSOURI Highway Patrol	573-526-6112		WYOMING Highway Patrol	307-777-4301

FEDERAL & STATE AGENCY REFERRALS BY FIELD OFFICE

FIELD DIVISION	ATF	Attorney General	DEA	EPA	DHHS	SECRET SERVICE	US MARSHALS
Albany, NY	646-335-9000	518-474-7330	212-337-3900	888-372-7341	212-264-4600	718-840-1000	718-260-0400
Albuquerque, NM	602-776-5400	505-827-6000	713-693-3000	800-887-6063	214-767-3301	505-248-5290	505-346-6400
Anchorage, AK	206-204-3205	907-465-2133	206-553-5443	800-424-4372	206-615-2010	907-271-5148	907-271-5154
Atlanta, GA	404-417-2600	404-656-3300	404-893-7000	800-241-1754	404-562-7888	404-331-6111	404-331-6833
Baltimore, MD	443-965-2000	410-576-6300	202-305-8500	800-438-2474	215-861-4633	443-263-1000	410-962-2220
Birmingham, AL	615-565-1400	334-242-7300	504-840-1100	800-241-1754	404-562-7888	205-731-1144	205-307-7300
Boston, MA	617-557-1200	617-727-2200	617-557-2100	888-372-7341	617-565-1500	617-565-5640	617-748-2500
Buffalo, NY	646-335-9000	518-474-7330	212-337-3900	877-251-4575	212-264-4600	716-551-4401	716-348-5300
Charlotte, NC	704-716-1800	919-716-6400	404-893-7000	800-241-1754	404-562-7888	704-442-8370	704-350-8000
Chicago, IL	312-846-7200	312-814-3000	312-353-7875	800-621-8431	312-353-5160	312-353-5431	312-353-5290
Cincinnati, OH	614-827-8400	614-466-4320	313-234-4000	800-621-8431	312-353-5160	513-684-3585	614-469-5540
Cleveland, OH	614-827-8400	614-466-4320	313-234-4000	800-621-8431	312-353-5160	216-750-2058	216-522-2150
Columbia, SC	704-716-1800	803-734-3970	404-893-7000	800-241-1754	404-562-7888	864-233-1490	803-765-5821
Dallas, TX	469-227-4300	512-463-2100	214-366-6900	800-887-6063	214-767-3301	972-868-3200	214-767-0836
Denver, CO	303-575-7600	720-508-6000	720-895-4040	800-227-8917	303-844-3372	303-850-2700	303-335-3400
Detroit, MI	313-202-3400	517-373-1110	313-234-4000	800-621-8431	312-353-5160	313-226-6400	313-234-5600
El Paso, TX	469-227-4300	512-463-2100	915-832-6000	800-887-6063	214-767-3301	915-532-2144	210-472-6540
Honolulu, HI	206-204-3205	808-586-1500	213-621-6700	866-372-9378	415-437-8500	808-541-1912	808-541-3000
Houston, TX	281-716-8200	512-463-2100	713-693-3000	800-887-6063	214-767-3301	713-868-2299	713-718-4800
Indianapolis, IN	614-827-8400	317-232-6201	312-353-7875	800-621-8431	312-353-5160	317-635-6420	317-226-6566
Jackson, MS	504-841-7000	601-359-3680	504-840-1100	800-241-1754	404-562-7888	601-965-4436	601-608-6800
Jacksonville, FL	813-202-7300	850-414-3300	954-660-4500	800-241-1754	404-562-7888	904-296-0133	850-942-8400
Kansas City, MS	816-559-0700	573-751-3321	314-538-4600	800-223-0425	816-426-2821	816-460-0600	816-512-2000
Knoxville, TN	615-565-1400	615-741-3491	404-893-7000	800-241-1754	404-562-7888	865-545-4627	865-545-4182
Las Vegas, NV	925-557-2800	775-684-1100	213-621-6700	866-372-9378	415-437-8500	702-868-3000	702-388-6355
Little Rock, AR	504-841-7000	501-682-2007	504-840-1100	800-887-6063	214-767-3301	501-324-6241	501-324-6256
Los Angeles, CA	818-265-2500	916-445-9555	213-621-6700	866-372-9378	415-437-8500	213-894-4830	213-894-6820
Louisville, KY	502-753-3400	502-696-5300	313-234-4000	800-241-1754	404-562-7888	502-582-5171	502-588-8000
Memphis, TN	615-565-1400	615-471-3491	404-893-7000	800-241-1754	404-562-7888	901-544-0333	901-544-3304
Miami, FL	305-597-4800	850-414-3300	954-660-4500	800-241-1754	404-562-7888	305-863-5000	786-433-6340
Milwaukee, WI	651-726-0200	608-266-1221	312-353-7875	800-621-8431	312-353-5160	414-297-3587	414-297-3707

Minneapolis, MN	651-726-0200	651-296-3353	312-353-7875	800-621-8431	312-353-5160	612-348-1800	612-664-5900
Mobile, AL	615-565-1400	334-242-7300	504-840-1100	800-241-1754	404-562-7888	251-441-5851	251-690-2841
New Haven, CT	617-557-1200	860-808-5318	617-557-2100	888-372-7341	617-565-1500	203-865-2449	203-773-2107
New Orleans, LA	504-841-7000	225-326-6000	504-840-1100	800-887-6063	214-767-3301	504-841-3260	504-589-6079
New York, NY	646-335-9000	518-474-7330	212-337-3900	877-251-4575	212-264-4600	718-840-1000	212-331-7200
Newark, NJ	973-413-1179	609-292-4925	973-776-1100	877-251-4575	212-264-4600	973-971-3100	973-645-2404
Norfolk, VA	202-648-8010	804-786-2071	202-305-8500	800-438-2474	215-861-4633	757-441-3200	540-857-2230
Oklahoma City, OK	469-227-4300	405-521-3921	214-366-6900	800-887-6063	214-767-3301	405-272-0630	405-231-4206
Omaha, NE	816-559-0700	402-471-2682	314-538-4600	800-223-0425	816-426-2821	402-965-9670	402-221-4781
Philadelphia, PA	215-446-7800	717-787-3391	215-861-3474	800-438-2474	215-861-4633	215-861-3300	215-597-7273
Phoenix, AZ	602-776-5400	602-542-4266	602-664-5600	866-372-9378	415-437-8500	602-640-5580	602-382-8768
Pittsburgh, PA	215-446-7800	717-787-3391	215-861-3474	800-438-2474	215-861-4633	412-281-7825	412-644-3351
Portland, OR	206-204-3205	503-378-6002	206-553-5443	800-424-4372	206-615-2010	503-326-2162	503-326-2209
Richmond, VA	202-648-8010	804-786-2071	202-305-8500	800-438-2474	215-861-4633	804-592-3086	540-857-2230
Sacramento, CA	925-557-2800	916-445-9555	415-436-7900	866-372-9378	415-437-8500	916-325-5481	916-930-2030
Salt Lake City, UT	303-575-7600	801-538-9600	720-895-4040	800-227-8917	303-844-3372	801-524-5910	801-524-5693
San Antonio, TX	281-716-8200	512-463-2100	713-693-3000	800-887-6063	214-767-3301	210-308-6220	210-472-6540
San Diego, CA	818-265-2500	916-445-9555	856-616-4100	866-372-9378	415-437-8500	619-557-5640	619-557-6620
San Francisco, CA	925-557-2800	916-445-9555	415-436-7900	800-372-9378	415-437-8500	415-576-1210	415-436-7677
San Juan, PR	305-597-4800	n/a	n/a	877-251-4575	212-264-4600	305-863-5000	787-766-6000
Seattle, WA	206-204-3205	360-753-6200	206-553-5443	800-424-4372	206-615-2010	206-553-1922	206-370-8600
Springfield, IL	312-846-7200	312-814-3000	312-353-7875	800-621-8431	312-353-5160	217-726-8453	217-492-4430
St Louis, MO	816-559-0700	573-751-3321	314-538-4600	800-223-0425	816-426-2821	314-539-2238	314-539-2212
Tampa, FL	813-202-7300	850-414-3300	954-660-4500	800-241-1754	404-562-7888	813-228-2636	813-483-4200
Washington, DC	202-648-8010	n/a	202-305-8500	800-438-2474	215-861-4633	202-406-8800	202-616-8600

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FOI/PA# 1397123-0

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Public Access Line Training Schedule 10/24/2016 to 11/07/2016

DATE	TIME	SEGMENT/TOPIC	ROOM	PRESENTER
		Week #1		
10/24/2016		CTAP Orientation (All Day)		
Monday				
10/25/2016				
Tuesday	9:00am - 10:00am	Welcome/Infosec	2C.11	[redacted]
	10:00am - 10:30am	EAP Presentation	2C.11	[redacted]
	10:30am - 12:00pm	PAL Workflow	2C.11	[redacted]
	12:00pm - 12:45pm	Lunch	Common Area/Cafeteria	
	12:45pm - 5:30pm	Mentoring		
10/26/2016				
Wednesday	9:00am - 10:30am	Case Structures - FBI organization	2C.11	[redacted]
	10:30am - 12:00pm	[redacted]	2C.11	[redacted]
	12:00pm - 12:45pm	Lunch	Common Area/Cafeteria	
	12:45pm - 5:30pm	Mentoring		
10/27/2016				
Thursday	9:00am - 9:30am	Review	2C.11	[redacted]
	9:30am - 12:30pm	Sentinel [redacted]	2C.11	[redacted]
	12:30pm - 1:15pm	Lunch	Common Area/Cafeteria	
	1:15pm - 5:30pm	Mentoring		
10/28/2016				

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	9:00am - 9:30am	Foreign Language Calls	2C.11 [redacted]
	9:15am - 10:15am	Web TA Presentation	2C.11 [redacted]
	10:15am - 12:30pm	Cheat Sheets - Sharepoint	2C.11 [redacted]
	12:30pm - 1:15pm	Lunch	Common Area/Cafeteria
	1:30pm - 5:30pm	Mentoring	[redacted]
Friday	9:00am - 9:15am	Review	2C.11 [redacted]
	9:15am - 10:15am	Cyber Issues	2C.11 [redacted]
	10:15am - 10:30am	UC Greeting	2C.11 [redacted]
	10:30am - 12:30pm	[redacted]	2C.11 [redacted]
	12:30pm - 1:15pm	Lunch	Common Area/Cafeteria
	1:30pm - 5:30pm	Mentoring	

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Week #2
10/31/2016
Monday

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11/1/2016

Tuesday	9:00am - 9:30am	Review	2C.11	[redacted]
	9:15am - 10:15am	Web TA Presentation	2C.11	[redacted]
	10:15am - 10:30am	Complaint Guide	2C.11	[redacted]
	10:30am - 12:30pm	Lunch	Common Area/Cafeteria	
	12:30pm - 1:15pm	Mentoring	[redacted]	

11/2/2016

Wednesday	9:00am	Logins/Security	2C.11	[redacted]
	11:00am	SharePoint/Cheat Sheets	2C.11	[redacted]
	11:30am	Referrals	2C.11	[redacted]
	12:30pm - 1:15pm	Lunch	Common Area/Cafeteria	
	1:30pm - 5:30pm	Mentoring	TBD	

11/3/2016

Thursday	9:00am - 9:30am	Review	2C.11	[redacted]
	9:30am - 12:30pm	Common Writing Protocols	2C.11	[redacted]
	12:30pm - 1:15pm	Lunch	Common Area/Cafeteria	
	1:30pm - 5:30pm	Mentoring	TBD	

11/4/2016

Friday	9:00am - 10:00am	Complaint Guide Wrap Up/Review	2C.11	[redacted]
	10:00am - 12:30pm	Recordings/Writing Practice	2C.11	[redacted]
	12:30pm - 1:15pm	Lunch	Common Area/Cafeteria	
	1:15pm - 5:30pm	Mentoring	TBD	

Week #3

11/7/2016

Monday

9:00am - 10:00am	Active Listening/Follow Up Questions	2C.11	[redacted]
10:00am - 12:30pm	Writing Practice	2C.11	Lead CSR's
12:30pm - 1:15pm	Lunch	Common Area/Cafeteria	
1:15pm - 5:30pm	Mentoring	TBD	
	NCIC	TBD	

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Writing Tips for PAL CSRs

New Customer Service Representative Checklist

New Customer Service Representative Logbook

New CSR Name: _____

	Date
FBI EOD	_____
PAL EOD	_____
1st Quarter Review	_____
2nd Quarter Review	_____
3rd Quarter Review	_____
CSR - PAL One Year Completion Date	_____

Successfully completed intial CSR requirements ☐

Individual has not met initial CSR requirements ☐

Supervisor _____ **Date** _____

Unit Chief _____ **Date** _____

MENTORING CHECKLIST - CJIS-UNET (GREEN)	Date	LCSR
Employee Demonstrated		

op Operations

- Set up Desktop Shortcuts
- Pin to Taskbar
- Internet Explorer
  - Open a New Tab and Navigate Between Tabs
  - Set up Favorites
- Send an Instant Messages on Skype (IM)
- Outlook
  - Send/Read Email
  - Set Up Folders in Outlook
  - Add, Delete, and Replace Distribution Lists
- Change Passwords (CJIS-Unet, FBI-Unet/Outlook Credentials)

PAL Applications

- Log in to [redacted] b7E
- Log in to Leep
- [redacted] NCIC
- [redacted]
- Go to the CJIS-Unet Portal
- Go to the Sharepoint Site

Other Web

- Get to the FBI Home Page (fbi.gov)
  - Contact Us Tab
  - About Us Tab
  - Most Wanted Tab
  - News Tab
  - Services Tab
  - Background Checks - "Identity History Summary Checks"
  - Scams & Safety Tab
  - ~~Look Up Office by Zipcode~~
- Explore the IC3.gov Website
- [redacted]
- Explore the Federal Trade Commission Website (FTC.gov)
- Explore NCMEC
- National Finance Center - MyEPP

[redacted]	Date	LCSR
Employee Demonstrated		

Desktop Operations

- Log on Using Card Reader
- Set up Desktop Shortcuts
- Pin to Taskbar
- Internet Explorer
  - Open a New Tab and Navigate Between Tabs
  - Set up Favorites
- Send an Instant Messages on Skype (IM)
- Outlook
  - Read Email
  - Initiate a New E-mail with Proper Markings
  - Set Up Folders in Outlook
  - Add, Delete, and Replace Distribution Lists
- Change Passwords
- Microsoft Word - create/save document

Core Applications

- Sentinel - Searches

Intranet

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Other

Demonstrate understanding of Job titles and acronyms

[illegible]		Date		Supervisor

Initial CSR Training (classroom and mentoring)

To Be completed within first 30 days

INFOSEC		
FISA Std. Minimization Procedures and SMP Policy Imp. Guidelines		
Foreign Intelligence Surveillance Act (FISA) Section 702 Retention		
Marking Classified National Security Information		
FBI Record Management: Records Management for All		
FBI Records Management: E-mail Record Marking Tool		
Privacy: Its Every Employee's Business		

To Be completed within six months

Introduction to editing and proofreading		
Business Writing: How to Write Clearly and Concisely		
The Mechanics of Writing course		
Introduction to Civil Rights		
Mortgage Fraud v2		
Preventing Fraud and Abuse		
Introduction to editing and proofreading		

To be completed before completion of one year

Diversity & Inclusion Requirement		
Domestic Terrorism Investigations: Introduction		
Introduction to International Terrorism		
WMD Awarentess & Recognition		

Optional

Basic Networking for Investigators		
The Cloud, It's All About Communication		
Economic Crimes Unit: Corporate Fraud (v2)		
Economic Crimes Unit: Insurance Fraud		
Economic Crimes Unit: Mass Marketing Fraud		
Economic Crimes Unit: Securities and Commodities Fraud		

Work Performance		Date		Supervisor

Ca[illegible]rformance (Provide variety of samples from each Category)

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E-Tips Performance

Result

Maintain

Maintain

Maintain

Attendence

NOTES:

(Attach Hard copies of examples to Training book)

PAL Unit Standard Writing Guide 2016

Composing Official Reports & Communications

FD-71, [redacted] & Email

b7E

PAL UNIT STANDARD WRITING GUIDE 2016

Composing Official Reports & Communications: FD-71, [redacted] & Email

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PAL UNIT STANDARD WRITING GUIDE 2016

Titles

Drafting an FD-71

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Drafting an FD-71

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Drafting an FD-71

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Drafting an FD-71

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b7E

Drafting a [redacted]

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b6
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Drafting a

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PAL UNIT STANDARD WRITING GUIDE 2016

Complaint Synopsis

Drafting an FD-71

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Complaint Synopsis

1

2

3

4

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Drafting on FD-71

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Drafting an FD-71

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PAL UNIT STANDARD WRITING GUIDE 2016

General Outline of Report

General Outline

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1. Opening Paragraph

Introductory Statement

2. Complainant Narrative

Database Searches Separator

3. Database Searches

Drafting an FD-71, [redacted] or Email

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Opening Paragraph [redacted]

Database Checks

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Database Checks

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PAL UNIT STANDARD WRITING GUIDE 2016

E-Complaints

Drafting an FD-71

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Drafting an FD-71

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Drafting an FD-71

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Drafting a [redacted]

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Drafting a [redacted]

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Drafting an FD-71, [redacted] and Emails

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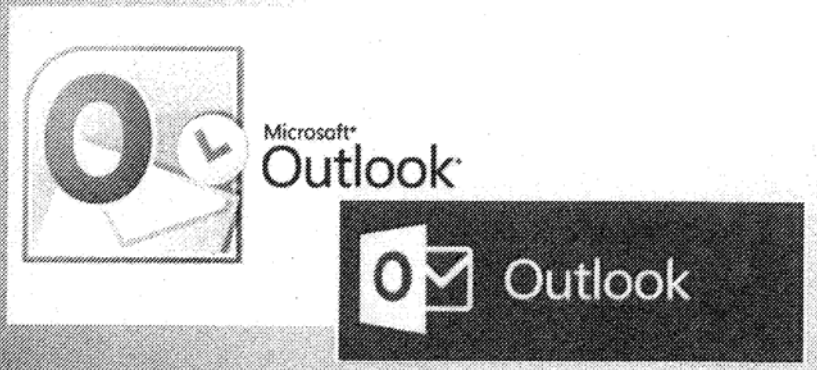
[redacted]

Drafting Official E-mail Communications to FBI Special Agents



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Drafting an E-mail

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FBI PAL Unit – Compass Virtual Academy Required Training List

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Public Access Line Training Schedule

02/12/2018 to 03/09/2018

DATE		TIME	SEGMENT/TOPIC	ROOM	PRESENTER
MODULE 1 - Week #1 - FBI Mission, Organization, INFOSEC, Complaint Guide 1					
2/12/2018	Group 2				
Monday	BLOCK 1	9:00am - 10:45am	CTAP		
	BLOCK 2	11:00am - 12:45pm	CTAP		
	LUNCH	12:45pm - 1:15pm	CTAP	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	CTAP		
	BLOCK 4	3:15pm - 5:15 pm	CTAP		
2/13/2018					
Tuesday	BLOCK 1	9:00am - 10:45am	Avaya Telephone, Low/High Side Access, and Email	2B-14	[redacted] b6 b7C
	BLOCK 2	11:00am - 12:45pm	Database Access Forms	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	WebTA	2B-14	[redacted]
	BLOCK 4	3:15pm - 5:15 pm	Virtual Academy		
2/14/2018					
Wednesday	BLOCK 1	9:00am - 10:45am	Welcome and FBI PAL Unit Mission	2B-14	[redacted]
	BLOCK 2	11:00am - 12:45pm	Infosec, Organization, Case Structures	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	PAL Workflow	2B-14	[redacted]
	BLOCK 4	3:15pm - 5:15 pm	Virtual Academy		
2/15/2018					
Thursday	BLOCK 1	9:00am - 10:45am	Virtual Academy		
	BLOCK 2	11:00am - 12:45pm	Virtual Academy		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide Pages 1-4	2B-14	[redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide Pages 5-9		
2/16/2018					
Friday	BLOCK 1	9:00am - 10:45am	Virtual Academy		

	BLOCK 2	11:00am - 12:45pm	Virtual Academy		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide Pages 10-14	2B-14	[redacted] b6 b7C
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide Pages 15-19		

DATE		TIME	SEGMENT/TOPIC	ROOM	PRESENTER
MODULE 2 - Week #2 - Complaint Guide 2					
2/19/2018					
Monday			George Washington Day Off		
			George Washington Day Off		
			George Washington Day Off		
			George Washington Day Off		
			George Washington Day Off		
2/20/2018					
Tuesday	BLOCK 1	9:00am - 10:45am	Writing basics	2B-14	[redacted]
	BLOCK 2	11:00am - 12:45pm		2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide Pages 20-24	2B-14	[redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide Pages 25-29	2B-14	
2/21/2018					
Wednesday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide 30-34		[redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide 35-39		
2/22/2018					
Thursday	BLOCK 1	9:00am - 10:45am	Proof Reading	2B-14	[redacted]
	BLOCK 2	11:00am - 12:45pm		2B-14	

	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide 40-44	2B-14	[redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide 45-49	2B-14	
2/23/2018					
Friday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm -3:00pm	FBI PAL Unit Complaint Guide 50-54		[redacted]
	BLOCK 4	3:15pm - 5:15 pm	**Complaint Guide Exam 1**		

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DATE		TIME	SEGMENT/TOPIC	ROOM	PRESENTER
MODULE 3 - Week #3 - Complaint Guide 3					
2/26/2018					
Monday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide 55-59	2B-14	[redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide 60-64	2B-14	
2/27/2018					
Tuesday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide 65-68		[redacted]

	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide 69-70		
2/28/2018					
Wednesday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI PAL Unit Complaint Guide 71-72		[redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI PAL Unit Complaint Guide 73-74		
3/1/2018					
Thursday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm -3:00pm	FBI PAL Unit Complaint Guide 74-75		[redacted]
	BLOCK 4	3:15pm - 5:15 pm			
3/2/2018					
Friday	BLOCK 1	9:00am - 10:45am	Virtual Academy	2B-14	
	BLOCK 2	11:00am - 12:45pm	Virtual Academy	2B-14	
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm -3:00pm	Study		[redacted]
	BLOCK 4	3:15pm - 5:15 pm	**Complaint Guide Exam 2**		

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DATE		TIME	SEGMENT/TOPIC	ROOM	PRESENTER
MODULE 4 - Week #4 - Interviews and Intro to Sentinel, [redacted] and Database Queries					
3/5/2018					
Monday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Introduction to [redacted]		???

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	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI Style of Interviewing - Part 1	2B-13	SSA [redacted]
	BLOCK 4	3:15pm - 5:15 pm	Interview Questions Guide	2B-14	[redacted]
3/6/2018					
Tuesday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI Style of Interviewing - Part 2	2B-13	SSA [redacted]
	BLOCK 4	3:15pm - 5:15 pm	Introduction to Sentinel and Queries	2B-14	[redacted]
3/7/2018					
Wednesday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	FBI Style of Interviewing - Part 3	2B-14	SSA [redacted]
	BLOCK 4	3:15pm - 5:15 pm	Introduction to [redacted] and Queries		[redacted]
3/8/2018					
Thursday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm -3:00pm	FBI Style of Interviewing - Part 4	2B-14	SSA [redacted]
	BLOCK 4	3:15pm - 5:15 pm	Introduction to [redacted] and Queries		[redacted]
3/9/2018					
Friday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	

	BLOCK 3	1:15pm -3:00pm	FBI Style of Interviewing - Part 5	2B-14	SSA [redacted]
	BLOCK 4	3:15pm - 5:15 pm	FBI Style of Interviewing Exam		

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DATE		TIME	SEGMENT/TOPIC	ROOM	PRESENTER
MODULE 5 - Week #5 - Writing Reports					
3/5/2018					
Monday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	Virtual Academy		
	BLOCK 4	3:15pm - 5:15 pm	Introduction to [redacted]		[redacted]
3/6/2018					
Tuesday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	Virtual Academy	2B-14	
	BLOCK 4	3:15pm - 5:15 pm	Introduction to NCIC and Queries		[redacted]
3/7/2018					
Wednesday	BLOCK 1	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	Lunch	Common Area/Cafeteria	
	BLOCK 3	1:15pm - 3:00pm	Virtual Academy	2B-14	
	BLOCK 4	3:15pm - 5:15 pm	Standard Writing Guide	2B-14	[redacted]

3/8/2018					
Thursday	**BLOCK 1**	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	**Lunch**	Common Area/Cafeteria	
	BLOCK 3	1:15pm -3:00pm	Virtual Academy	2B-14	
	BLOCK 4	3:15pm - 5:15 pm	Call Recordings & Writing Practice - Part 1	2B-14	[redacted]
3/9/2018					
Friday	**BLOCK 1**	9:00am - 10:45am	Mentoring		
	BLOCK 2	11:00am - 12:45pm	Mentoring		
	LUNCH	12:45pm - 1:15pm	**Lunch**	Common Area/Cafeteria	
	BLOCK 3	1:15pm -3:00pm	Virtual Academy	2B-14	
	BLOCK 4	3:15pm - 5:15 pm	Call Recordings & Writing Practice - Part 2	2B-14	[redacted]

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CSR Refresher Training 2018

01/02/2018 to 02/06/2018

CSR Refresher Training 2018

Mandatory Training

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FBI Complaint Guide **LCSR**[redacted] Tuesday, 01/02/2018	**Class Participants**	**FBI Complaint Guide** **LCSR**[redacted] Thursday, 01/04/2018	**Class Participants**
3:00 PM	Team 1	3:00 PM	Team 2
FBI Complaint Guide **LCSR**[redacted] Tuesday, 01/09/2018	**Class Participants**	**FBI Complaint Guide** **LCSR**[redacted] Thursday, 01/11/2018	**Class Participants**
3:00 PM	Team 1	3:00 PM	Team 2
FBI Complaint Guide **LCSR**[redacted] Tuesday, 01/16/2018	**Class Participants**	**FBI Complaint Guide** **LCSR**[redacted] Thursday, 01/18/2018	**Class Participants**
3:00 PM	Team 1	3:00 PM	Team 2
Interview Questions **LCSR**[redacted] Tuesday, 01/23/2018	**Class Participants**	**Interview Questions** **LCSR**[redacted] Thursday, 01/25/2018	**Class Participants**
3:00 PM	Team 1	3:00 PM	Team 2
Call Recordings & Writing Practice LCSR [redacted] Tuesday, 01/30/2018	**Class Participants**	**Call Recordings & Writing Practice** **LCSR**[redacted] Thursday, 02/01/2018	**Class Participants**
3:00 PM	Team 1	3:00 PM	Team 2
Database Queries **LCSR**[redacted] Tuesday, 02/06/2018	**Class Participants**	**Database Queries** **LCSR**[redacted] Thursday, 02/08/2018	**Class Participants**
3:00 PM	Team 1	3:00 PM	Team 2

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WRITING REFERENCE MATERIALS

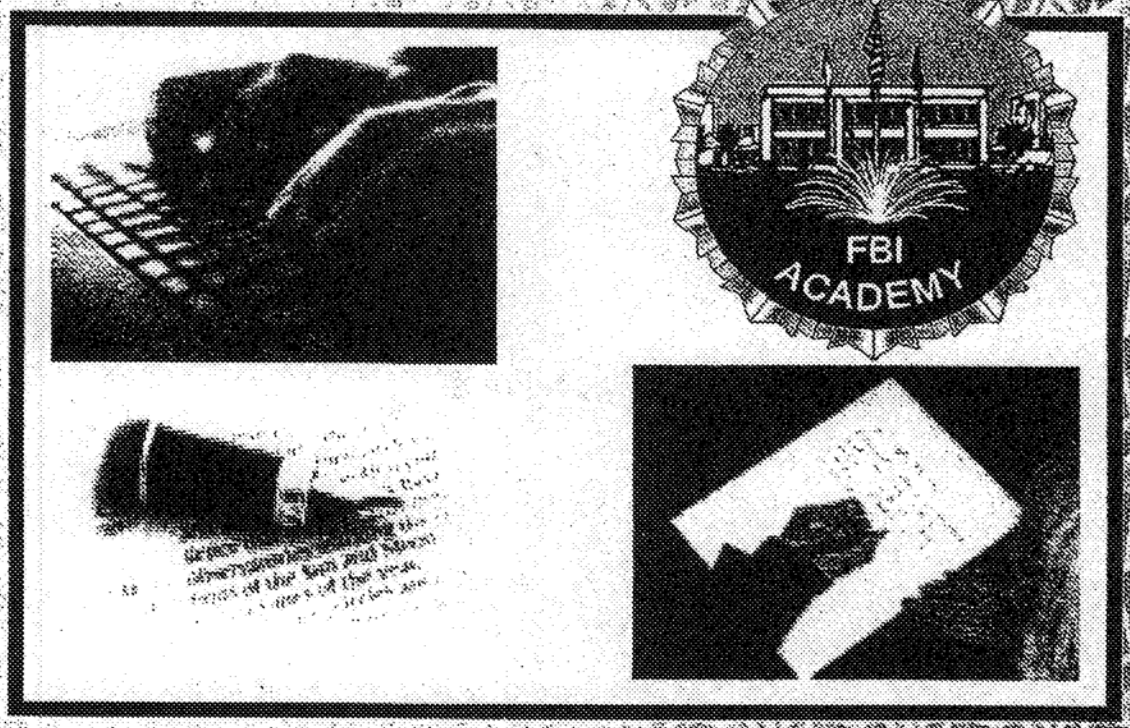
Writing Reference Materials

- Writing Clearly: A Style manual for the FBI by Ginny Field, M. A.

WRITING CLEARLY:

A Style Manual for the FBI

By Ginny Field, M.A.



FBI Academy, Quantico, Virginia

Revised September 2008

By [redacted] b6

For copies and more information:
contact the FBI Academy, Quantico, VA 22135, 703-632-1952

ACKNOWLEDGMENTS

Special thanks…

- To Ginny Field, who created the first version of *Writing Clearly* in 1993 b6
- To the numerous students of Effective Writing at the FBI National Academy who have contributed sample sentences and helped clarify lessons over the years
- To [redacted] for contributing photography for the cover of this book
- And to [redacted] who edited and formatted this version of *Writing Clearly*, as well as converted *Writing Clearly* to digital format for electronic distribution

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INTRODUCTION

Few of us find it easy to write well. We sit and look at a blank piece of paper or a blank screen on our word processor and wonder how to begin. When we finally do get something down, we never seem satisfied with the words we chose, how we arranged them, the information we put down, how we organized it, the paragraphs we wrote, or how we punctuated them. For the Bureau, however, good writing is essential.

As one of the top law enforcement agencies in the United States, the Federal Bureau of Investigation (FBI) always has had to adhere to higher standards than other government agencies in all areas, including writing. Written documents contain the investigative information of the FBI's special agents. Electronic communications (ECs), intelligence reports, teletypes, letters, and e-mails form the communication network that allows the FBI to function. All employees must write clearly for the FBI to function as effectively as it must. We cannot complete our mission with any efficiency unless we communicate well within our divisions and with the outside world.

Often, our writing forms the first impression people on the outside have of the Bureau. We want those people to feel that the Bureau employs only strong, confident, intelligent professionals. To maintain our efficiency as an organization, we also must be able to communicate with each other. That means we must make ourselves clear the first time we write. We only hurt ourselves and our readers by composing vague, convoluted documents that communicate only misunderstanding and frustration.

A special agent can investigate a case brilliantly, yet chance losing it in court because of a poorly written report. Investigations can be delayed, leads lost, and literally weeks wasted because of the confusion generated by unclear communications. By using the guidelines outlined in this style manual, all personnel can write clear, specific, concise documents for all Bureau formats.

By continually putting into practice the guidelines outlined in the six sections of this style manual, you can quickly become more confident with your writing and find writing easier. You will save time because this process will make writing easier for you, and your reader will save time because you will make your message clear the first time. By using these guidelines, you can impress all your readers. At the same time, you will increase the Bureau's productivity while decreasing unnecessary paperwork.

INTRODUCTION

This manual answers most of the questions that may arise when you face an ordinary writing task. For example,

- *How do I figure out what I want to say?*
- *How do I get started?*
- *Does my main point go first or last?*
- *How do I know what information to include or delete?*
- *What's the best way to organize this?*
- *Is it OK to choose "use" instead of "utilize"?*
- *How important is correct grammar and punctuation?*
- *How should I format this?*

Thus, the six sections of this manual deal with six main steps in writing:

1. Thinking Before Writing
2. Getting Started
3. Writing and Organizing
4. Revising for Style
5. Presenting
6. Proofreading

STEP 1: THINKING BEFORE WRITING

This section shows how a little forethought can save you a lot of time and frustration once you start writing. It shows you how to determine exactly what you want to say. By figuring out your purpose for writing—why you are writing each document—you can make sure you do what you want with it.

By truly thinking about and paying attention to your readers, you can write to them specifically, and thus make yourself clearer to them. Answering some questions about your readers also helps you start to decide what and how much information you need to include.

By deciding in advance what you want your readers to do with your information or how they will probably use your document, you can figure out the best way to present it to them.

Finally, this section emphasizes the importance of writing a bottom line for each document you write and then gives you an idea of how to go about doing just that.

INTRODUCTION

STEP 2: GETTING STARTED

This section describes the functions of the left and right brains in writing. It then presents five different techniques for getting your thoughts on paper.

When using these techniques, in effect you interview yourself to write your first draft. This section should help those of you who suffer from writers block by giving you fast, easy methods of getting started.

STEP 3: WRITING AND ORGANIZING

In this section you learn how to review the draft you produced using one of the above methods for getting started. You then begin to structure the information for both short and long documents. This section lists different ways you can organize your information and helps you choose the most logical method. It helps you produce your second draft.

STEP 4: REVISING FOR STYLE

The four parts of this section deal with your writing on the levels of sentences, phrases, and words. They cover four areas of style you need to examine on the most basic level: writing in active voice, applying the KISS principle, reducing clutter, and writing strong sentences.

"Writing in Active Voice" details a four-step process for recognizing passive voice in your writing and changing it to active. You also learn other forms of weak writing and how to invigorate them.

"Applying the KISS Principle" defines KISS as "Keep It Simple and Specific" and details the kinds of words you want to choose to best get your point across. Essentially, this subsection covers the kind of language that will make your writing clear and reader-friendly, not vague, ambiguous, stuffy, or pretentious.

"Reducing Clutter" defines clutter, distinguishing it from words or repetition needed for emphasis or clarity. It also lists specific forms of clutter to look for and reduce in your writing.

Lastly, *"Writing Strong Sentences"* presents 10 steps you can follow to ensure you write decisive, lively sentences that express your message clearly.

INTRODUCTION

STEP 5: PRESENTING

This section discusses the importance of presentation—why you should use a pleasing and useful format. If you try to meet the readers' needs with your format, you might get your documents read before others.

STEP 6: PROOFREADING

This final section covers a few common problems in grammar and punctuation to give you a quick reference guide. It also discusses the importance of making sure your documents are free of errors.

Writing and sending a perfect document will impress your readers with your thoroughness and professionalism, which can prove especially important for both you and the FBI. The six sections that follow can help you write the perfect document.

THINKING BEFORE WRITING

Do you ever do anything before you sit down to write a document? For instance, do you ask yourself some questions and try to figure out the answers BEFORE you write your document? If you don't, perhaps you should.

Fuzzy thinking can only produce fuzzy writing. If you, the writer, don't know what you want to say, how can you make a message clear to your readers? You can't. Before you write then, you must understand what you want to say and how it will affect your readers. You can do this by answering several questions before you begin to write (Aldrich 8): "Why am I writing this?" "Who am I writing to?" and "What do I want my readers to do with this information?"

Another question you may want to answer before writing, and one you certainly must answer at some point in the writing process, is "How will my message benefit my readers?" In other words, "How can I make it important to them?" or "Why should they read this?"

Finally, you can combine the answers to all of these questions or use implied answers to form your bottom-line sentence (main point of your document). Answering these questions focuses your thoughts before you write, making your writing more understandable and logically organized, not rambling and vague.

WHY AM I WRITING THIS? (WHAT IS MY PURPOSE?)

You should always have a good reason for writing something. You don't like to have someone waste your time with useless documents, so don't waste theirs. Try to minimize your writing by taking care of questions or problems in person if you can. I know sometimes we must write to cover (insure) ourselves, but try not to make that kind of writing a habit. We are so mired in paper now that you will do everyone in the Bureau a favor by making sure you really need to write something before you do.

Why do you write some of the documents you write? Why do you write a proposal, for instance? To propose something or, perhaps, to solve a problem. Why do you write policies or procedures? To inform and make sure people follow the rules. Why do you write lesson plans? To help a substitute instructor teach your class or maintain a checklist of items you need to cover or maintain uniformity from one student group to the next. Perhaps you write lesson plans for all three of these reasons.

Why do you need to figure out what your purpose is before you write? Look at it this way: When someone asks you to do something, do you ever want to know why you should do it? Knowing the why sometimes makes it easier for you to understand how to do something. It also can make you more willing to do it. The same holds true for writing. Knowing why you need to write something often directs you on how to write it. And if it doesn't show you how, it at least gives you a goal to work for. You want to

make sure what you write meets your purpose. You can't do that if you don't know what your purpose is.

What are some of the reasons you write for the FBI? When you're stuck, the list below may give you some ideas (Aldrich 9).

To:	*inform*	*persuade*
	ask	*describe*
	report	*answer*
	fix	*apply for a job*
	sell	*buy*
	explain	*propose an action*
	recommend	*commend*
	reprimand	*state a position*
	record	*coordinate a project*
	get a decision	*give a decision*

What does figuring out your purpose do for you? It helps you focus your writing and acts as your first step in achieving your purpose. Much of what you write (the information you decide to keep or delete) and how you write it (the format and organization you choose) will depend on the answer to "Why am I writing this—to do what?" Now that you know what your purpose is, you need to figure out who your audience is.

WHO AM I WRITING TO?

When answering this question, you need to go beyond simply figuring out the name of the person or persons who will read your document. Finding out as much as you can about your readers will help you gear your writing to *those* readers. It will better equip you to answer their needs with your writing and show them why they should read your document in the first place. Thus, answering the question "Who am I writing to?" means considering at least a few of the following issues:

Number of Readers:

- Is my reader one person or a group of people?
- How many levels of readers do I have? Primary? Secondary? (For example, when writing an interview summary, think of defense attorneys as well as prosecutors.)

THINKING BEFORE WRITING

Kinds of Readers:

- In what level in the organization are my readers? Am I writing to superiors, peers, or subordinates? (This will help you determine the kind of information to include—such as, broad concepts or lots of detail—and how persuasive you may have to be.)
- Are my readers inside or outside the Bureau? Could they judge the whole FBI based on what I write and how I write it?
- Who are my final readers? What do I have to do to make my writing clear to *them* (not just pass it by my supervisors)?

Readers' Knowledge:

- What do my readers know about the topic?
- How much and what kind of work experience do my readers have? (This is especially important in lesson plans, directions, or memos of request.)

Readers' Actions:

- What will my readers do with what I write?
- Do I want my readers to do something specific? If so, exactly what? What information will they need to do what I ask?
- How can I influence the reader to make the decision I want?

Readers' Needs:

- How important will my readers find this information? How can I make them believe it's important to them?

The number of questions you consider when you write may vary with the length or importance of each document and the time you have to write. For short documents or those you write routinely, you may spend only a minute or two thinking about your reader. For long or important documents, or documents meant to persuade in any way, you will want to spend more time learning about your reader.

THINKING BEFORE WRITING

WHAT DO I WANT MY READERS TO DO WITH THIS INFORMATION?

If you think about it, when you write, you always want your readers to either do or stop doing something based on the information you give them (Aldrich 13). Why write otherwise? One thing is sure: if *you* don't know what you want your readers to do with your information, *they* certainly won't know. And if you don't tell them specifically what you want them to do, they probably won't do it (Aldrich 13). Few readers make work for themselves by trying to figure out what a writer wants from them, so the writer must always make that clear.

While you may not want your readers to *do* anything right away with your information, most often, in writing for the Bureau, you will want them to do more than simply understand or agree with you. You will want them to act on your information in some way. They may act on it tomorrow or 5 years from now, but you should want them to act on it. Your purpose for writing should help you define what you want your readers to do with what you write. The columns below give you some ideas as to why you might write and what you might want your reader to do for that purpose:

YOUR PURPOSE:	ACTION BY READER:
Inform	*use the information*
persuade	*do what the writer wants*
set out policy	*follow the policy*
answer a question	*use the answer somehow or stop asking questions*
compliment	*feel good and continue the behavior*
discipline	*improve poor behavior*
show progress	*supervise less or more, redirect resources*

Obviously, this list could go on. It simply gives you an idea of what you might want from your readers when you write to them for a specific purpose. Also, in instances where you actually tell your reader what you want them to do (this would be inappropriate for some reasons of writing), you should also figure out if they need any direction in *how* to do it. For example, if you want all Bureau employees to follow a new procedure for filling out travel vouchers, you should not only show them the difference between the old and the new and explain the reason for the change, but also give them step-by-step directions.

Make sure, too, that you give your readers all the information they need to do what you ask them to do. If you want your boss to buy a piece of equipment for you, tell her the name of the equipment, what it will cost, where you can get it, and, most important, how your having this item will benefit her. Few things frustrate readers more than being asked to do something and not having the information they need to do it.

THINKING BEFORE WRITING

WHY SHOULD MY READERS CARE ABOUT READING THIS DOCUMENT?

For most writing situations, and especially those where you need to convince or persuade, you must figure out how reading your document or doing what you want will benefit your readers. Why should your readers care about what you have to say? What will they get out of it?

Even in the Bureau, we all listen to the same radio station when it comes to reading: WII-FM (What's In It For Me?). Try to figure out how your information will help your readers, and then grab their attention by pointing out their need or gain. For example, your boss will more likely buy a computer program for you if you can show how it will speed up the case statistical report you must submit each month. Perhaps you could show how the program would help you more accurately keep track of ongoing cases and requests for subpoenas, search warrants, and other legal documents so that you could keep him informed. Emphasizing how buying the program will help him rather than how it will help you still gets you the results you want—the computer program—because your boss will be more inclined to do something that benefits him as well as you.

Also, starting with how your information will benefit your readers may give you an edge over the many other things they must read: They will see immediately that you've thought about them and their needs. Caring about your readers' needs not only gets your document read, it gives you a head start in getting them to do whatever you want, because they feel good about you.

WHAT'S MY BOTTOM LINE?

Once you've figured out the answers to the above four questions, you can write your bottom-line sentence—your main message. A bottom line is one complete sentence that contains the main point you want to make to your readers. (Very long documents may have bottom lines of up to two or three sentences.) A bottom line does not equate to the topical information following "Subject" or "Re:" lines in memoranda, for that information rarely comes in complete sentences. Figuring out your bottom line benefits both you and your readers in several ways.

First, the bottom line focuses your thinking and gives you direction about what information you need to include or what you can afford to leave out. All information in the document should in some way support your bottom line by proving, explaining, or detailing it, or the information doesn't belong there. The bottom line also can influence your choice of format for the document and the way you should organize it. Writing a bottom line also helps you, the writer, get to the point—which becomes its main benefit for the reader.

Second, your bottom line basically tells your reader where the document is headed. Is it a request for information? a commendation? an appraisal? or what? Your reader won't have to search through your entire document trying to figure out what it's about.

HOW DO I WRITE A BOTTOM LINE?

Think of every reader as someone whose attention you MUST catch within 6 seconds, or your message is lost. What would that sentence be? In many cases, that sentence will become your bottom line or main point, and you should place it first or second (after an attention-getter) in your document. Sometimes your bottom line will be a sentence outlining the purpose of your writing:

I propose we provide each FBI employee with the same kind of ID badge.

We need two more agents to meet the demand of the cases in our resident agency.

Sometimes the bottom line will tell your readers what you want them to do:

Please authorize reimbursement for actual lodging expenses over the per diem rate incurred while on official business in San Francisco.

You must attend firearms training on one of the following dates.

At times, both the purpose and what you want your reader to do are implied rather than stated in your bottom line:

Since you're still teaching defensive tactics, I thought you might enjoy this article on new arm holds.

We've assigned your case to Special Agent Garza, who will contact you in a few days.

SUMMARY

As you can see, doing a little thinking before you write certainly can make your writing easier. First, you need to answer four questions: "Why am I writing this?" "Who am I writing to?" "What do I want my readers to do?" and "Why should my readers care about this?" Answering these questions will help you focus your thoughts, decide how much information you will need, and tailor your document to your reader's needs. The

answers should lead you to your main point or message, which will become your bottom line sentence. Placed first or second in the document, the bottom line then gives both you and your reader clear direction.

GETTING STARTED

We all have two warring entities within us: a writer and an editor, or our right brain and our left brain. To write effectively, we need to use both sides of our brain, but we should try to separate them when we do. To get started writing, you should try to use only your right brain—your writer. If you have trouble getting started, you may be letting your left brain editor interfere. For example, when you start writing a report, personnel evaluation, or all-employee memo, do you also edit? Do you worry about spelling and punctuation, getting the exact word you want, and organizing as you go? If so, you're letting your left brain take over the right brain's function. After bearing a barrage of criticisms and stops, your right brain soon gives up trying to come up with ideas. In effect, you suffer writer's block.

Let's look at it another way. If you attend a meeting and are asked for ideas, how many times will it take for you to stop making suggestions when the person leading the meeting criticizes each one you make? Now, let's reverse that situation. What will you do if the person leading the meeting greets each of your ideas with enthusiasm or praise, whether they all merit it or not? The first situation describes what happens when you let your editor left brain interfere with your writer right brain's part of the writing process. If you let your right brain go at writing unhindered, you put yourself more in the second situation's nurturing atmosphere. You will come up with more and better ideas—like a snowball effect. Don't worry. You'll let your editor left brain do its thing before you finish whatever you're writing—just not at this stage of the process.

So, to get started, forget about editing as you go. Don't worry about writing a sentence that lasts for five pages or listing incomplete sentences. Don't worry if unrelated or personal thoughts come into your head. Get them down on paper and edit them out *later.*

UNDERSTANDING THE RIGHT AND LEFT BRAINS

One of the sides of the brain dominates in most of us. It may control 90 percent of the way we think or only 55 percent. Both sides show intelligence and complexity in the way they function; they simply process information in different ways.

According to Betty Edwards, author of *Drawing on the Right Side of the Brain* (1979), the two lists below compare the different processes and preferences of our left and right brains (40):

GETTING STARTED

LEFT	RIGHT
verbal	*nonverbal*
analytic	*synthetic*
symbolic	*concrete*
abstract	*analogic*
temporal	*nontemporal*
rational	*nonrational*
digital	*spatial*
logical	*intuitive*
linear	*holistic*

Right-brainers prefer intuition and instinct over logic and rationale, which left-brainers swear by. Right-brainers tend to synthesize (put things together) while left-brainers tend to analyze (take things apart). Right-brainers create; left-brainers organize. Right-brainers communicate mainly through nonverbals; left-brainers use words. Right-brainers prefer the concrete and practical; left-brainers like the abstract and theoretical.

As I stated earlier, we need our whole brain to write well. Both parts of our brains help us think before we write, answering the four questions and writing a bottom line. Our writer right brain then helps us produce a first draft by getting our thoughts on paper. Our editor left brain helps us structure and organize those thoughts, so our reader can understand them. When we have trouble starting, we may be letting our left brain edit as our right brain tries to create. Our left brain may look for the "perfect" word or try to reorganize thoughts as they come out instead of just letting them come out. No wonder our right brain calls it quits after a few sentences or paragraphs!

USING YOUR RIGHT BRAIN TO START

While you can use any number of methods to get started (all often encompassed by the term "fastwriting"), you may prefer one or two over the others, depending on whether you're a right brainer or a left brainer. People often use one method to get their ideas out and focus their thoughts on the specifics of a topic or the angle they want to take. Then, once they're more focused, they try a different fastwriting method to produce sentences to correspond to their first list of ideas. The second product becomes their first draft.

This section presents six methods of fastwriting. Whenever you write, try to do so during your most productive times in the day. Make yourself as comfortable as you can and use your favorite writing instruments (pad and pen, word processor, or whatever you prefer). Also, and perhaps most important, try to fastwrite when you can avoid interruptions (phone calls and visits from others) or at least keep them to a

minimum. Use one or two of these methods for at least 5 minutes for brief documents and up to 25 or 30 minutes for complex ones. Fastwrite for 1 or 2 minutes beyond when you think you're done. An idea you struggle to get out could become the main focus of your document.

Writing a Letter

People generally don't have trouble writing letters to someone they care about (spouse, child, or good friend) and, more important, someone they know won't judge them by their writing, no matter how good or bad it is. When starting to write a document for the Bureau, initially set aside your intended readers and think instead of trying out your idea on the person you trust. Write the first draft of your memorandum or report in the form of a letter to your friend or spouse (Gladis 30-31). You can even start with the usual greetings of "Dear Wilma, Hi there! How are you doing these days?" Write whatever will get you started putting words on paper. Eventually you will focus on your topic. For example:

> *I have to write this memo to all employees about a change in policy, but I'm really not sure how to start it. We must now always use a different format for our memoranda. Instead of just writing them, we have to start with a heading of "Purpose," move on to "Recommendations," and then end with "Details." I know I need to tell them…*

If ideas unrelated to your topic slip into your mind, such as "I have to remember to take my library books back," write them down and keep going! Before you know it, you'll finish your letter to your trusted other and have your memo's first draft.

Brainstorming or Listing

If the thought of writing a letter doesn't exactly thrill you, try writing lists of ideas instead. Write your ideas down in the middle of your paper and then break each one into its smallest parts as you move to the right of the paper. Or join them together to form similar groups as you move to the left of the paper. For example, if you have to start a newsletter for your division, you might come up with an original list of ideas like the following one:

Newsletter Ideas

goodbye to friends	*births*
profile of an employee	*new job postings*
exercise tips	*hobbies*
achievements	*volleyball tournaments*

GETTING STARTED

In trying to expand or group those ideas, your new list might start to look like this one:

Newsletter Ideas

- suggestions
- new job postings
- comings and goings →
  - moves within the division
  - hello to newcomers
  - goodbye to friends
- division activities →
  - helping the homeless day
  - volleyball tournaments
  - blood drives
  - recycling cans/bottles
- achievements →
  - kinds →
    - scholastic →
      - honor roll
    - physical →
      - sports award
    - performance
  - people →
    - employees
    - children
- profiles →
  - hobbies →
    - work working
    - collecting →
      - coins
      - patches
      - stamps
    - gardening
  - employees →
    - agent
    - agent
    - management
  - sports →
    - skiing
    - hiking
    - scuba diving
- birthdays
- births
- health matters →
  - diet news
  - best exercises
  - dealing with stress

Notice how many more ideas you can come up with, in fairly good order, if you just give yourself time to think. Note how some of the original ideas are the biggest group labels on the far left, while others of them became secondary groups. The idea is to keep breaking down each element until you can't break it down any more (practically speaking).

As with letter-writing, and all of these techniques, you probably will not use all of the ideas you produce. But you may find that the process brings out ideas you never would have thought of originally.

Conversing

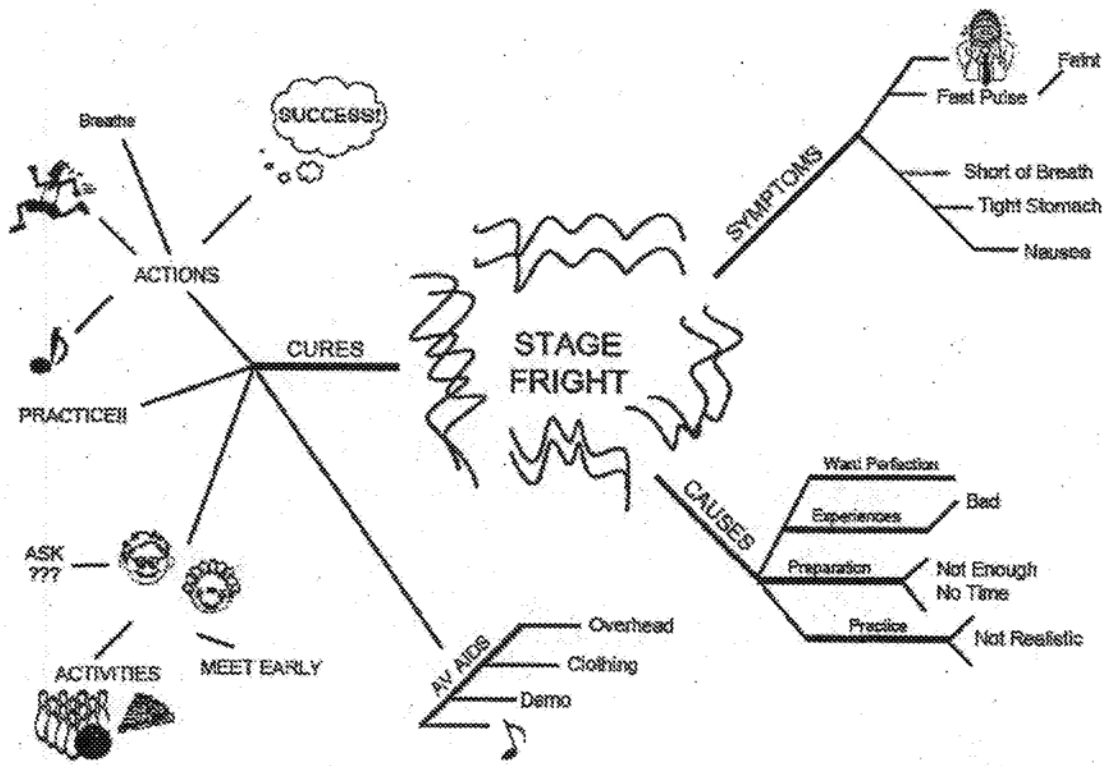
Some people may have trouble writing about a topic or concept, but if you ask them to explain it to you verbally, they can. One way of getting started when writing, then, is to record a conversation you have with someone (either imaginary or, better yet, real) about your topic. If you do this, remember to *talk* about your topic, not *dictate* about it. When you dictate, your left brain starts editing and spelling, and you want to avoid that now.

One advantage of conversing with someone is that you will tend to organize your thoughts a bit before you speak. You also will tend to speak in complete thoughts (sentences) rather than just ideas or topical areas. Finally, if you actually converse with someone, that person can ask you to explain further or can point out inconsistencies or holes in your discussion. When you type the transcript of your conversation, you can automatically edit out all the little unrelated comments or irrelevant parts of the discussion, and you'll end up with a pretty good working draft.

GETTING STARTED

Mindmapping

This concept, introduced by Tony Buzan, allows you to start with a main topic and literally branch out into main ideas and more minute ideas, showing connections as you go (Buzan, 91-104). Steve Gladis, former editor of the *FBI Law Enforcement Bulletin*, called a version of mindmapping "webbing" (34-35). As you can see from the examples below, mindmapping and webbing both help you express ideas in a slightly more organized form than letter-writing or conversing. Mindmapping and webbing encourage the artistic right side of the brain with their use of space and drawings while at the same time appeasing the organized left brain. The first example shows a mindmap of a lesson plan on stage fright:

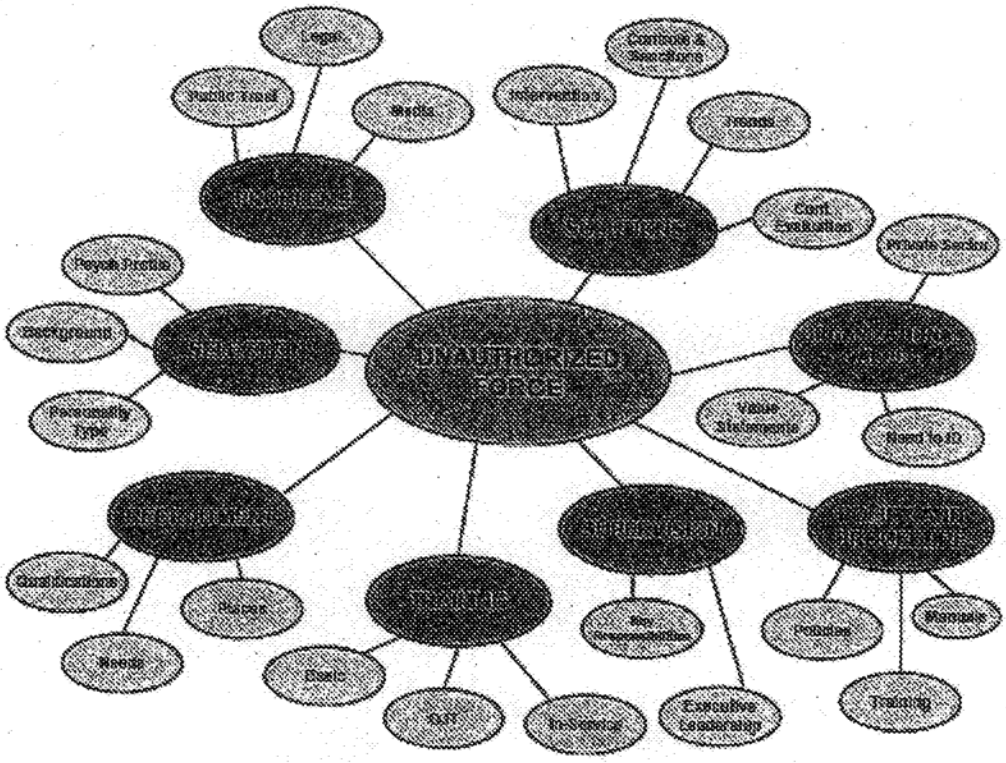


While mindmapping can get slightly messy, and it often means something only to the author, it can make the second stage of writing fun. In a relatively short time, you can produce a spidery creature like the one above or a group of pictures joined by thin lines. This method of starting helps you come up with numerous ideas and then easily choose which to use, add others as necessary, and organize all pertinent ones. Obviously, you then have to write sentences to say whatever you need about these ideas. You might find it easy to start with this method or webbing to get your best ideas out, and then try letter-writing or conversing to write your sentences and paragraphs.

GETTING STARTED

Webbing

Virtually the same as mindmapping, webbing looks less like a spider and more like a chart. In mindmapping, Tony Buzan encourages drawing pictures to depict ideas rather than always writing the words or phrases (Buzan, 91-104). In webbing, Steve Gladis uses ovals and circles to contain all phrases and words (34-35). He does not encourage drawing pictures to replace the words. The following sample "webs" a proposed study on the unauthorized use of force by agents:



As with mindmapping, webbing gives you a fairly organized picture of ideas, though webbing looks more like a chart. During the process, you find that some ideas lead you to others, and the snowball effect of idea-producing seems easier because of the spatial layout. You can organize or group these words and phrases, make connections, and spot holes in information more easily than you can by writing letters or conversing. Thus, webbing, like mindmapping, might be a good initial step before moving on to a method that produces sentences and paragraphs.

GETTING STARTED

Carding

You also can start a writing project by writing a general list of ideas or topical areas and then turning each idea into a complete sentence. Write each sentence on a card (Baxter). Then, choose a card and, on another card, explain or expand the sentence you chose. Each sentence you write should be on a separate card. At the end of this exercise, you should have a stack of cards, each containing a complete sentence. You can easily organize these into groups of similar ideas that would become paragraphs or sections, depending upon the length of the document you want to write. Write or type the sentences into paragraphs only after you're satisfied with the way you've ordered the cards. You can add and delete cards as you organize or as more ideas come to mind.

SUMMARY

Use any of the above fastwriting techniques, or a combination of them, to get started with whatever you have to write in your job. You may want to start with webbing or mind-mapping to bring out lots of ideas. Then you can choose the best ideas and try to organize them in a logical manner. Using this focused, organized list of ideas as your base, try fastwriting with the letter-writing, conversing, or carding methods. This will give you a very workable first draft requiring far fewer changes than one written solely with your bottom-line sentence as a focus.

With whatever method or combination you choose, you'll be amazed at how much less time you spend procrastinating and dreading your writing tasks and how much less time they will take you to complete. In no time, you'll have a first draft to rewrite and organize.

WRITING AND ORGANIZING

Once you've gotten started with one of the techniques discussed in "Getting Started" (or the one that has always worked for you), you must at some point review what you've done to see what you have. You need to start structuring this information for your readers in a way that best suits their needs and yours. Starting with your bottom line, you must organize the details, reasons, and examples in the body of information within your overall structure. This section presents tips on how to follow a time-tested structure that works. It also discusses methods of organizing your information within that structure. You'll learn how you can structure and organize both short and long documents.

With whatever method of getting started you used, the next step is to find a pattern of key ideas or general topical areas. You might have done this already if you used listing, mindmapping, or webbing to start. With these three methods, you should have general categories broken down into at least some component parts. Keep the categories and ideas you think you need based on what you want your readers to do and the information they must have to do it. Set aside or discard the rest of the categories and phrases you produced. Once you've done this, you'll have to write your sentences and paragraphs.

If you chose letter writing, conversing, or carding to get started, you may find it a little more difficult to read what you wrote and pull out key ideas and patterns or categories. However, once you have done this and decided what information to keep, you already have your sentences written. You can move right to forming paragraphs, which you will then organize.

How you present your information with an overall structure depends on the length of your document. How you organize the information within that structure depends on your purpose, what you want your readers to do, and your readers' needs.

SHORT DOCUMENTS

Normally you can get away with a fairly informal structure for short documents (two pages and under). However, you still will help your readers if you follow a few basic guidelines. You'll need to start with either an attention-getter (also known as a grabber) or your bottom line. Then you should choose a logical method for organizing your information. What you begin with depends on the purpose and type of document you're writing and who you're writing to.

Hook Your Readers with a Grabber

If you're trying to persuade a peer to do something for you, a superior to authorize something for you, or a group to accept your proposal for change, you should start with a grabber. This kind of grabber should be aimed at how doing what you want

will benefit *your readers*—not just you! Your boss might not care that having a computer at your desk would save your having to go to a different building to work, but he would care that it would make you more productive and better able to handle the special projects he likes to give you. That you also benefit from having a computer at your desk is nice, but it is not what you should emphasize. Making sure your readers see how your proposal, request, or other information benefits them will help you achieve your purpose far faster than coming at it with a "me" attitude.

Another kind of grabber will reach out and get your readers' attention, making sure they read what you wrote instead of just throwing it in their never-to-be-read pile of documents. You can't communicate if your reader doesn't cooperate and read what you wrote, so you have to make sure you get her attention right away. Pointing out the benefit of reading your writing is only one kind of grabber. Others include appropriate quotations, startling statistics or facts, hypothetical situations, pertinent true stories, or bold questions. On rare occasions, and only when you know your audience well and it fits your purpose (as in speech writing), you can start with a joke.

All grabbers need to lead smoothly into your bottom line. Sticking just any hypothetical situation or quotation at the top of your document will not accomplish your mission. Grabbers should get attention *and* lead directly into the point of the document, your bottom line. The chapter "Thinking Before Writing" gives you an idea of how to write a bottom-line sentence.

Get to the Point

If you decide you can do without a grabber, and you certainly will find this true for many memos, letters, reports and other documents, you should begin with your bottom line. Use the bottom line to grab your readers' attention. You definitely want to avoid losing your momentum by either following your grabber or starting your document with the "history of the earth" (commonly called background information). You do not have to lead into your main message—a writer's tendency, not a reader's wish. So get to the point quickly by putting it up front. In other words, make your request first, and then justify it. Commend your employee first, and then tell her what she did to deserve it. State the result of an investigation, then show why you decided the way you did and give an account of the investigation.

WRITING AND ORGANIZING

Organize Your Information Logically

Follow your bottom line with whatever information you have—facts, statistics, times, dates, examples, whatever—presented in a logical manner. Organizing or developing your information helps you move a topic smoothly and logically from start to finish.

A logical manner for presenting your detailed information will again depend on your purpose. Some people tend to stick with organizing their material in a familiar way, such as chronologically, whether or not it fits their purpose. Do yourself and your reader a favor by thinking of and using the *best* way to organize your information.
This will help you communicate the best with your reader. The following paragraphs describe methods of organizing that you might not have considered before. The *Handbook of Technical Writing* defines many of these methods, so its page references follow subheadings where appropriate.

Chronology

Chronological organization arranges events in the order they occur in time. If you want to organize chronologically, start at a point in time and move either forward or backward. This method is handy for reports of many kinds, especially progress reports, complaints, and some interviews.

Sequence (629-630)

Similar to chronological organization, sequential organization moves a subject along step by step—first, second, third, and so on. This numbered method works well for explaining a process, instructions, or procedures. It also can help describe how a mechanism functions. But take care; although readers generally can follow sequential organization easily, they also can find it monotonous. Writers often have trouble emphasizing important points with this kind of organization.

Problem—Solution—Results

An effective method of organizing proposals is to present a problem, suggest a solution, and then detail the results you expect if your solution is adopted. Keep the reader in mind when using this method of organizing: make sure to present the problem as the reader's problem, too, one that he or she will want to solve. If you present the problem as only your own, the reader may not care if it gets fixed. Use this method whenever you have a problem you need to fix. You can either solicit ideas for solutions or propose your own solutions. This method also can organize some instructions and plans.

WRITING AND ORGANIZING

Cause and Effect (84-87)

At times you may want to organize a proposal about a problem by moving your information from cause to effect or effect to cause. You need to make sure your facts and arguments pertain to the topic and that you have adequate supporting evidence. This method also forces you to demonstrate that one element (cause or effect) cannot exist without the other. You may want to note that effects often have more than one cause. This method works well for certain investigations or organizational studies. The Bureau's scientists often may choose this method to report the findings of their experiments.

Comparison and Contrast

People involved in making any kind of choice (for example, deciding among computers, office space, food service contracts, weapons, investigative procedures, or any number of things) will find the comparisons useful. With this method you can easily emphasize one product or service over another to lead your readers to the decision (choice) you want them to make. You need to ensure that your readers clearly understand all the elements you compare or contrast, and you need a basis for comparing the elements. This method also works well for explaining difficult concepts or subjects, as in analogy. You simply compare it to something you know your reader will understand (a good reason for learning as much as you can about your reader).

You can compare or contrast in two different ways. For example, you can describe all the pros and cons of computer A, then all the pros and cons of computer B, then all pros and cons of computer C (whole-by-whole version). Or you can describe one feature of all three computers (such as processing speed or memory), then a second characteristic of all three, and so on until you've addressed all relevant parts (characteristic-by-characteristic version). The order in which you present your data and the amount of information you devote to each whole or characteristic can help you emphasize one item over the others.

Order of Importance (161, 308)

Decreasing order of importance (161) allows you to emphasize the information you want. You can begin with the most important fact or example and move logically to the least important. Decreasing order of importance immediately gains your reader's attention and makes a strong initial impression. Because this method helps you make sure the hurried readers will at least see the most important information, it works well for reports, some requests, inquiries, and memos for information.

If you can decrease the order of importance of information or points, you can increase the order of importance (308), too. This method of organizing leaves the most

important of several ideas for last, thus freshest in the reader's mind. You should take care when using this method, however, because some readers might consider your argument weak or might not take the time to reach the important conclusions. Even though you take a chance of losing your reader early by starting with your least exciting information, you can use it confidently with oral presentations. This method also works well for leading to unpleasant news or for reporting on production or personnel.

Level of Detail (261, 637)

Two methods of organizing that use a concept similar to the above two are general to specific (261) and specific to general (637). With the first, you begin with a general statement and then provide specific facts and examples to develop and support it. With the latter, you begin with a specific statement and build to a general conclusion. As with general to specific, this method carefully builds a case with facts, examples, and analogies, but it doesn't make the point until the end. These methods, especially specific to general, work well for documents or presentations where the audience has heard the main point many times before (for example, reminding people to keep safety in mind or reiterating the rules on sexual harassment or other such topics).

Division and Classification (Grouping)

A good method for organizing particularly difficult topics is division and classification (in other words, grouping). Division separates topics into logical categories that you then can classify and label (for example, you might label one group "people," another "ideas," another "systems," and so on). Division and classification allows you to break down complex subjects or group similar ideas to form more general topics. You then discuss each group separately and completely before moving on to the next. This method works well when you need to describe a physical object or an organization, examine an idea, explain a process, or even give instructions that have no real sequence.

Space (635-637)

Finally, you can organize your information spatially, detailing an object or process according to the physical arrangement of its features. For example, you can describe things from top to bottom, side to side, east to west, inside to outside, or however they take up space. This method relies wholly on dimension, direction, shape, and proportion. You describe features in relation to one another and to their surroundings. This method lends itself to crime scene descriptions, construction or landscaping proposals, some progress or activity reports and instructions, equipment descriptions, and process explanations (such as describing how to correctly search a room for suspects or evidence).

WRITING AND ORGANIZING

You can choose to use more than one method for organizing your information, but you should stick to one overall method to avoid confusing your reader. In other words, within an overall structure of going from effect to cause, you could use a sequential, chronological, or division and classification form of organizing. For example, while writing a report on your investigation of a plane crash, you could conceivably start with the crash (the effect) and move through all the facts by eliminating groups that you've classified (mechanical fault, human error, environmental causes) before you reach the cause (wind shear). As you can see, organizing can get tricky with two methods; using more than that, while feasible, may not be advisable.

Using three or more methods will defeat the purpose of trying to organize in the first place. When you make your readers work too hard to figure out which level of organization they are on, you lose them. The same happens when you start with one method and end with a different one. This confuses your reader and makes your document seem disorganized.

Make Your Writing Flow Smoothly

You can ease a reader's understanding of how you organize your document, even a short one, by using headings and subheadings where appropriate. They help your reader understand where you are going. Your headings should be informative, relevant, brief, and parallel (i.e., following the same word patterns).

Beginning each paragraph with a topic sentence also benefits you and your reader. First, topic sentences help you focus and organize each paragraph (keeping out information that doesn't support the topic sentence). Second, topic sentences give your readers a point of reference or direction by telling them what the paragraph covers.

Within and between paragraphs, use transitions, pronouns, and synonyms to help your sentences flow smoothly. Transitions consist of words such as "first," "but," "also," "however," "therefore," "finally," and others. These indicate to your readers what kind of information follows. For example, readers will expect contradictory information to follow "however" and conclusive information to follow "thus." Using pronouns and synonyms within and between sentences helps you avoid unnecessary repetition while providing continuity of thought.

When presenting your details (facts, statistics, and examples) within the body, use lists, tables, graphs, or charts whenever you can. An image can often explain trends or relationships more quickly than words alone. Lists, tables, graphs, and charts also show more white space, giving your readers' eyes a respite.

WRITING AND ORGANIZING

Make sure you include in the body all the information your readers need to understand your theory and follow your argument or make a decision. The more you know about your readers, the easier it is for you to help them progress reasonably through the message you want to convey.

LONG DOCUMENTS

Unless Bureau formats restrict you, try to structure your long documents (over two pages) into at least three basic sections: an introduction, a body, and a summary. We've all heard the saying: "Tell them what you're going to tell them, tell them, and tell them what you told them." While this may seem repetitive, it actually is not. It is, however, effective. This structure gives your readers an idea of what direction you want to take them, then it gives them the arguments or reasons and details, then it takes them out of the mire of details and brings them back to a better understanding of the general ideas and point you wanted to make.

The Introduction

Your introduction should include a grabber (if appropriate), your bottom-line sentence, and a brief description in one or more sentences of the main topical areas you will cover in your body. For example, if you want to present new policy on how to classify information or documents, you might write, "The FBI has changed its policy on how to classify information. We must follow a different procedure for each of our classifications: confidential, secret, top secret, and eyes only." Besides giving your reader an idea of what you will talk about, this last brief preview of main ideas makes a good lead-in to your body.

The Body

Your body then develops your information in the same order you presented it in the introduction. In the body, you present all your details, reasons, and examples. You can use analogy, definition, narrative, and description to present this detailed information, and you should use one or more of the methods of organizing detailed above in "Short Documents."

When using a complex hierarchy of headings and subheadings, you may want to place Roman numerals (I, II, III, etc.), letters (A, B, C, etc.), and Arabic numbers (1, 2, 3, etc.) before them. This helps your reader follow your many levels of subordination. For only two or three levels of subordination, you can identify headings and subheadings by using simple graphic or typing changes (capitalizing, putting in italics or bold, indenting, and spacing, to name a few). The following outline shows both methods.

WRITING AND ORGANIZING

I. TABLE OF CONTENTS

II. BODY

A. Introduction
1. *Grabber*
2. *Bottom Line (Thesis)*
3. *Reference to Main Points (Topical Areas You'll Cover)*

B. Body
1. *First Main Point*
2. *Second Main Point*
3. *Third Main Point*

C. Conclusion
1. *Restated Bottom Line*
2. *Restated Main Points*
3. *Wrap-up of Grabber*

III. ENDNOTES

IV. REFERENCES, BIBLIOGRAPHY, OR WORKS CITED

The Conclusion

Here, you should restate your bottom line or present your conclusion (based, of course, on the information you've given) and summarize your main topical areas. If you started with a grabber, you should finish by referring again to that grabber in some way. Refer to the statistic or fact, answer your provocative question, finish your hypothetical situation or give it a different ending, or reword the quotation slightly to fit your purpose. If you forget this final part of the summary, your reader may feel slightly shortchanged, as though you started a story but never finished it or failed to tie all the loose ends.

SUMMARY

As you can see, your best chance for communicating with your reader comes from beginning with your main message and then proving it through logically organized details before restating it at the end. You have several options for arranging your details and should choose the method that best suits your purpose and content; remember to use transitions to help your message flow smoothly. Your well-organized messages will save your readers time and help you achieve your goals for writing.

REVISING FOR STYLE

This section presents arguments designed to help you believe in using a different style than you might have considered before and guidelines you can follow to apply this style. Initially you may think this style either does not fit the Bureau's mission or could hurt the Bureau's image. I've tried to anticipate your questions and concerns and answer them. Through examples, I hope to dispel such beliefs (and get you at least thinking about this style).

The style the Bureau now wants to embrace follows four main concepts, which I outline in four separate subsections: writing in active voice, applying the KISS principle, reducing clutter, and writing strong sentences. All of these concepts keep the reader's needs at the forefront. Each subsection offers suggestions on how you can change something you've already written. Eventually you should not have to go through all of the steps outlined in these subsections because you'll start writing in the new style from the start. Thus, at first, you might spend more time trying to apply these principles than you would spend writing your normal way. After you master these techniques, however, you should find that you can cut your writing time in half or more.

WRITING IN ACTIVE VOICE

A major problem with bureaucratic writing often stems from the writer's use of passive voice. This subsection defines active and passive voice and discusses the virtues of active versus the pitfalls of passive. It goes on to present a four-step process for changing passive voice to active. Finally, it offers suggestions for improving sentences that use weak or linking verbs.

Active vs. Passive Voice

In active voice, the subject names the doer (actor) of the verb (action). Also, active voice places the actor *before* the action of the sentence.

John wrote the report. (ACTOR—*John*, ACTION—*wrote*)

In passive voice, the subject often names the object (thing acted upon or that receives the action) in the sentence. Passive voice also tends to place the actor *after* the action in the sentence or leaves the actor out altogether.

The report was written by John. (ACTOR—*John*, ACTION—*was written*)

Passive voice *always* uses at least one form of the verb "to be":

am, are, is
was, were
be, being, been

However, this does not mean that every time you use one of these words, you are using passive voice. You can use these forms of "to be" to show that something exists.

Passive voice also *always* has a main action (verb) in the sentence. The main action generally takes the form of a past participle (one ending in "-d," "-n," or "-t," such as "advised," "written," or "built") or, sometimes, the progressive (one ending in "-ing," such as "reporting"). For example,

past:	*The case was investigated by the detective.*
present:	*The papers are delivered by the courier.*
future:	*The class will be taught by an agent.*
past progressive:	*The people were being threatened by the gang.*
present progressive:	*The statement is being written by the witness.*
future progressive:	*Autographs will be signed by the author.*

Notice that passive voice can occur in any tense—past, present, or future—or in the progressive form of any of these.

If you cannot find another main action in the sentence, then you probably have used the form of "to be" to show existence.

VALID: *You are Raye Adams.*
I am on the Reactive Squad.

Why You Should Use Active Voice

Active voice is a direct, more concise form of writing that creates images of a decisive, strong writer. Active voice also helps you clarify your ideas for both yourself and your readers by forcing you to answer the question "Who did this?" It promotes the use of more vigorous and accurate verbs and simpler words. In active voice you can get your ideas across with fewer words than in passive voice.

The Pitfalls of Passive Voice

Passive voice does many things to your writing, most of them bad:

First, it changes the natural order of actor and action (verb) in a sentence, often by placing the actor after the action rather than before it. When we talk, we generally speak in sentences that have doers (actors) come *before* the verb (action). This both sounds natural and makes sense. When we write, however, we (in the government especially) have somehow developed the habit of placing the actor *after* the action in the sentence. Thus, our sentences often sound backwards. Think of how unnatural the

following examples (from various Bureau documents) in passive voice would sound if spoken in a conversation between two people:

PASSIVE: *A warranty card for a Sony T.V. set was obtained from the interior of the trailer by agents.*

Now compare this conversation with the one below, spoken (and written) in active voice. Notice how much more natural (more vigorous and less stuffy) this conversation sounds:

ACTIVE: *Agents obtained a warranty card for a Sony T.V. set from inside the trailer.*

Thus, one loose way to avoid passive voice in your writing is to think of what you write as a conversation with your reader. Picture yourself talking with your reader and write what you would say, not what you think you ought to write.

Second, passive voice adds unnecessary words to the sentence. In simple sentences, passive voice adds at least one but, usually, several unnecessary words:

PASSIVE: *All security gates will be activated at 7:00 p.m. each night by security officers.*

ACTIVE: *Security officers will activate all security gates at 7:00 p.m. each night.*

In longer, more involved sentences, it can add quite a few unnecessary words.

This, passive voice can create questions in the reader's mind by dropping the actor from the sentence.

PASSIVE: *The case was investigated all week.*

Readers then must ask who did or should do the action of the sentence or any number of other questions about "who" to clarify the sentence.

ACTIVE: *Detective Amodeo investigated the case all week.*

Although the active version of the same sentence adds words, it no longer makes the reader wonder who investigated the case. Thus, in this situation, a longer sentence is clearer and better for the reader. Writers should never sacrifice clarity for brevity.

Why We Use Passive Voice

You may wonder why we use passive voice if it is so bad for our writing. Actually, we've developed the poor habit of using passive voice for several unacceptable reasons:

"Everyone else uses it." Passive voice prevails in bureaucratic writing. You see it EVERYWHERE! You see it in the memos and letters we receive, in the reports we read, and in the examples we copy. Most everyone uses passive voice. Although this isn't necessarily bad, you can take it too far. Using passive voice is definitely not a case where a little is good, so a lot must be better!

"It's not my fault." Passive voice probably got started 200 years ago when the first congressmen started deciding that taking responsibility for what went on in the government didn't get them re-elected. After all, passive voice is a great tool for hiding the doer of the action. "The law was passed." Who passed it? Did the House pass it, or did the Senate pass it? "The information was leaked to the press." Who leaked it? We don't know because the passive voice let the writer delete the actor from the sentence. Thus passive voice helps people hide from responsibility for their actions.

"I need to use up space." Have you ever had to write a seven-page report, but you only had four pages worth of information? Well, passive voice is a great way to help you fill up those extra three pages. You can add an unbelievable number of words to your writing if you write everything in passive voice. Not only that, passive voice often forces you to use longer words, as well, which take up more space.

"It doesn't look long [important] enough." One of the most ridiculous reasons for using passive voice is to make your document appear more impressive or important. Passive voice does not impress. Clear communication does. Most of the time, passive voice hampers understanding by clouding the message.

How to Change Passive Voice to Active

The first step in changing passive voice to active is to recognize how much passive voice you use. It may surprise you. Once you get over the surprise, however, you will probably be able to change enough of your passive to reach an acceptable mix: 80 percent active voice to 20 percent passive.

REVISING FOR STYLE

If you can change 100 percent of your passive voice to active, so much the better. However, the 20 percent acts as a fall-back for you in several situations. At times you may not know the actor or may want to hide or de-emphasize the actor. For example, "The fugitive was seen at the stadium." You might not know who saw the fugitive. You could write, "Someone saw the fugitive at the stadium," but this takes away from the main message you want to convey: "The fugitive was at the stadium."

At times, passive voice may be clearer for your reader. For example, an active way of saying "I was born on May 29" is "My mother bore me on May 29." I think we'd all agree that the former is clearer than the latter. If you find this true for some of your passive voice, keep it passive! You always should try to choose according to what is clearest to your reader.

Finally, if it takes you an hour to change one passive voice to active, you are wasting time unnecessarily. Leave that passive sentence and move on to the next. That one will fall in the 20 percent. You always need to use common sense and spend your time as wisely as you can when applying any of these guidelines.

Some people find changing passive voice to active easy, once they realize what passive voice is. You simply find the actor in the sentence, place it before the main action, and get rid of the form of "to be" you used. On the other hand, doing this isn't always as easy as it sounds. For those of you who want a little more direction, try following these four steps:

1. ***Circle all forms of the verb "to be" in your document.*** Until you get used to recognizing these forms in your own writing, you may want to do this even if you don't think those forms indicate passive voice. Learning to recognize the two or three forms you use most can be half the battle.

   Every attempt has been made by security to address problems as they arise

   Prompt corrective action will be taken to provide a secure environment for us.

   Your assistance is appreciated.

2. ***Underline the real action (main verb) in the sentence.*** This action often, though not always, follows the form of "to be" you circled and can end in "-d," "-n," "-t," or even "-ing."

   Every <u>attempt</u> has been made by security to address problems as they arise.

Prompt corrective action will be taken to provide a secure environment for us.

Your assistance is appreciated.

Note that you also need to underline words that indicate either tense (such as "have" or "will") or necessity (such as "must"). Such words add meaning to your action and will help make the question you ask in step 3 clearer.

3. ***Ask yourself who performed (or will perform or must perform) the action you underlined.*** The answer names your actor (doer), who might or might not be stated in the sentence. Take care NOT to include the form of "to be" you circled in your question, because it might give you the wrong answer. This step often poses the most trouble for people going through this process because they want to make it more complicated than it is. The question can be as simple as the word "who" followed by the word or words you underlined as your action. You often can finish your questions with the phrases or clauses appearing before the word you circled:

   Every attempt has been made by security to address problems as they arise. Who has attempted? (*Security* has.)

   Prompt corrective action will be taken to provide a secure environment for us. Who will act? (*Security* will.)

   Your assistance is appreciated. Who appreciates your assistance? (*I* do.)

4. ***Place the actor before the action in the sentence and delete unnecessary words.***

   Security has attempted to address problems as they arise.

   Security will take prompt corrective action to provide us a secure environment.

OR: *Security will act promptly to provide us a secure environment.*

I appreciate your assistance.

While going through the above steps should help you change some of your passive voice to active, you may find some forms of "to be" that seem like passive voice but don't "fit" into the steps. Either your actor is already in front of your action, but

you've still used a form of "to be" and have a main verb, or the form of "to be" seems stuck in a phrase that has little to do with the real meaning of the sentence. Technically, these forms of "to be" may not equal passive voice. Instead, they could be "to be" used as a linking verb or simply used in place of a more vigorous verb. These forms of "to be" then equate to a weaker, and often less direct, form of writing. In any case, if the above four steps don't seem to help you get rid of these forms of "to be," try these guidelines:

1. ***Delete empty subject/verb combinations,*** such as "It is . . . that" or "There is... this" or "There are... who" or "It is... which." Forms of "to be" used in this way are called linking verbs. Linking verbs are inherently weak. Simply getting rid of these weak subject/verb combinations will add vigor to your sentences. When you delete these words, you may have to reword your sentences slightly so they make sense.

   WEAK: *There are many reasons why people should wear seatbelts.*
   STRONG: *People should wear seatbelts for many reasons.*

   WEAK: *It is necessary that all agents learn defensive tactics.*
   STRONG: *All agents must learn defensive tactics.*

   WEAK: *There are four agents now supervising our drug squads.*
   STRONG: *Four agents now supervise our drug squads.*

   WEAK: *There are a series of ethics laws that apply to DOJ personnel.*
   STRONG: *A series of ethics laws apply to DOJ personnel.*

   WEAK: *It is imperative that all personnel turn in their keys before they leave.*
   STRONG: *All personnel must turn in their keys before they leave.*

2. ***Delete the words "who are" or "which is" or "that are/is" when doing so won't change the meaning of your sentence.*** These phrases weaken your sentences while adding nothing to your message.

   WEAK: *The Bureau car, which was new, overturned during the chase, which was high speed.*

   STRONG: *The new Bureau car overturned during the high-speed chase.*

   WEAK: *The crowd, who were mainly family members, clapped loudly as each person finished shooting in the competition.*

   STRONG: *The crowd, mainly family members, clapped loudly as each person finished shooting in the competition.*

3. ***If your main action ends in "-ing," decide if you need to show your action in progress.*** In other words, does the action still occur and will it keep occurring in the future? If so, leave it as it is—in the progressive tense of the verb. If you don't need to show the action continuing, as you often don't when you use this tense, you can change the past, present, and future progressive tenses to their simple past, present, or future forms to get rid of your form of "to be."

   PROGRESSIVE: *He will be meeting with all unit chiefs directly affected by the non-1811 personnel requests.*

   FUTURE: *He will meet with all unit chiefs directly affected by the non-1811 personnel requests.*

   PROGRESSIVE: *This unit is requesting that new office space be built to accommodate two new instructors.*

   PRESENT: *This unit requests that new office space be built to accommodate two new instructors.*

   PROGRESSIVE: *Everyone was watching television as the towers were falling.*

   PAST: *Everyone watched television as the towers fell.*

Finally, you might tend to write weak sentences (often using "to be" as a linking verb) that don't fall into any of these categories as far as helping you make them more vivid or direct. In these instances, you must simply figure out what you mean then look

for a stronger way to say it. It might help you to cover up your sentences, or even close your eyes, so you can think of the meaning of the sentence. This helps you use new words and keeps you from being locked into simply reordering the same weak words you used to begin with.

WEAK:	*Our goal in issuing this book is to raise awareness of the standards.*
STRONG:	*We issued this book to raise awareness of the standards.*
WEAK:	*Continued commitment to upholding these standards is essential.*
STRONG:	*We absolutely must continue to uphold these standards.*
WEAK:	*The next meeting will be on Tuesday.*
STRONG:	*We will meet again on Tuesday.*
WEAK:	*He is responsible for the supervision of Squad 5.*
STRONG:	*He supervises Squad 5.*

Summary

By using active voice and avoiding linking verbs as often as you can, you can feel confident that you present a strong, yet human, image of yourself and the Bureau in your documents. At the same time, you'll address your readers' needs by writing in this clearer, more direct and concise manner. With active voice and vivid verbs, everyone wins.

APPLYING THE KISS PRINCIPLE

Unfortunately, many people seem almost afraid to KISS their writing: Keep It Simple and Specific. They might have misconceptions about using simple or common words—conversational words—in their writing. Most writers hope to impress their readers with their professionalism and intelligence, and they're concerned that keeping their words simple and specific will convey incompetence or stupidity instead.

REVISING FOR STYLE

Common Concerns

The following paragraphs deal with four common concerns—some of which you might share.

1. ***"It seems unprofessional."*** Longer words may seem more professional to a *writer*, but most *readers* find familiar, simple words the most professional because they communicate both quickly and clearly. Most simple words communicate exactly what we mean and help us quickly create a clear picture in the reader's mind. For example, which conveys a clearer thought to you: interacted or talked? (fought? shook hands?)

   Using simple or familiar words is also more professional because our readers can understand them as soon as they read them. They don't have to read and reread the words to get the meaning. Plus, the fewer syllables we make our readers wade through, the faster they can read what we write and move on to doing what we want them to do, such as making a decision or acting on the information in some way.

2. ***"It'll make me look like I'm uneducated or a simpleton."*** Again, this statement comes from writers who want to make sure they impress their readers. They wrongly equate length of words (number of syllables) with intelligence or education. But which is more idiotic from a reader's viewpoint: the use of long words meant to impress us with the writer's expanded vocabulary or the use of short, common words that help us understand the writer's message clearly?

   As a reader, do you get upset or frustrated with people who use big words or words that you have to look up? Does it make you feel impressed by the writer or feel stupid yourself? And how many readers like to feel stupid? Writers who intentionally show off with a steady use of large words tend to make their readers feel like simpletons or feel talked down to. Those writers neither communicate nor impress.

3. ***"But that's not how I learned to write."*** Let's look at what you've learned, both in school and in the FBI.

   Scholastic writing differs greatly from business writing. Most of your teachers preferred to see your wide vocabulary of multisyllabic words. They even encouraged your use of them (to help broaden your experience and basic vocabulary). You also might have fallen into the habit of trying to find big words to impress your teachers. Plus, big words took up more

space and helped you turn 8 pages of information into the 10 pages you needed to pass.

In the FBI, however, you are not writing for teachers who want to help you expand your vocabulary. You are writing to peers, subordinates, or superiors who simply want to understand what you say as quickly as they can so they can move on to another task. Because you aren't writing papers for school any more, the style you used in those papers probably does not fit the Bureau's needs.

Many of you may have learned to write in the Bureau by looking at old files and, therefore, old ponies (examples of format and wording from years past). The problem with writing from old documents is that writing style is a living, growing beast. Going to closed or old files for examples of how to write now is like robbing graves to construct new human beings. It might have worked for Dr. Frankenstein, but all it does for us is hold us back.

We are the premiere law enforcement agency in the country; we are on the cutting edge of applying new investigative, analytical, and management techniques. Shouldn't we join the twenty-first century in our writing techniques and style, too?

While going to archaic formats and wording may keep you from reinventing the wheel, it also tends to keep you locked to a wheel that spins in place instead of one that moves forward, as it should. Make sure your wheels move forward by applying fresh, yet proven, techniques like the KISS principle to your writing.

4. ***"We've never done it that way before."*** Just because you've always written things a certain way doesn't mean you can't change or that you based your habits on valid precepts. You might write a certain way because everyone else writes that way, and they based their original formats and style on 20-year-old documents from closed files.

   Sure, old habits are hard to break, but try to remember that "old" means old, not sacred. At first you might feel more comfortable with your normal style of writing and might even think it sounds better than simple writing. But because old habits are not necessarily good ones, you should try to keep your mind open if you want to improve and grow in *all* areas, including writing.

REVISING FOR STYLE

Even the acronym KISS has promoted the feeling that simple means simpleton because most people think it means "Keep It Simple, Stupid!" Let's define it differently. As you've by now begun to realize, keeping it simple is smart, not stupid. So, KISS as used here stands for "Keep It Simple and Specific." This seems a more useful and accurate definition.

Keep It Simple

In other words, use as few syllables as possible to get your meaning across. Use only words you would use if talking to the reader in person. As a reader, would you prefer to read, "If you need more reports, just call me," or, "In the event that your supply of reports is insufficient to meet your anticipated requirements, please do not hesitate to contact this office for additional copies"? The latter would sound ridiculous if you *said* it during a phone or face-to-face conversation, but more people would *write* that than "If you need more reports, just call me." Such stuffy language should start sounding ridiculous to you when you write it, too. Thus, follow two guidelines to keep your writing simple:

Use the smallest number of syllables (i.e., sounds in a word) possible to get your meaning across.

INSTEAD OF:	WRITE:
additionally	*also, plus, too, and*
advised	*said, told*
altercation	*fight*
approximately	*about, around*
assist	*help, aid*
constitutes	*forms, makes up*
demonstrate	*show*
designate	*choose*
dispatch	*send*
employ	*use*
equitable	*fair*
finalize	*finish, complete*
fundamental	*basic*
inasmuch as	*because*
inquire	*ask*
legislation	*law*
location	*site, scene, place*
modify	*change*
objective	*aim, goal*
perform	*do*
prior to	*before*

remainder	*rest*
request	*ask*
residence	*house, home, apartment, trailer*
subsequently	*then, later, after*
terminate	*end, stop, fire*
utilization, utilize	*use*
witnessed	*saw*

If you wouldn't *say* it to your reader, don't *write* it to your reader.

WOULD YOU SAY:	**OR:**
ascertained	*learned, discovered, found out*
attempt	*try*
consequently	*so*
discontinue	*stop, drop*
enumerate	*count*
function	*act, role, work*
inception	*start*
necessitate	*need*
purchase	*buy*
remuneration	*pay, salary*
transmit	*send*

Unfortunately, just keeping it simple often gets us only halfway to clear communication. We also must try to use specific simple words.

Keep It Specific

Communicating—making your reader understand your message—often means painting a picture in your reader's mind. But it must be the same picture you have in your mind. Simple words alone may not paint exactly what you want. For example, if I have a picture in my mind and write to you, "she went down the street," would you be able to draw the picture I have in *my* mind? No, of course not. How about if I wrote, "she ran," "she staggered," "she hopped," "she crawled," or "she walked"? Yes, these simple yet specific words get you much closer to the picture I have in my mind and get us much closer to communicating.

To make your words more specific, you must learn to describe actions or characteristics. When you can, stay away from labels and use an action word instead. For example, don't use a label like "dishonest" when you can write "cheated," "stole," or "lied." Instead of "interacted," choose "talked," "shook hands," "fought," or "ran

together." All of these simple words say what you really mean much better than the bigger but vaguer words "dishonest" or "interacted."

INSTEAD OF:	WRITE:
exited the vehicle	*got out of the van*
contacted	*phoned, visited, spoke to, called*
resisted	*punched, kicked, ran*

Casual vs. Formal Language

KISSing your writing does not have to mean writing casually. You know when you need to write formally and when you can get away with a more personal tone. We have several levels of communicating in speech, ranging from the way we speak and the words we use with family members to those we use with the district attorney to those we use when speaking to a large group of Bureau SACs. We use more intimate and casual language with our family than we do with the district attorney and more formal language with the SACs we speak to. You can reflect all of these differences in your writing, making it more or less formal according to who your reader is.

Summary

When you write, write to communicate. Make expressing your ideas, not impressing your readers, your primary goal. To communicate, you need to KISS your writing—Keep It Simple and Specific. By doing so, you will indeed impress your readers and promote a professional image.

REDUCING CLUTTER

How many reports, memos, letters, and other documents come across your desk each day? Do you ever feel overwhelmed by all the words? When you're feeling overloaded or tired, wouldn't you like to find a one-sentence memo in that stack of papers on your desk? But, would you *send* such a memo? You may have changed your answer to that question. While we as *readers* may think it great to receive a one-sentence memo, we as *writers* often resist sending one.

In the work world, something about a lot of white space on a piece of letterhead intimidates us as writers. We feel the need to fill up that white space. Too much white space makes our writing seem unimportant or unprofessional—or so we may think. Like using big words, using many words is an urge most writers have that hurts communication rather than helps it.

REVISING FOR STYLE

Readers tend to prefer brief and concise documents to long wordy ones. They think brief documents will be easier to read and easier to handle. Concise memos consider the readers' needs by using only words that mean something and promote understanding. As William Strunk, Jr., says in *The Elements of Style* (23):

> *Vigorous writing is concise. A sentence should contain no unnecessary words, a paragraph no unnecessary sentences, for the same reason that a drawing should have no unnecessary lines and a machine no unnecessary parts. This requires not that the writer make all his sentences short or that he avoid all detail and treat his subjects only in outline, but that every word tell.*

Thus, as writers you will want to eliminate all unnecessary words from your writing. But how do you determine exactly which words you need and which you don't? What is clutter?

Clutter appears in many different forms: deadweights; wordy expressions; doublets; redundant expressions; unnecessary repetition; hidden verbs; "there are" and "it is" clauses; "who," "which," and "that" clauses; "to be" phrases; and "of" and other prepositional or infinitive phrases. Let's look at each one.

Deadweights

Some of the words and phrases you may use add nothing to the meaning of your message, and others can even insult your readers by telling them what they already know (for example, that August is a month!). You should find and remove these deadweights:

EXAMPLES:	*the hour at which*	DELETE
	needless to say	DELETE
	It is obvious that	DELETE
	are the kinds of...that	DELETE
	the reason is that	DELETE
	he is a man that	USE "he"
	red in color	USE "red"
	in the month of	USE "in"

Consider excessive modifiers deadweights as well. Used too often, they lose their meaning.

EXAMPLES:	*really*	*absolutely*
	exceedingly	*totally*
	vitally	*very*

REVISING FOR STYLE

Wordy Expressions

Look for common expressions in your writing—they are often prepositional phrases that take three or four words to say what they could in one or two. Learning to recognize these wordy phrases and replacing them with their simpler, more direct counterparts will help you make your writing more concise. For example:

INSTEAD OF:	WRITE:
a number of	*some, six*
at the present time	*now*
due to the fact that	*because*
in order to	*to*
in connection with	*on, with*
with reference to	*about, regarding*
with the result that	*so*
in an effort to	*to*
in the amount of	*for*

Doublets

Often we join two words that mean the same thing with "and." Sometimes the words will have slightly different meanings. If you need both words, use both. But if you can, choose one and get rid of the other.

EXAMPLES:
hope and trust
refuse and decline
decide and determine
help and assistance
right and proper
suddenly and without warning
initiate and start

Redundancies

Advertisers have brainwashed us into believing that we must over-modify our words to make our readers understand. We don't. You should only use redundancy as a tool to emphasize points. Otherwise, delete words (mostly adjectives) that modify specifically defined words (i.e., those whose definitions include the meaning of the modifiers). For example:

REVISING FOR STYLE

INSTEAD OF:	WRITE:
revert back	*revert*
true facts	*facts* or *truths*
merged together	*merged*
totally unique	*unique*
specific detail	*detail*
fatal slaying	*slaying*
group consensus	*consensus*

Unnecessary Repetition

Some writers shy away from repeating words. Instead, they look synonyms up in the thesaurus. Sometimes this helps our readers, but sometimes it confuses them. When you need to repeat a word for emphasis or clarity, do it. Unfortunately, we often repeat words or phrases when we could use pronouns to replace them instead. Repetition becomes clutter only when it adds no meaning to our sentences or paragraphs.

CLUTTERED: *Deputy Eisenberg has made 11 drug arrests, 27 DUI arrests, and 5 vice arrests since he joined the force.*

BETTER: *Deputy Eisenberg has made 11 drug, 27 DUI, and 5 vice arrests since joining the force.*

CLUTTERED: *Although union members view the proposed regulations as unnecessary, the union members are less opposed to the proposed regulations than to the regulations proposed last year.*

BETTER: *Although union members view the proposed regulations as unnecessary, they oppose these less than the ones proposed last year.*

Hidden Verbs

Using passive voice and writing in a bureaucratic style has caused many of us to "hide" good, strong verbs in the form of nouns. By adding suffixes (endings) such as "-sion, "-tion," "-ment," "-tal," "-ence," and others to these verbs, we turn them into nouns. Then, because our sentences need a verb, we add a generally weaker verb to our hidden one. Thus, we weakly write in three words what we could strongly write in one. By freeing your hidden words, you can shorten (and empower) your sentences.

REVISING FOR STYLE

INSTEAD OF:	WRITE:
make a determination	*determine*
gave authorization for	*authorized*
find a utilization	*use*
have a conference	*confer, meet*
have an effect upon	*affect*
make itself felt	*influence*
take action	*act*

"To Be" Phrases

As stated earlier in "Writing in Active Voice," whenever you see a "to be," you often can just get rid of it—and you should. Although getting rid of "to be" alone can improve your sentences, you also should try using this as a stepping block to rewriting wordy sentences entirely to say what you mean in as few words as possible. (See the second example below.)

INSTEAD OF: *The investigative assistant seemed to be possessed with the kidnapping investigation.*

WRITE: *The investigative assistant seemed possessed with the kidnapping investigation.*

INSTEAD OF: *Material to be presented at weekly employee meetings should include only facts.*

WRITE: *Material presented at weekly employee meetings should include only facts.*

OR WRITE: *Present only factual material at weekly employee meetings.*

"Of" and Infinitive Phrases

You often can eliminate "of" (a preposition) and infinitive ("to" plus a verb) phrases or revise them to form adjectives, possessives, or verbs. Again, deleting such phrases can lead to recasting your sentences to make them shorter and more direct.

CLUTTERED: *At the time of registration, students at the academy are required to make payment of their equipment fees.*

BETTER: *At registration time, students at the academy must pay their equipment fees.*

BEST: *Academy students must pay their equipment fees when they register.*

REVISING FOR STYLE

Summary

As you can see, clutter comes in many forms. Unfortunately, if you write naturally, like you speak, you might use many of these forms of clutter. While this guideline helps you choose simpler words when you write, it does not necessarily help you reduce clutter. You will have to figure out what clutter you tend to use and consciously try to eliminate it from your writing. After reviewing each of your documents to delete unnecessary baggage, you will soon start recognizing clutter when you write it. Then you can start deleting it before it ever reaches the paper or screen. Like getting rid of passive voice in your writing, this step should become easier and less time-consuming with practice.

WRITING STRONG SENTENCES: TEN STRATEGIES THAT WORK

Clear, vigorous sentences get your message across while impressing your readers. Although you certainly improve your sentences by changing passive voice to active, applying the KISS principle, and reducing clutter, you can do even more to make each of your sentences the best possible. By following the 10 strategies listed below, you can feel confident that you will write vigorous, strong sentences.

1. **Write naturally, not bureaucratically.** In other words, use your own words, not ones you've seen everyone else use until they mean nothing. It may help to remember to keep it conversational. If you wouldn't say it to your reader, don't write it to your reader. Bureaucratic writing is stuffy, stilted, and boring and rarely considers the reader.

   POOR: *Reference is made to your letter dated May 19.*

   BETTER: *Here's the information you asked for in your letter of May 19.*

   POOR: *If this office can be of further assistance, please don't hesitate to call.*

   BETTER: *Please call us on 703-632-1000 if you need our help.*

2. **Put first things first.** The most important elements of your sentence, the subject and main verb, should come early in your sentence and stay close together (Baxter). Don't separate your subject and verb with too many prepositional or definitional phrases.

   POOR: *A final report on the use of unauthorized force, written by law enforcement officers from around the country attending the meeting on unauthorized force held at the FBI Academy—prompted by the Rodney King incident—was printed in June 1991.*

   BETTER: *A final report on the use of unauthorized force was printed in June 1991. The Rodney King incident prompted law enforcement officers from around the country to meet at the FBI Academy and write the report.*

   BEST: *In June 1991, the FBI printed a final report on the use of unauthorized force. Prompted by the Rodney King incident, law enforcement officers from around the country gathered at the FBI Academy to write the report.*

3. **Make the subject of your sentence the same as who or what performs the action.** In other words, make the subject perform the action or verb (be the actor) and write the sentence in active voice. Also, protect the natural subject/verb order (subject before verb).

   POOR: *The kidnapping was investigated by the Buffalo field office.*

   BETTER: *The Buffalo field office investigated the kidnapping.*

   In the first sentence, "kidnapping" is the subject, but not who or what performed the action of investigating. In the second sentence, "Buffalo field office" is the subject *and* thing that performs the action of investigating.

REVISING FOR STYLE

4. **Place main ideas where they receive the best emphasis.** Emphasize your main ideas by starting or ending your sentences with them. The idea at the end of your sentence receives the most emphasis (Wyrick, 73).

LEAST EMPHASIS:	*SA Taylor stressed using the first 12 hours effectively as the most important element in solving a kidnapping.*
MORE EMPHASIS:	*Using the first 12 hours effectively is what SA Taylor stressed as the most important element in solving a kidnapping.*
MOST EMPHASIS:	*SA Taylor stressed the most important element in solving a kidnapping: using the first 12 hours effectively.*

5. **Protect your verbs.** Don't dilute them by turning them into nouns and adding weaker verbs.

POOR:	*"give authorization to"* or *"hold a meeting"* or *"make a decision"*
BETTER:	*"authorize"* or *"meet"* or *"decide"*

6. **Write in positive terms (Strunk 19).** This means presenting ideas directly. Positive terms present an image of confidence, not apology. They're also easier to understand.

POOR:	*We have not failed to investigate any threats of terrorism.*
BETTER:	*We have investigated every threat of terrorism.*

7. **Place most time phrases and other prepositional phrases first or last in your sentences (Baxter).** This helps them make the most impact while confusing the main idea the least. When you make these phrases dependent in complex sentences, you still emphasize your main ideas.

POOR:	*SA Long, on March 13, 2002, interviewed John Spade.*
BETTER:	*SA Long interviewed John Spade on March 13, 2002.*
POOR:	*The fugitive, after 10 years of running from the law, surrendered to the FBI in Denver.*
BETTER:	*After 10 years of running from the law, the fugitive surrendered to the FBI in Denver.*

REVISING FOR STYLE

8. **Keep *all* your sentences and paragraphs concise by eliminating clutter.** Redundancies, wordy phrases, unnecessary repetition, and filler words interfere with communicating your message. Get rid of them. (See "Reducing Clutter," p. 41.)

9. **Make your subjects and verbs as simple and direct as you can (Baxter).**

   POOR: *The twists and turns in the road from the airport slowed the agents and hampered in the least expected way their efforts to trail the kidnapper.*

   BETTER: *The winding road slowed the agents and unexpectedly hampered their efforts to trail the kidnapper.*

10. **Strive for average sentences of 15 words or less.** This doesn't mean that you can't write a 25-word sentence. It means that you shouldn't do it all the time. Your readers will appreciate variety in your sentence structures, which helps you keep an even flow and pace.

Summary

Readers might not consciously notice well-written sentences as such, but they certainly notice poorly written sentences and then begin to dwell on the style of writing rather than the message. Following these 10 strategies will ensure that your sentences will communicate your message to your readers, not irk them with ill-conceived structure and wording.

USING THE NEW STYLE

Writing in active voice, applying the KISS principle, reducing clutter, and writing strong sentences will lead to clear and professional documents. Your readers will appreciate your attention to their needs, which will lead to more successful results from your documents. What's more, with practice, you will cut your writing time significantly because you'll have fewer words and sentences to compose and correct. Don't let old habits and ways of thinking obstruct your success; give this new style a try.

PRESENTING

The first thing a reader notices about a document, even before reading it, is how the writer presented or formatted the text. Thus, the presentation often helps dictate the reader's first impression of the writer or, in our case as writers, the Bureau. How a writer formats a document also can dictate how quickly it is read amid the numerous other papers on the reader's desk.

Think of your own preferences as a reader. Do you prefer a document that's typed single-spaced with narrow margins and no blank lines between long paragraphs or one that's typed single-spaced with wide margins, blank spaces between short paragraphs and headings where appropriate? The latter simply looks better—more inviting—and seems easier to read and, at times, easier to handle. The way you present your information to your readers often can make the difference in when they decide to read your documents and, therefore, do whatever you ask or want them to do.

FIVE UNIVERSAL GUIDELINES

You'll find that the following five guidelines will help you present your information (format your document) in the best way possible:

1. Make sure your documents are neatly typed or legibly written with straight left margins and broken right margins. Right margin justification (also known as "full justification") actually makes your documents more difficult to read, though at first glance it looks neater.

2. Remember that white space attracts readers, so make all of your margins at least one inch or more and either put spaces between single-spaced paragraphs or double space the whole document when possible. If you double space the document, you must indent the first line of each paragraph.

3. List your information with either numbers or bullets whenever doing so fits with the purpose of your document or how you want your readers to use it.

PRESENTING

4. Use headings and, when applicable, subheadings for documents two pages or longer. Even one-page documents can look better with headings because they indicate what kind of information follows and add white space. Typical headings you could use for Bureau documents include:

    1) Purpose, Recommendation, Details

    2) Problem, Solution, Results

    3) Complaint, Investigation, Findings, Recommendation

    4) Caution Statement, Leads, Case Background

    5) Theory, Research (or Experiments), Results

5. If charts, graphs, tables, or even drawings will make your information or argument easier to understand, use them.

THINKING OF YOUR READERS

When deciding how to present your information, once again think of your readers' needs. How will they use your information? Are you telling them about a new procedure or instructions they'll have to follow? If so, try to put them in list or bullet form as much as possible. People hate to wade through paragraphs trying to figure out what steps they must take. If your readers need to gather certain information for you, again, list the type of information they must give you where possible. For example, if you had to make the following request for information, do you think your readers would prefer *A* or *B*?

A. When you come to an in-service you'll have to let us know your time of arrival, time of departure, flight information, room preference (smoking or nonsmoking), social security number, and division contact.

B. When you come to an in-service, you'll have to let us know your

- time of arrival
- time of departure
- flight information
- room preference (smoking or nonsmoking)
- social security number
- division contact

Although it's slightly longer, *B* clearly would make it easier for your readers to gather the necessary information because they can just glance at the list and check off each item. You also are more likely to get all the information you need because you did not make your readers reread a paragraph like *A* five times to figure out what *you* want to know. Thus, when you format your document, thinking of your readers' needs and how they will use your document can put you one step closer to getting them to do what you want.

Most of the methods of organizing discussed in "3: Writing and Organizing" lend themselves to reader-friendly formatting with headings, lists, graphs, charts, and tables. Some seem easier to adapt than others, such as chronology, sequence, comparison and contrast, division/classification, and space. For example, when rating two computers for your boss, you can help him understand how their key features (or pros and cons) compare to one another with a simple table (either preceded or followed by a narrative explanation):

		Computer A	**Computer B**
Cost per Unit		$1,200	$1,700
Features	Monitor	HQ color	LQ color
	Drives	one only	two (floppy and CD)
Ease of Use		difficult	very easy
Compatible Systems		IBM	MacIntosh

Such a table could quickly help your boss choose the best computer or at least help him understand your narrative comparison of the two.

SUMMARY

If you follow the five guidelines described above, your documents will appeal to your readers' eyes and project reader-friendliness. These appeals can grab your readers' attention, making them put your documents first on their reading list. Depending on the types of documents you write, the way you present or format your information could be the only advantage you can gain over the other documents vying for your readers' attention. If you always think of your readers when deciding how to format your document, you get a head start in making a good first impression.

PROOFREADING

While people might not notice when you write a document that follows the rules of grammar and punctuation to the letter (they expect that from you), they will notice when you break the rules—at least the major ones. Thus, if you want to project a professional image both within and outside the Bureau, you should take the time to proofread all your work.

Because you can lose your objectivity and simply overlook many errors when you write, you should find someone who knows the rules of grammar and punctuation to proof your documents for mistakes and typos. If no one can do this for you, try to give yourself some time (at least 2 days, though a week is better) before proofing them. The time should give you the objectivity you will need to catch errors you made and previously overlooked.

If you know your strengths lie in areas other than grammar and punctuation, you should try to find someone to proofread all your documents for you. Of course, you must make them as correct as you can first so as not to abuse your reviewers. If, however, you have no one available, this section can help you find the most common mistakes in grammar and punctuation. It details a few of the major rules you'll want to follow when writing for the Bureau. They will help you keep your writing flowing smoothly and professionally.

GRAMMAR

Grammatically correct sentences and paragraphs make your writing sound good. When readers can get through material without annoying interruptions caused by errors in grammar, you communicate your message better. Once readers notice three or four grammatical mistakes, they tend to stop reading for content and start reading to catch errors. Mistakes in grammar also convey an impression of either a slipshod work ethic or, in extremes, illiteracy. By following the rules below, you can feel confident that your writing will convey a more professional image of both you and the Bureau. This section first discusses the four common sentence types and the various problems you can have with them, such as run-on sentences, comma splices, and sentence fragments. Next you'll see some information on agreement, shifts, parallel structure, and modifier problems.

COMMON SENTENCE TYPES

Try to vary the structure of your sentences by using the following four sentence types. You want to keep 75-80 percent of your sentences simple, so interspersing the other three types among the simple sentences will keep your writing from sounding too simplistic (like the "See Spot run" kind of writing you remember from childhood).

PROOFREADING

Simple Sentences

A simple sentence has a single subject-verb combination.

Detectives investigate.

She fired her weapon once last week.

It can have more than one subject or verb...

The fingerprints and DNA samples matched.
The gang robbed and beat the couple.

...or several subjects and verbs.

Officers McDougall, Chang, and Greene drove to the scene, broke up the fight, and charged the participants with disturbing the peace.

The key distinguishing factor of a simple sentence is that all the subjects do all the actions.

Compound Sentences

A compound sentence combines two or more simple sentences, connecting them via a comma/conjunction combination. You can remember the conjunctions that form compound sentences by thinking of the acronym FANBOYS:

For
And
Nor
But
Or
Yet
So

Use a compound sentence to give equal weight to two closely related ideas.

The traffic light stopped working, so the patrol officer directed the traffic.
The speeders saw the state trooper's cruiser, yet they did not slow down.

PROOFREADING

Complex Sentences

A complex sentence combines a simple sentence and a statement that begins with a dependent word. Parts of a complex sentence are often called "dependent" and "independent" clauses. A clause is simply a group of words that has a subject and a verb. An independent clause expresses a complete thought and can stand alone as a sentence. A dependent clause does not by itself express a complete thought, so it depends on (or needs) the independent clause to complete its meaning.

Dependent clauses may begin with one of the following words:

after	*so that*	*where*
although	*that*	*wherever*
as	*though*	*whether*
because	*unless*	*which*
before	*until*	*whichever*
even if	*what*	*while*
even though	*whatever*	*who*
if	*when*	*whose*
since	*whenever*	

Complex sentences emphasize the independent clause (complete idea) over the dependent clause (incomplete idea), no matter where you place each in the sentence. The dependent clauses are underlined in the sentences below.

<u>Because he forgot the time</u>, he missed roll call.

<u>While he gave the victim CPR</u>, she began to breathe again.

She cleaned her gun <u>before returning it to the holster</u>.

The boy, <u>who was in a motorcycle accident</u>, now limps.

Officer Smith parked behind the truck <u>that broke down on the highway</u>.

Interestingly, how you punctuate the sentence depends on where you place the dependent clause. If you start the sentence with the dependent clause, you must follow it with a comma. If you place it in the middle of a sentence somewhere, you must surround it with commas. If you put it last in the sentence, you do not need a comma anywhere.

Compound-Complex Sentences

Because two (or more) simple sentences combine with one (or more) dependent clauses to form a compound-complex sentence, you'll want to use it sparingly in your writing. Here are some examples:

> *When the alarm sounded, the firemen rushed to the scene, and the sheriff's department sent two deputies.*
>
> *After confirming the first suspect's alibi, Agent Clark eliminated him from the list, and then she checked the next suspect's claims of innocence.*

As you use these four sentence types, you'll need to avoid the three most common errors you can make: run-on sentences, comma splices, and sentence fragments.

RUN-ON SENTENCES AND COMMA SPLICES

When you write two complete thoughts with no punctuation between them, you have written a run-on sentence. If you put only a comma between two complete thoughts, you've made a mistake referred to as a comma splice. You can fix run-ons and comma splices by using one of three remedies: a period, a semicolon, or a comma/conjunction combination. The period separates the two thoughts the most drastically, while the comma/conjunction separates them the least.

Fix # 1: The Period

To use a period, find the end of the first complete thought and place the period immediately after the last word. Making sure two spaces follow the period, start the first word of the next complete thought with a capital letter. You now have two correctly punctuated sentences. If your error was the comma splice form of a run-on sentence, replace the comma with a period and begin the next word with a capital letter. (Remember to add an extra space after the period.)

CHANGE:	*The new position went up on the board 20 people responded.*
TO:	*The new position went up on the board. Twenty people responded.*
CHANGE:	*The agent went to court, he testified on a case he'd worked 5 years ago.*
TO:	*The agent went to court. He testified on a case he'd worked 5 years ago.*

Fix # 2: The Semicolon

Alternatively, you could place a semicolon (;) right behind the last word of the first complete thought; the first letter of the word following the semicolon would remain in lower case. In the case of a comma splice, replace the comma with a semicolon.

CHANGE: *They posted the new position a week ago no one applied for it.*

TO: *They posted the new position a week ago; no one applied for it.*

CHANGE: *The instructor talked about effective writing, the class listened intently.*

TO: *The instructor talked about effective writing; the class listened intently.*

Fix # 3: The Comma/Conjunction Combination

Finally, you can place a comma immediately after the last word of the first complete thought and add a coordinating conjunction before the next word, creating a compound sentence. You can remember the appropriate coordinating conjunctions by remembering the acronym FANBOYS—For, And, Nor, But, Or, Yet, So. If you had a comma splice, simply add one of these conjunctions after the comma.

CHANGE: *The division provided a car for the new agent on the Reactive Squad it was one of the oldest in the pool.*

TO: *The division provided a car for the new agent on the Reactive Squad, but it was one of the oldest in the pool.*

CHANGE: *Terrorism has changed policing forever, homeland security has become law enforcement's top priority since the September 2001 attacks.*

TO: *Terrorism has changed policing forever, for homeland security has become law enforcement's top priority since the September 2001 attacks.*

PROOFREADING

SENTENCE FRAGMENTS

If you punctuate an incomplete thought as a complete sentence, you've written a sentence fragment. Sentence fragments often crop up as forethoughts or, more often, afterthoughts about ideas already punctuated as complete sentences. Fragments always begin with a dependent word (such as "after," "when," "that,") or a preposition (such as "to," "with," "at," "in," or "from").

To fix a sentence fragment, you can either finish the thought it starts to form a complete sentence or add it to the front or back of an already complete thought to form a complex or compound/complex sentence. If you attach the incomplete thought to the beginning of the sentence, you must put a comma after it. If you attach it to the end of the complete thought, you omit the comma.

CHANGE: *<u>When they arrived at the scene</u>. The agents interviewed three witnesses.*

TO: *When they arrived at the scene, the agents interviewed three witnesses.*

CHANGE: *I must leave soon. <u>Before I'm late for my next meeting</u>.*

TO: *I must leave soon before I'm late for my next meeting.*

OR: *Before I'm late for my next meeting, I must leave soon.*

You can also often fix sentence fragments by deleting the dependent word (which makes a clause that already has a subject and verb dependent on more information to complete it).

CHANGE: *The director held the meeting in his office. <u>Although he would have preferred a conference room</u>.*

TO: *The director held the meeting in his office. He would have preferred a conference room.*

Run-on sentences, comma splices, and sentence fragments make up only a few of the errors in grammar people tend to make. Other obvious errors include problems with agreement and shifts. Less obvious problems tend to include errors in parallel structure and the use of modifiers. The following sections discuss these troublesome areas of grammar.

AGREEMENT

Your subjects must agree with their verbs in both person and number. This might sound difficult, but the good news is that you usually do it right because you hear

the errors when you proofread your writing. Don't rely solely on your ear, though. Know the rules.

Person

"Person" refers to the form pronouns take to describe the person(s) speaking, spoken to, or spoken about. First person pronouns (*I, me, we,* or *us*) refer to the speaker(s). The second person pronoun (*you*) refers to the person, group, or thing spoken to. Third person pronouns (*he, she, him, her, it, they,* or *them*) refer to the person, group, or things spoken about.

FIRST PERSON: *I investigated the identity theft.*

SECOND PERSON: *You wrote a good report.*

THIRD PERSON: *She interviewed the witness.*

THIRD PERSON: *The judge disallowed the wiretap.*

Number

"Number" means the form a noun, pronoun, or verb takes to show if something is singular or plural. Nouns usually form plurals by adding an "-s" or "-es" to the end of the word (for example, the singular form "gun" becomes the plural form "guns"). If verbs also formed plurals by adding an "-s" or "-es" to the end, life would be easy. Unfortunately, in Standard English, only third person *singular* verbs (the ones that go with "he," "she," "it," or corresponding nouns) have an "s" at the end in regular verbs. This unfortunate rule in English often confuses those of us who take "s" to mean more than one.

He drives.	BUT	*You drive.*	OR	*We drive.*
Lt. Womack asks.	BUT	*You ask.*	OR	*They ask.*

Your verbs must agree with their subjects in both person and number:

Special Agent Klopf runs 3 miles daily to keep fit.

The team buys drugs undercover regularly.

The support personnel meet once a year at the picnic.

You write well.

I attend two courses each session.

We teach in the field divisions when asked.

The following words usually take singular verbs:

anybody	anyone	anything	each
nobody	no one	nothing	either
everybody	everyone	everything	neither
somebody	someone	something	

Neither of those two regulations is followed.

Each of the pistols needs adjustment.

Everyone who parks here has a sticker.

"Both" always takes a plural verb.

Both agents follow leads.

"All," "any," "some," and "none" sometimes takes singular verbs and sometimes plural ones.

SINGULAR: *All is well.*

PLURAL: *Detectives are busy, all work on major cases.*

SINGULAR: Thieves stole thousands of dollars; some was found.

PLURAL: The squad interviewed dozens of witnesses; some were accountants.

Take care that prepositional phrases falling between your subject and verb don't lead you to choose the wrong number:

The leaders of the group have declared war.

One of the corrupt judges was indicted.

Each of the new agents has to take physical training.

Compound subjects generally take plural verbs:

Ambition and good luck are the keys to success.

(Notice that "keys" is also plural because it refers to "ambition and good luck.")

However, a compound subject joined with "or" or "nor" takes a verb that agrees in number with the closest subject.

The captain or the lieutenant is on duty.

The players and the spectators at the game were peaceful.

Several deputies or one ranger is needed.

One ranger or several deputies are needed.

The number of a verb DOES NOT change when you put words such as "including," "along with," "as well as," or "in addition to" between the subject and the verb.

Sgt. Lewis, together with Sgt. Smith, runs the pistol range.

Our agents, as well as our staff, are the best in the nation.

Making All Elements Agree

Pronouns must agree in number with the nouns they replace.

The officers drank coffee during their meeting.

Either of the radar guns has its drawbacks.

People who apply must have their eyes checked.

Verbs in phrases beginning with "who," "which," or "that" must agree in number with the noun the phrase modifies.

Gary is one of those officers who is aggressive.

The heavy trucks that thunder down the road make cautious drivers nervous.

Collective nouns (those naming a group or collection of persons, places, things, concepts, actions, or qualities) take a singular verb and pronoun when referring to the group as a whole:

The jury was divided on the issue and could not announce its decision until Wednesday.

But when a collective noun refers to individuals within a group, it takes a plural verb and pronoun:

The jury returned to their routines after the trial.

You can make organizational titles, such as company or department, either singular or plural—just be consistent.

> *The department has grown 50 percent in 2 years. It will expand even more this year.*

"Crowd" normally takes a singular verb and pronoun, while "people" normally takes the plural.

SHIFTS

You need to make sure you don't switch person, number, tense, or voice in your sentences. In "Agreement" above, we talked about keeping person and number consistent between subjects, verbs, and objects. The following guidelines should help you avoid shifting not only person and number, but also tense and voice.

Shifts in Person

If you start a sentence talking directly to your reader in second person, you must finish the sentence in the same way (as this sentence does by using "you" throughout). If you are writing about someone or something in third person, you cannot suddenly start talking directly to your reader (in second person) or about yourself (in first person). This does not mean that you cannot use "we" and "you" in the same sentence; it does mean that you cannot shift the person of the same noun in different parts of the sentence.

CHANGE: *When you interview this way, he gets more from my suspect.*

TO: *When you interview this way, you get more from your suspect.*

OR: *When he interviews this way, he gets more from his suspect.*

OR: *When I interview this way, I get more from my suspect.*

PROOFREADING

Shifts in Number

As "Agreement" above describes, your pronouns must agree in number with the nouns they refer to; you can't shift from one to several or from several to one.

CHANGE: *If a weapon becomes dirty, they misfire.*

TO: *If a weapon becomes dirty, it misfires.*

OR: *If weapons become dirty, they misfire.*

CHANGE: *If someone wants to burn their house, they should make it look like an accident.*

TO: *If someone wants to burn his or her house, he or she should make it look like an accident.*

OR: *If the fraternity brothers want to burn their house, they should make it look like an accident.*

Shifts in Tense

If you start your action in the future, you need to keep it in the future; you should not suddenly switch to past tense. If you're describing events that began and ended in the past, you must keep them in the past. While you can logically move from past tense to present or from present to future, when you switch tenses—that is, suddenly changing the tense of the same element in the sentence—you confuse your reader.

CHANGE: *The witness ran past the bank and looks around the corner to see the license number.*

TO: *The witness ran past the bank and looked around the corner to see the license number.*

CHANGE: *This report describes how a teller's calmness kept him out of danger when a robber will come to his window.*

TO: *This report describes how a teller's calmness keeps him out of danger when a robber comes to his window.*

OR: *This report describes how a teller's calmness kept him out of danger when a robber came to his window.*

(Note that the present tense logically moves to the past tense here because the change is from one element of the sentence to a different one, not a switch in the same element.)

PROOFREADING

Shifts in Voice

Finally, you should take care not to switch voice from active to passive within one sentence. This kind of change often forces you to switch subjects or dangle modifiers. And because you want to keep your writing as active as possible, switching to passive just doesn't make sense.

CHANGE: *While he considered his options, the case was argued by the prosecutor.*

TO: *While he considered his options, the prosecutor argued the case.*

PARALLEL STRUCTURE

Parallel structure will make your writing strong and clear. It cleans up your ideas by clarifying the relationships between elements in your sentences; it lets your readers know if those elements are equal, comparable, or contrasting. Parallel structure, or parallelism, expresses similar ideas in a similar pattern. It creates a balance in the structure of words, phrases, and clauses by giving equal emphasis to ideas within a sentence. For example:

> *Let us never negotiate out of fear, but let us never fear to negotiate. (John F. Kennedy)*

This sentence would lose its strength and clarity if written as follows:

> *We should never negotiate only because we're afraid, but negotiation is not frightening.*

When presenting a series of equal items, you should express all of them in the same grammatical structure—all nouns, all adjectives, all adverbs, all verbs, all phrases, or all clauses. For example:

> *When preparing for an interview, agents should review the case facts, determine the best location for the interview, and investigate the interviewee's background thoroughly.*

The items in this series are all phrases beginning with verbs in the present tense. Notice how awkward it sounds when written differently:

> *When preparing for an interview, agents should review the case facts, determining the best location for the interview, and they should investigate the interviewee's background thoroughly.*

PROOFREADING

Use parallelism when putting thoughts or instructions in a sequence, either in one sentence or in several. Using different forms of similar words confuses your readers. For example, write "First,. . ." "Second,. . ." and "Third,. . ." not "First,. . ." "Secondly,. . ." and "In the third place. . . ." Your readers might spend too much time trying to figure out what sounds wrong and not enough on your message.

Examples of Parallel Structure

WORDS: *All phone messages should contain date, time, caller's name, and message.*

PHRASES: *The deputy had to look in the house, around the yard, and down the closest streets before deciding the trespasser had fled.*

CLAUSES: *The proposal defines the problem, and it suggests an answer, but it fails to predict any results.*

Examples of Nonparallel Structure

CHANGE: *Writing the reports quickly is as important as to collect accurate facts.*

TO: *Writing the reports quickly is as important as collecting accurate facts.*

CHANGE: *The budget contains an expenditures sheet, a sheet for payables, and it also has a balance sheet at the end.*

TO: *The budget contains expenditures, payables, and balance sheets.*

Parallel structure helps you clarify your ideas by correcting mixed phrases, clauses, or sentences. It lets you unify a paragraph and emphasize important ideas, while at the same time it helps you use fewer words. Best of all, parallel structure appeals to your reader's sense of order and sound.

MODIFIER PROBLEMS

When you want to change (modify) or add to a word's meaning, you should place the modifying word or phrase next to the word you want to change. Keeping modifiers close to what they modify helps make what you really mean clear to your readers. Sometimes, however, you may put your modifiers in the wrong place or even forget to put what they're describing in the sentence. When you do this, your readers have a hard time understanding what you mean.

PROOFREADING

Obviously, you don't misplace modifiers on purpose. But because you probably think faster than you write, your ideas can end up in the wrong place. Also, at times you may start writing about new thoughts and then remember an important part of an old thought. Instead of backtracking to put the important thought where you should, you may write it wherever it happens to fall when you think of it.

Recognizing modifier problems seems harder than correcting them. You can often fix a modifier mistake with a minor change to the sentence. You must concentrate on looking for modifying phrases and making sure you've placed them next to what they modify. Reading your sentences aloud may help you find some of these problems. Those that sound funny or awkward may have any one of the following modifier problems.

Misplaced Modifiers

When your modifiers seem to change words or phrases other than the ones you want to change, you probably have placed your modifiers too far away from those words in the sentence. Try to place your modifiers next to (either right before or right after) the words they modify. For example, consider the difference between these two sentences:

The district attorney almost lost all our cases.

The district attorney lost almost all our cases.

The first sentence means that the D.A. lost nothing, while the second means that the D.A. lost nearly everything. Moving the modifier "almost" can entirely change the sentence's meaning.

Note the difference between the following two sentences, which place a modifying phrase (instead of word) differently.

The victim said a white man carrying a handgun wearing a black shirt and blue jeans approached her. (That's a well dressed weapon!)

The victim said a white man wearing a black shirt and blue jeans and carrying a handgun approached her.

You especially need to take care when placing the modifier "only" in your sentences. You can easily put it in the wrong spot. For example, you may write "Only he wrote three letters," where "only" modifies "he" instead of "three," as you may have intended. When you rewrite the sentence as, "He wrote only three letters," you say what you really mean.

PROOFREADING

Dangling Modifiers

When reviewing your writing for modifier problems, you need to make sure your sentences actually contain what your modifiers describe. If they don't, the modifiers will "dangle" at the start or end of your sentences. In this case, you most often will dangle "-ing" or "to . . ." phrases. For example:

DANGLING: *After interviewing the witness, the report explained the events.* (This says the report interviewed the witness.)

CORRECTED: *After interviewing the witness, SA Andrews explained the events in his report.*

DANGLING: *Watching constantly, the surveillance dragged on.* (The surveillance itself could not watch—only the person doing the surveillance could.)

CORRECTED: *Watching constantly, the detective thought the surveillance dragged on.*

OR: *While the detective watched constantly, the surveillance dragged on.*

Squinting Modifiers

Your modifiers "squint" when your reader can't determine if they describe what comes before or what comes after them in the sentence. You know what you want to describe, but you must ensure your readers know, too.

SQUINTING: *ASAC Smith asked SA Donovan <u>while at the office</u> to report on the progress of the investigation.* (Should Donovan report every time she's at the office, or did Smith just give this directive during a face-to-face conversation there?)

CORRECTED: *ASAC Smith asked SA Donovan to report on the progress of the investigation <u>whenever Donovan comes to the office</u>.*

OR: *<u>During a conversation at the office</u>, ASAC Smith asked SA Donovan to report on the progress of the investigation.*

PROOFREADING

Jammed Modifiers (a.k.a. Noun Strings)

You can "jam" your modifiers by putting too many of them in front of a word or phrase. You also can jam your modifiers if you make nouns act as adjectives. For example, "SWAT team equipment budget proposal" puts too many modifying words in front of "proposal," and all of the modifiers are nouns instead of the adjectives they should be. Rewriting this as "a budget proposal for the SWAT team's equipment" adds words, but makes the meaning clearer for your readers.

INSTEAD OF:	WRITE:
projected hostage rescue equipment inventory	*projected inventory for equipment used in hostage rescues*
Ballistics Projection Comparison Study	*Study to Compare Ballistics Projections*

Making sure you say exactly what you mean and modify exactly what you want might take a little time initially. But when your readers understand you quickly, without questions or confusion, you will find it worth the extra initial effort.

PUNCTUATION

Can you imagine life as a reader without punctuation? The Ancients had just that. Fortunately, we don't have to read the way they did. The evolution of punctuation has made the reader's task immeasurably easier. All punctuation marks function as signals for the reader to pause in reading. A comma or set of parentheses signals a slight pause, while a period or colon signals a much longer pause. More important, however, punctuation marks define the relationships between words, phrases, clauses, and sentences. Changes in punctuation can change the meaning of what you have written, so it's worthwhile to learn exactly how to use each mark.

Unfortunately, the evolution of punctuation has made life more difficult at times for writers. Writers have to learn and then follow the rules of punctuation before they can make their writing clear to their readers. Because punctuation marks do tell your readers to pause, you need to take care when using them. You should use them for function, not for decoration. Sentences and paragraphs with too many commas or other marks become choppy, confusing, and difficult to read.

Because some rules of grammar and punctuation might have changed since you learned them in grade school or high school, unless you've kept up with the changes, you might be using your punctuation marks incorrectly. The following paragraphs cover only the major rules of most punctuation marks—those you will come across often in your writing. If a situation arises that rules below do not cover, a recent edition of the *Gregg Reference Manual*, edited by William A. Sabin, or of a good college grammar

book, such as the *Harbrace College Handbook*, edited by John C. Hodges, should provide your answer.

The Comma (,)

Commas seem one of the most abused punctuation marks, yet also one of the most necessary. Some writers sprinkle commas randomly throughout their text, hoping that readers will understand their meaning. How important are these marks? Look at how a comma can change the meaning of a simple sentence:

He's the crook I believe.

He's the crook, I believe.

The first sentence says you believe what the crook said, while in the second you identify him as the crook. That's quite a difference in meaning! If you follow the 10 major rules for commas described below, you should feel confident that your reader will understand your writing:

1. **Place a comma after introductory phrases in a sentence.** A comma should come after any kind of phrase or clause that begins your sentence and is not part of the independent clause (main sentence).

   For 6 months, a woman had been stealing valuables from hotel baggage check rooms.

   Trying to disguise her identity, the thief wore a wig and bulky clothes.

   Even so, the witness quickly picked her out of a line-up.

   If the ruse had worked, she would have escaped punishment.

   Because it did not, she faced jail time.

   Although some texts say you can omit the comma after short (2-3 word) introductory phrases, put it in if your reader could misunderstand the sentence without it:

   Before dark deer arrived at the main entrance.

   Before dark, deer arrived at the main entrance.

2. **Place a comma before a conjunction that joins two independent clauses (sentences) to form a compound sentence.**

   The acronym FANBOYS—For, And, Nor, But, Or, Yet, So—might help you remember these conjunctions.

   We go out to dinner often, for the cafeteria food tastes bland.

   He applied to the Ketchikan Police Department, and he has worked there ever since.

   The witness did not know what the shooter wore, nor could he recall the weapon used.

   Wilma Mott wanted to tell the truth, but she feared that her husband would leave her.

   I might run a few miles after dinner, or I might go to a movie instead.

   The police stopped hundreds of white vans, yet they did not locate the sniper.

   Counterterrorism is our top priority, so we have devoted tremendous resources to it.

3. **Place commas around words that add extra but unnecessary information to the sentence.** If such nonessential information ends the sentence, just put a comma before it and a period at the end. To test whether you need commas, remove the questioned words from the sentence; if the main message remains intact, use commas. If removing the words changes the main meaning, do not use commas.

   The College of Analytical Studies, which resides on the third floor, includes training in statement analysis.

   SSA Scott Barker, a member of the Hostage Rescue Team, led the raid on the prison.

   Terry heads the white collar crime unit, which includes 7 agents and 10 investigative assistants.

   Everyone who smokes will be disqualified.

You cannot put commas around "who smokes" because the resulting sentence (Everyone will be disqualified.) has a different meaning.

Often, nonessential information can simply be omitted from your sentences; it's clutter.

4. **Use commas to separate items in a series.** (A series includes at least three items.) You might wonder if you need the comma before the "and" in these sentences. More conservative books suggest you put it there, but common practice now dictates that you can omit the comma unless you need it for clarification. You may want to consider putting it there all the time, so you don't have to figure out when you must have it and when you don't. You will never be wrong to place the comma before the "and" in a series.

   Samuels, Gaid, and Muñoz all applied for the position.

   The supervisory special agent will interview and hire applicants, manage the unit, and supervise ongoing cases.

   The clerk handed the detective a message, the mail and a cup of coffee. (no comma)

   The law firms Jackson and Pollock, Abbas and Thompson, and Emerson Group represent indigent clients pro bono.

   (Note that you need the comma before the "and" here to group the names correctly; otherwise, readers might think Abbas works alone while Thompson and Emerson are partners.)

5. **Place commas around the year in dates and around states that come after cities and fall in the middle of the sentence.**

   Ray has lived in Ashland, Kentucky, most of his life.

   He can move after Friday, June 6, 2018, when his son graduates from high school.

BUT don't use commas when the city or state stands alone nor when you write the date without the year or write the month and year without specifying the day:

We visit Ashland often. We like Kentucky a lot.

September 11 started like a normal autumn day. The events of September 2001 caused us to rethink many security issues.

6. **Use commas to separate direct quotations from the rest of the sentence.**

   "I don't want to run with you again," he said, "unless you slow down."

   "We will meet tomorrow," the target told the undercover agent.

7. **Use commas with direct address (i.e., when you use the reader's name or title).**

   Thank you, Mike, for answering my questions about NYPD.

   Sergeant, I have a problem with your attitude.

8. **Do not place just one comma between the subject and verb of the sentence or between the verb and object.**

   CHANGE: *John and Nancy Jones, have two daughters.*

   TO: *John and Nancy Jones have two daughters.*

   CHANGE: *Former director Freeh worked, the Pizza Connection case.*

   TO: *Former director Freeh worked the Pizza Connection case.*

9. **Do not place a comma before "and" or "or" when it joins compound subjects or verbs.** The comma goes before "and" and "or" only when they join two complete sentences or when they connect three or more items in a series. (See rules 2 and 4 above.)

   CHANGE: *David, and his parents live in Indiana.*

   TO: *David and his parents live in Indiana.* (2 subjects)

   CHANGE: *Al attended Apapca High School, and graduated in 1969.*

   TO: *Al attended Apapca High School and graduated in 1969.* (2 verbs)

   OR: *Al attended Apapca High School, and he graduated in 1969.* (2 sentences)

10. **Do not place a comma before the first or after the last item in a series.**

   CHANGE: *Cold Zero is not just a story of, missions, weapons, and tactics.*

   TO: *Cold Zero is not just a story of missions, weapons, and tactics.*

   CHANGE: *The FBI's Hostage Rescue Team handles terrorist capture, hostage release, and other emergencies, around the world.*

   TO: *The FBI's Hostage Rescue Team handles terrorist capture, hostage release, and other emergencies around the world.*

The Semicolon (;)

People often confuse semicolons (;) with colons (:); however, you cannot interchange them. You are one of these people if you tend to want to introduce a series with a semicolon. A colon should do that job. You should use the semicolon as follows:

1. **Use a semicolon as you would a period—to separate independent clauses.**

   The witness could barely speak; she was still shaking.

You shouldn't use a semicolon with one of your FANBOYS coordinating conjunctions, nor should it replace most commas. You should use it with conjunctive adverbs, such as "thus," "therefore," "moreover," "consequently," "indeed," or "however."

The case seems airtight; however, we will need further details of your investigation.

2. **Use semicolons to separate items in a series when one or more of those items contains commas.**

John Smith has worked in the Pittsburgh, Pennsylvania, Division; the Miami, Florida, Division; and the Pikeville, Kentucky, Resident Agency.

I told three people about the theft: Susan, my wife; Commander Dudley; and my insurance agent. (Because the first item contains a comma, all items are separated by semicolons.)

The Colon (:)

Use a colon to introduce a quotation, a series in a sentence, or a list that uses symbols. The information that comes before the colon must be able to stand alone as a sentence.

An FBI National Academy graduate observed the following: "In law enforcement, there is a point where the gun becomes less of a weapon and writing becomes more of one."

Supreme Court Justice Benjamin N. Cardozo wrote these words:

> *Not only do we guard the dream—the right to life, liberty, and the pursuit of happiness—we live it!*

The position has three requirements: a college degree, 3 years' work experience, and a high degree of physical fitness.

We need these things to continue the protection detail:

a. *three more agents*
b. *full cooperation from Secret Service*
c. *a more secure environment.*

Omit the colon in sentences where no general (a.k.a. "umbrella") term is used to introduce the series, such as "the following," "these," "as follows," etc.

To succeed in law enforcement, you must have patience, a thick skin, and a good sense of humor.

To continue the protection detail, we need three more agents, full cooperation from Secret Service, and a more secure environment.

The Dash (—)

Use dashes singly or in pairs to set off ideas you want to emphasize or strengthen.

To avoid negating their emphasizing quality, use them sparingly. Type a dash by pressing the hyphen key twice.

The Reactive Squad has only one priority tonight—find that little girl.

The witness—blinded by the blast—could report only what he heard.

We need to recognize symptoms of burnout—exhaustion, alcoholism, family problems—if we want to help employees suffering from it.

Parentheses ( )

Use parentheses in pairs around supplementary or descriptive information that you want to de-emphasize; such material is not necessary for the main thought of the sentence.

You can put phrases, clauses, or entire sentences within parentheses. In the last case, you would put end punctuation for the sentence within the parentheses as well.

Some states (for example, New York) outlaw any electronic eavesdropping by private individuals.

We must secure more resources (as we've reported before) to keep the new training running.

Everyone can benefit from communication training. (Some employees might disagree.)

PROOFREADING

Quotation Marks (“ ”) and (‘ ’)

Always use quotation marks in pairs.

1. **Put double quotation marks around direct quotes.**

   My supervisor said, “Complete this report by close of business today.”

   “It sure does make a difference,” Jeff observed, “where the punctuation goes!”

   She explained to the dispatcher, “I thought I heard screaming.”

2. **Use double quotation marks around words used to mean something different than they normally mean, words referred to as themselves, or slang and jargon.**

   Because I didn’t study, I “bombed” the test.

   I used “be” five times in my first draft.

   I saw my partner “cuff him and stuff him.”

3. **Single quotations marks surround a quote within a quote.**

   The witness said, “I remember the gunman yelling, ‘Give me the money!’”

4. **Omit quotation marks for indirect quotations (paraphrases).**

   My supervisor said he wanted me to complete this report by close of business today.

   The chief said that he wanted my resignation.

5. **Use quotation marks to punctuate titles of songs, poems, short stories, lectures, courses, episodes of radio or TV programs, chapters of books, unpublished works, and articles found in magazines, newspapers, or encyclopedias.**

   They sang "Mr. Bojangles" three times in an hour.

   Have you ever read "The Raven" by Edgar Allen Poe?

   "Effective Writing" is a great course, don't you think?

   They liked Roy's lecture, "Inside the Mind of a Serial Rapist."

   Gordon Graham's presentation, "Why Things Go Right; Why Things Go Wrong," always draws a big crowd.

Quotation Marks and Other Punctuation

1. **Always put periods (.) and commas (,) inside final quotation marks:**

   The suspect's wife stated, "I want to press charges."

   "We have made terrorism a top priority," declared the FBI director.

2. **Always place colons (:) and semicolons (;) outside final quotation marks:**

   Shannon said to the five board members, "Let's get started"; he wanted to finish their unpleasant task.

   I could only think of one thing to do when the police officer yelled, "Stop or I'll shoot": run like the wind.

3. **Place question marks (?) and exclamation marks (!) inside final quotation marks when they apply to the quote, but outside when they apply to the entire sentence.**

   The negotiator asked, "How long before we get a phone line set up inside the prison?"

   Did the agent say, "I'm from Arkansas"?

   I heard my partner yell, "Gun!"

PROOFREADING

The Apostrophe (')

You can use apostrophes to show ownership (form the possessive case) or create contractions.

1. **Add 's to singular nouns and acronyms to form the possessive.**

   Jim's answer

   the FBI's policy

   the agent's weapon

   If the noun ends in an "s," a silent "x," or a "z" sound, you may use only the apostrophe:

   the witness' statement

   Mr. Breaux' memo

   Socrates' student

2. **Add only an apostrophe to plural nouns ending in "s" to form the possessive.**

   officers' uniforms

   witnesses' statements

   lieutenants' association

3. **Add 's to plural nouns not ending in "s" to form the possessive.**

   women's rights

   children's school

   people's cars

4. **Some familiar expressions also use an 's, even though they may not form true possessives.**

   a week's pay, a moment's notice, a day's work, today's paper, 5 dollars' worth

5. **Use apostrophes to form contractions (shortened forms) of two or more words:**

I am	*I'm*
it is	*It's*
are not	*aren't*
of the clock	*o'clock*
will not	*won't*
Fiscal Year 2006	*FY '06*
they are	*they're*
we are	*we're*

6. **Use 's to show the plurals of words, letters, and numbers used as themselves in a sentence.**

   The talk show guest used seven "like's" in one sentence.

   The word "perpetrator" contains only two "e's."

   The total figure on the budget proposal contained too many "0's."

7. **Do not use apostrophes with possessive pronouns; they already show ownership.**

WRONG:	*its'*	*yours'*	*hers*	*theirs'*
RIGHT:	*its*	*yours*	*hers*	*theirs*

Also, don't use apostrophes to form simple plurals.

WRONG:	*four chair's*	*20 weapon's*
RIGHT:	*four chairs*	*20 weapons*

PROOFREADING

Capital Letters

In our effort to show respect, we often capitalize words we shouldn't. As with other punctuation marks, overuse dilutes the intended effect.

1. **Capitalize a person's name and a person's title when it precedes the name.**

Robert S. Mueller III	*Director Mueller*	*BUT the director*
Special Agent T. Wilson	*SA Wilson*	*BUT all special agents*
Sheriff Stanley Clarke	*Sheriff Clarke*	*BUT the sheriff*

2. **Capitalize days of the week, months of the year (but not seasons), and special days; full names of organizations; races and languages; historical periods, events, and documents; words pertaining to the Deity (in all religions).**

   The Federal Bureau of Investigation closes the FBI Academy on the third Thursday of November in honor of the Thanksgiving holiday. At this traditional autumn feast, many Americans thank God for the blessings received during the year.

3. **Capitalize the words high school, college, street, park, lake, river, county, company, city, society, institution, etc., when used as an essential part of a proper name; however, when they are used alone as a substitute for a proper name, each one appears in lower case.**

   I attended Essex High School in the Town of Tappahannock, Virginia. The high school is located on the outskirts of town, across Airport Road from the tiny municipal airport.

4. **Capitalize nouns designating family relationships only when substituted for the proper name. If the noun is preceded by a possessive pronoun (e.g., my, your, their), do not capitalize it.**

   Was Dad appointed as the new police chief?

   Is Lieutenant Liu your aunt?

5. **Capitalize geographical locations but not mere points on a compass or directions.**

   It gets hot and muggy in the South during the summer.

   The suspect's car continued westbound on Rosser Avenue.

   The SWAT team entered the window on the south side of the building.

SUMMARY

Again, the rules for grammar and punctuation detailed above include only those most often used or confused. While you may find it hard to try to memorize these rules, it might prove the easiest course for you to take in the long run. Knowing the rules (versus having to keep a guide handy) will make your necessary task of proofreading much easier. Whichever method you choose, your reader will thank you for an error-free document that communicates without ambiguity.

CONCLUSION

Many people find writing a difficult but pervasive task in their Bureau positions. Writing for the Bureau can become a burden if you know that solving a case, impressing an outsider, answering to Congress, or even saving someone's life depends on how you communicate through your writing. I've designed this style manual to help relieve you of at least some of that burden.

By following the practical guidelines outlined in the six main sections of the manual, you can feel comfortable that the documents you write will get your point across in the best way possible while presenting a professional image of both you and the FBI.

1. **Thinking Before Writing** dealt with helping you clarify your purpose for writing, learn about your readers and determine their needs, and figure out what you want your readers to do with your information. It then showed you how to write your bottom-line sentence, in other words, figure out the point of your document.

2. **Getting Started** discussed how the left and right sides of your brain can either hurt or help you write and how to maximize the strengths of your right brain to help you get started. It then outlined five different methods you can use to get your first words and ideas on paper.

3. **Writing and Organizing** showed you how to put your ideas into an overall structure of introduction, body, and conclusion. It also detailed how you can organize the body of your information for both long and short documents.

4. **Revising for Style** dealt with four main areas of style: writing in active voice, applying the KISS principle, reducing clutter, and writing strong sentences. These subsections discussed the virtues of active voice versus the pitfalls of passive and how to change your passive voice to active. They showed you how to KISS your writing—keep it simple and specific—and explained why you should. They defined clutter, giving examples of the many kinds of clutter that can weaken your writing. Finally, these subsections detailed 10 strategies you can follow to strengthen and invigorate your sentences.

5. **Presenting** emphasized the importance of how you format your document. It presented five guidelines you can follow when formatting all your documents. It also discussed how to present your information to best meet your readers' needs and, in doing so, your own. Anything that makes the readers' job easier increases the odds of getting what you want from them.

CONCLUSION

6. **Proofreading** stressed the need for making sure your documents are perfect. It detailed common errors in grammar, showing you how to correct them, and lists basic rules of punctuation you'll need to follow.

Although we each write many different kinds of documents for the FBI, we all can apply the style of writing outlined in this manual to whatever we write. Some documents, especially those going outside the Bureau, may need a little more formality, though none should require the stuffy, bureaucratic writing we're trying to eliminate.

The following two memoranda graphically illustrate what we typically read (and write) in the Bureau versus what we could read (and write) if we all applied these techniques of good business writing. Which would you rather receive? Then shouldn't you try to write that way for *your* readers?

CONCLUSION

MEMORANDUM

TO: All Academy Employees, 6-12-94

FROM: Michael F. Kucab

RE: IDENTIFICATION BADGE PROCEDURES
FBI ACADEMY

The purpose of this memorandum is to change the procedure utilized for the issuance of identification badges to Academy employees in order to restrict access to the Academy buildings to those with legitimate need for access to the buildings.

For the information of FBI Academy employees, the Division Support and Services Unit (DSSU) has been designated the Academy entity charged with issuance of all identification badges for FBI Academy personnel.

Accordingly, the following procedures will be followed regarding request of keys:

Step 1: By routing slip or memorandum directed to the Unit Chief, DSSU, a unit chief may request a specific identification badge to be made and issued to a specific employee. The request should specify the type of badge, for what buildings or areas, the identity of the unit, the employee's full Bureau name, and the employee's social security number.

Step 2: The DSSU Unit Chief's Secretary will contact the requester and issue the identification badge to the requester. The requester will then sign the computer printout indicating the badge issuance information and this printout will become a permanent record of the issuance of the identification badge.

It is imperative that upon termination of assignment at the Academy that both support and agent personnel be required to personally return their badges to the DSSU Unit Chief's Secretary so that the records of returned badges will be removed from the computer program and property receipts removed from file.

MFK:vwf

CONCLUSION

MEMORANDUM

TO: All Unit Chiefs, 6-12-94

FROM: William A. McGarry

RE: CHANGE IN PROCEDURE FOR GETTING IDENTIFICATION (ID) BADGES FOR ACADEMY PERSONNEL

We've changed the way we issue ID badges to Academy staff to restrict access to various buildings based on true need.

The Division Support and Services Unit (DSSU) issues all badges to Academy employees. Please follow the procedure outlined below get badges for anyone in your unit:

1. Send a memo to the DSSU's Unit Chief asking for an ID badge for an employee. Specify

    a. type of badge

    b. buildings or areas the badge should open

    c. your unit's name

    d. the employee's full Bureau name

    e. the employee's Social Security Number

2. Have your employee pick up the ID badge from DSSU's secretary and sign a property receipt that will become a permanent property record.

    All employees MUST return their badges to the DSSU IN PERSON when they leave the Academy or the FBI, so DSSU can release them from responsibility for their badges.

WAM:vwf

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Aldrich, Dr. Pearl G. (1985). *How to plan and organize your writing: A writing system for executives, managers, and professionals in all disciplines.* Washington, D.C.: Research Enterprises Publications.

Baxter, Ralph C. (Fall 1988-89). Lectures in "Theory and Practice of Editing," George Mason University.

Brusaw, Charles T., Gerald J. Alred, and Walter E. Oliu. (1987). *Handbook of technical writing.* 3rd ed. New York: St. Martin's Press.

Buzan, Tony. (1982). *Use your head.* London: BBC Books.

Edwards, Betty. (1979). *Drawing on the right side of the brain: A course in enhancing artistic creativity and artistic confidence.* Los Angeles: J. P. Tarcher, Inc.

Gladis, Stephen D. (1989). *Processwriting: A systematic writing strategy.* Amherst, MA: Human Resource Development Press, Inc.

Hodges, John C., et.al., (Eds.) (1994). *Harbrace college handbook.* 12th ed. Fort Worth, TX: Harcourt Brace College Publishers.

Strunk, William, Jr., and E. B. White. (1979). *The elements of style.* 3rd ed. New York: Macmillan Publishing Co., Inc.

Wyrick, Jean. (1984). *Steps to writing well: A concise guide to composition.* 2nd ed. New York: CBS College Publishing (Holt, Rinehart and Winston).

ADDITIONAL RESOURCES

The works listed below provide additional useful guidance on writing:

Alward, Edgar C. & Alward, J. A. (1997). *Punctuation plain and simple*. Franklin Lakes, New Jersey: The Career Press.

Floren, Joe. (1989). *Write smarter, not harder.* Wheaton, IL: Twain Productions.

Floren, Joe. (1992). *Enough about grammar: What really matters and what really doesn't.* Wheaton, IL: Twain Productions.

Holtz, Larry E. (1994). *Investigative and operational report writing,* 3rd ed. Longwood, FL: Gould Publications.

Langan, John. (1989). *Sentence skills: A workbook for writers.* 4th ed. New York: McGraw-Hill Publishing Company.

Sebranek, Patrick, Verne Meyer, Dave Kemper, and John Van Rys. (1996). *Writers inc: School to work.* Lexington, MA: D. C. Heath.

Sutcliffe, Andrea J., ed. (1994). *The New York Public Library Writer's Guide to Style and Usage*. New York: HarperCollins.

Thaiss, Christopher and John E. Hess. (1999). *Writing for law enforcement.* Boston, MA: Allyn and Bacon.

Zinsser, William. (1998). *On writing well.* 6th edition. New York: HarperCollins.

Don't forget to check online writing resources, too. Use a good search engine to look for "online writing lab" (OWL) (sites posted by colleges to help their students) or any specific writing-related topic (such as "grammar," "punctuation," or "commas"). Here are two good sites recently located by students in the FBI National Academy's "Effective Writing" class:

OWL at Purdue University: http://owl.english.purdue.edu

OWL at Capital Community College, Hartford, CT:
http://www.ccc.commnet.edu/grammar

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1397123-0

Total Deleted Page(s) = 15
Page 21 ~ Duplicate;
Page 131 ~ b6; b7C; b7E;
Page 132 ~ b6; b7C; b7E;
Page 133 ~ b6; b7C; b7E;
Page 134 ~ b6; b7C; b7E;
Page 135 ~ b6; b7C; b7E;
Page 136 ~ b6; b7C; b7E;
Page 137 ~ b6; b7C; b7E;
Page 138 ~ b6; b7C; b7E;
Page 139 ~ b6; b7C; b7E;
Page 140 ~ b6; b7C; b7E;
Page 141 ~ b6; b7C; b7E;
Page 142 ~ b6; b7C; b7E;
Page 143 ~ b6; b7C; b7E;
Page 144 ~ b6; b7C; b7E;

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XXXXXXXXXXXXXXXXXXXXXXXX
X   Deleted Page(s)    X
X   No Duplication Fee X
X   For this Page      X
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Reference Materials

- PAL Workflow
- Reference Guide to Aid in Understanding Arrest Abbreviations
- Field Office List; Revision 10/18/2017
- URL List for State Agencies
- Field Office List; Revision 08/18/2015
- Avaya Reason Codes
- Quick Reference Guide; FBI – WV Call Center (marked ~~Confidential~~ Information)
- FBI Field Offices and Resident Agencies
- NCIC Record Abbreviations
- Violation - Violation Types
- FBI Field Offices - Alphabetical Order
- Field Office Walk-ins
- CSRs Foreign Language Table
- PAL CSR Agent ID List (Names, IDs, Phone numbers, and Shifts)
- Crimes Against Children; FBI/CJIS/PAL Unit; SSA [redacted]

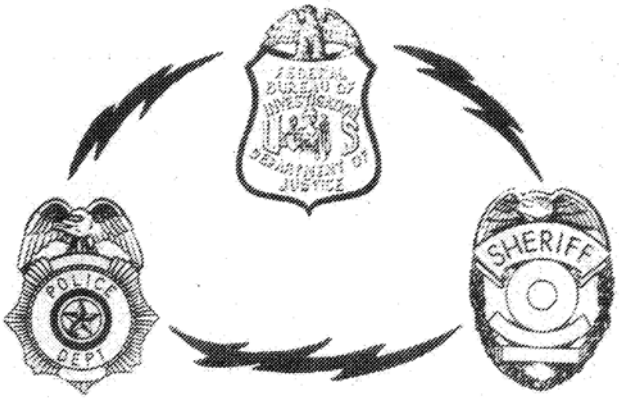
b6
b7C

PAL Workflow

b7E

U.S. Department of Justice
Federal Bureau of Investigation

Reference Guide to Aid in Understanding Arrest Abbreviations



THIS GUIDE IS NEITHER ALL-INCLUSIVE NOR ARE THE ABBREVIATIONS CONTAINED HEREIN NECESSARILY UNIQUE TO THE SPECIFIC ARREST CHARGES. CAUTION SHOULD BE EXERCISED WHEN USING THE GUIDE TO AVOID MISINTERPRETATION. THIS GUIDE SHOULD NOT BE USED FOR ABBREVIATING NEW ARREST CHARGES. USE COMMON SENSE. EASILY UNDERSTOOD ABBREVIATIONS AS THIS GUIDE MAY NOT BE AVAILABLE TO INDIVIDUALS WHO LATER TRY TO INTERPRET THEM.

Following is a list of standardized abbreviations which should be used in showing charges listed on fingerprint cards submitted to the FBI. Much better service can be provided if all departments and agencies will use these abbreviations rather than federal, state, county, or municipal code numbers which are not readily understandable by all interested parties. Additional copies of this list can be obtained by writing to the Director, Federal Bureau of Investigation, United States Department of Justice, Washington, D. C. 20535.

A

Abandoning child	abndn child
Abandoning motor vehicle	abndn MV
Abandoning wife	abndn wife
Abandonment	abndnt
Abduction	abd
Abduction and compelling to marry	abd & comp to marry
Abduction for purposes of prostitution	abd for pomot
Abortion	abortn
Absent without leave	AWOL
Abstraction	abst
Abusive language	abuse lang
Accepting a bribe	accpt brb
Accepting earnings of a prostitute	accpt earn of pomot
Accessory	acc
Accessory after abortion	acc aft abrtn
Accessory after the fact, receiving	acc aft fact rec
Accessory to burglary	acc to burg
Accessory to issuing checks	acc to iss chks
Accessory to jail breaking	acc to jl brk
Accessory to larceny	acc to L
Accessory to murder	acc to mur
Accessory to robbery	acc to rob
Accompanying drunken driver	accomp DD
Accomplice	accpl
Accosting	accost
Adultery	adlty
Affidavit	affdvt
Affray	affr
Affray with deadly weapon	affr DW
Aggravated assault	agg A
Aggravated assault with weapon	AAWW
Agitator	agtr
Aiding a prisoner to escape	aid pr to esc
Aiding and abetting crime	aid & abet crime
Aiding and abetting lottery	aid & abet lott
Aiding and harboring an escaped prisoner	aid & har esc pr
Aircraft piracy	AP
Alcohol Beverage Control Act	ABC Act
Alien Firearms Act	AFA
Alien in possession of firearms	alien poss firearms
Alimony	alimy
Allowing one to drive without a permit	allow dr w/o permt
Altered vehicle identification number	AVIN
Altering	alt
Altering Government obligations	alt Govt obli
Annoying and soliciting	annoy & sol
Anti-racketeering	AR
Antitrust laws	ATL
Antitrust laws - State Firearms Control Assistance Act	ATL - SFCAA
Anti-Trust law	ATL
Appropriating	approp
Appropriating property in possession of common carrier	ApPOCC
Armed with a dangerous weapon	armed WDW
Arson of personal property	arson of pers prop

Article of War----------XX
Assault----------Asslt for A)
Assault and battery----------A & B
Assault and battery with intent to kill----------ASWIK
Assault and robbery----------A & rob
Assault and robbery, armed----------A & rob armed
Assault, armed----------A armed
Assault on Government representative----------A on Govt rep
Assault to kill----------A to K
Assault to maim----------A to maim
Assault to murder----------A to mur
Assault to rape----------A to rape
Assault to rob----------A to rob
Assault to robbery armed----------asslt to RA
Assault with deadly weapon----------ADW
Assault with intent to maim----------A int maim
Assaulting Federal officer----------AFO
Assaulting police officer----------APO
Assembling----------assem
Assisting----------asst
Assisting and procuring marriage of
    insane person----------asst & proc mar of ins per
Assisting in attempt to commit rape----------asst att to rape
Assisting in keeping a gaming place----------asst keep gam pl
Assisting penetration----------asst penet
Attempted robbery armed----------att RA
Atomic Energy Act----------AEA
Atrocious assault----------atroc A
Atrocious assault with intent to kill----------atroc AWIK
Atrocious robbery, armed----------atroc rob armed
Atrocious robbery, unarmed----------atroc rob unarmed
Attempt to commit crime----------att to comm crime
Attempt to influence witness----------att to infl wit
Attempt to pass counterfeit money----------att to pass cnft money
Attempt to rape----------att to rape
Attempted----------att
Attempted abortion----------att abrtn
Attempted arson----------att arson
Attempted assault----------att A
Attempted assault and battery----------att A & B
Attempted burglary----------att burg
Attempted extortion----------att ext
Attempted grand larceny----------att GL
Attempted larceny----------att L
Attempted larceny by impersonation----------att L by imp
Attempted robbery, armed----------att rob armed
Attempted robbery, unarmed----------att rob unarmed
Attempted sodomy----------att sod
Attempted suicide----------att suicide
Auto - hit and run----------auto H & R
Auto - no license----------auto no lic
Auto theft----------auto T
Automobile Information Disclosure Act----------AIDA

B

Bad check or bogus check----------BC
Bail jumping----------bail jump
Bank burglary----------BB
Bank fraud and embezzlement----------BF & E
Bank larceny----------BL
Bank robbery----------BR
Bankruptcy----------bkrtcy
Battery----------bat

Distributing ..... distr
Distributing pornographic literature ..... distr porno lit
Disturbance ..... dist
Disturbing regular worship ..... dist reg wscp
Disturbing the peace ..... dist peace
Diverting ..... div
Diverting electricity ..... div elec
Diverting gas ..... div gas
Dope on person ..... dope on per
Drawing checks without funds ..... drw chk w/o fds
Drawing or exhibiting firearms ..... drw or exh firearms
Driving away auto without owner's permission ..... DAA w/o OP
Driving car intoxicated ..... DCI
Driving car intoxicated-drugs ..... DCI-D
Driving car intoxicated-liquor ..... DCI-L
Driving under influence ..... DUI
Driving under the influence of liquor ..... DUIL
Driving while drunk ..... DWD
Driving while drunk-drugs ..... DWD-D
Driving while drunk-liquor ..... DWD-L
Driving while intoxicated ..... DWI
Driving while intoxicated-drugs ..... DWI-D
Driving while intoxicated-liquor ..... DWI-L
Driving while license suspended ..... DWLS
Driving without permit ..... dr w/o pmt
Drunk ..... drk
Drunk and disorderly ..... D & D
Drunk and disorderly conduct ..... D & DC
Drunk in control of motor vehicle ..... DUMV
Dwelling ..... dwlg
Dyer Act ..... Dyer A
Dynamiting ..... dyn
Dynamiting inhabited building ..... dyn inh bldg

E

Eavesdropping ..... eavdrp
Election Law ..... EL
Elimination ..... elim
Embezzlement of Government property ..... EGP
Embezzlement or converting ..... emb
Embezzlery ..... embzzy
Endangering ..... endang
Endangering life or health of child ..... endang L or H of child
Entering ..... ent (or E)
Enticing ..... entic
Enticing females under age ..... entic fem u age
Enticing into immoral place ..... entic into imm place
Escape and rescue ..... ESR
Escaped ..... esc
Escaped convict ..... esc conv
Escaped Federal prisoner ..... EFP
Escaping Federal custody ..... esc fed cust
Espionage ..... esp
Evading railroad fare ..... ev rr fare
Evasion of Tax Laws ..... ev tax L
Evasion or evading ..... ev
Examining ..... exm
Exhibiting ..... exh
Explosives ..... explsv
Explosives and Incendiary Devices ..... EID
Exposing ..... expos
Exposing his person ..... expos per
Extortion ..... ext
Extortionate Credit Transactions ..... ECT

Stabbing ..... stab
Stabbing with intent to kill ..... stab with int kill
State Firearms Control Assistance Act ..... SFCAA
State Sanpin Law ..... SSL
State Poison Act ..... St Pois A
State prohibition ..... St prohi
State Wage Law ..... St Wage L
Statutory rape ..... stat rape
Stealing ..... steal
Stealing from common carrier ..... steal fr comm carrier
Stealing, secreting or embezzling mail matter ..... steal secr or embz mail
Stolen property ..... stln prop
Storebreaking ..... store B
Storehouse breaking ..... storehse B
Subornation ..... suborn
Subversive activity ..... subv activ
Sunday law ..... Sun L
Support ..... sup
Suspicion ..... susp
Suspicious person ..... SP
Swindle with checks ..... sw w chks
Swindle with worthless checks ..... SWWC
Swindling over $50 ..... sw over $50
Swindling under $50 ..... sw under $50
Switchblade Knife Act ..... SKA
Switching license plates ..... swit lic pl

T

Taking auto without owner's permission ..... TAWOP
Tampering ..... tamp
Tampering with auto ..... tamp auto
Tampering with U.S. mail ..... tamp US mail
Tariff Act ..... TA
Theft ..... T
Theft by bailee ..... T by bail
Theft by check ..... TBC
Theft by deception ..... T by decep
Theft from interstate shipment ..... TFIS
Theft from Interstate Shipment - Armed Hijacking ..... TFIS - AH
Theft of Government property ..... TGP
Theft over $50 ..... T over $50
Theft under $50 ..... T under $50
Threat or threatening ..... thrt
Threat to kill ..... thrt to kill
Threatened breach of the peace ..... thrt B of P
Threats to extort ..... thrt to ext
Trading with the Enemy Act ..... TWEA
Traffic Act ..... traf A
Traffic ordinance ..... traf ord
Traffic signals (turning signal light) ..... traf sig
Train rider ..... tr rider
Transportation ..... transp
Transporting liquor ..... transp liq
Transporting narcotics ..... transp narc
Trespassing ..... trespp
Trespassing on railroad property ..... tres on rr prop
Truancy ..... tru

U

Unauthorized publication or use of communications ..... UPUC
Uniform Firearms Act ..... UFA
Uniform Narcotics Act ..... UNA

U.S. Criminal Code or U.S. Criminal Court ---------- USCC
Unlawful assembling ---------- unl asse
Unlawful driving away auto ---------- UDAA
Unlawful entry ---------- unl ent
Unlawful flight to avoid Custody or Confinement ---------- UFAC
Unlawful flight to avoid prosecution ---------- UFAP
Unlawful flight to avoid testimony ---------- UFAT
Unlawful marriage ---------- unl marr
Unlawful possession of firearms ---------- unl poss firearms
Unlawful Possession or Receipt of Firearms ---------- UFRF
Unlawful possession or use of explosives
(Bombs, etc.) ---------- unl poss or use explos
Unlawful sale of securities ---------- unl sale of sec
Unlawful use of weapon ---------- unl use W (or UUW)
Unlawfully driving away and abandoning auto ---------- unl DAA & aband
Unlawfully driving away auto ---------- UDAA
Unlicensed chauffeur ---------- unlic chauf
Unregistered still ---------- unreg still
Unreported interstate shipment of cigarettes ---------- UISC
Using mails to defraud ---------- UMD
Using motor vehicle without permission ---------- using MV w/o perm
Using profane and abusive language ---------- using profl & ab lang
Utter distribute forged checks ---------- UDFC
Uttering ---------- utte
Uttering and publishing ---------- U & P
Uttering check ---------- utt. chk
Uttering forged instrument ---------- utt forg inst
Uttering forged obligations ---------- utt forg obl

V

Vagabond ---------- vagb
Vagrancy ---------- vagr
Vehicle ---------- veh
Vehicle Identification Number ---------- VIN
Vehicle, no lights ---------- veh no lts
Vehicle taking or vehicle theft ---------- VT
Veterans Administration Matters ---------- VAM
Violating State Game and Fish Law ---------- vio St Game & Fish L
Violating Sunday Closing Law ---------- vio Sun Cl L
Violation Child Labor Law ---------- vio Chl. Lab.
Violation City Ordinance ---------- vio City Ord
Violation Controlled Substance Act ---------- vio CSA
Violation Controlled Substance Drug Device and Cosmetic Act ---------- VCSDDCA
Violation Dangerous Drugs and Control Act ---------- vio DDA
Violation Drug Abuse Act ---------- vio DAA
Violation: Dyer Act ---------- vio Dyer A
Violation Federal Injunction ---------- vio Fed inj
Violation Harrison Narcotic Act ---------- vio HNA
Violation Health Laws ---------- vio of H.
Violation: Immigration Law ---------- vio Imm L
Violation Liquor Law ---------- vio of L.
Violation National Motor Vehicle Theft Act ---------- vio NMVTA
Violation of Internal Revenue Laws ---------- VIRL
Violation of Internal Revenue Laws - Liquor ---------- VIRL-L
Violation: Prohibition Laws ---------- vio Proh L
Violation State Game and Fish Law ---------- vio St Game & Fish L
Violation State Liquor Law ---------- vio St. Li.
Violation Sunday Closing Law ---------- vio Sun Cl L
Violation traffic regulation ---------- vio tref reg
Violation Uniform Firearms Act ---------- vio UFA
Voluntary manslaughter ---------- vol man
voluntary murder ---------- vol mur
Voting Rights Act, 1965 ---------- VRA-65

Violing A Divs (Misame) VAD

Criminal Code ---------- crim code
Criminal conspiracy ---------- crim consp
Criminal homicide ---------- crim hom
Criminal libel ---------- crim lib
Criminal negligence ---------- crim neg
Criminal possession of controlled substance ---------- CPCS
Criminal possession of dangerous drugs ---------- CPDD
Criminal possession of stolen property ---------- CPSP
Criminal registration ---------- crim reg
Criminal sale of controlled substances ---------- CSCS
Criminally receiving stolen property ---------- CRSP
Criminally uttering and publishing false instrument ---------- Cr & P fls inst
Criminally uttering and publishing false (or forged) check ---------- U & P FFC
Criminally uttering and publishing forged warrant ---------- Cr & P fgd warr
Cruelty to animals ---------- cr to ani
Cruelty to children ---------- cr to chdn
Custodian of a bet ---------- cust bet
Custody of Attorney General ---------- CAG
Customs Laws ---------- Customs L
Cutting ---------- cut
Cutting with intent to kill ---------- CWIK

D

Damaging personal property ---------- dam pers prop
Damaging Property ---------- DMG PROP
Damaging railroad property ---------- dam rr prop
Dangerous ---------- dang
Dangerous and suspicious ---------- D & S
Dangerous weapon ---------- DW
Deadly Weapon Act ---------- DWA
Dealing in lottery policy ---------- deal in lott pol
Defacing building ---------- def bldg
Defacing Government bonds ---------- def Govt bonds
Defacing or destroying personal property ---------- def or dest pers prop
Defacing or destroying public property ---------- def or dest pub prop
Defective brakes ---------- def brakes
Defrauding ---------- defr
Defrauding innkeeper ---------- defr innkpr
Defrauding livery keeper ---------- defr liv kpr
Defrauding the mails ---------- defr mails
Delinquent ---------- delin
Delivery of phencyclidine ---------- del of PCP
Dependents Assistance Act of 1950 ---------- DAA-50
Deportation ---------- dep
Deportation proceedings ---------- dep proc
Depositing in U.S. post office threat to injure person
or property of addressee ---------- depos in US PO thrt
Desecration of the flag ---------- DOF
Desecration of Sabbath ---------- desec Sab
Desertion of wife and children ---------- desert wife & chdn
Desertion or deserter ---------- desert
Destruction of aircraft or motor vehicles ---------- DAMV
Destruction of Government property ---------- DGP
Destruction of interstate property ---------- destr of IP
Discharging firearms ---------- disch firearms
Disorderly ---------- dis
Disorderly conduct ---------- DC
Disorderly house ---------- DH
Disorderly person ---------- DP
Displaying void operator's license ---------- deply void op lic
Disposing of mortgaged property ---------- disp mort prop
Disposing of stolen property ---------- disp stln prop
Distilling ---------- distil

Fugitive Deserter----------FUG
Fugitive other authorities----------FOA

G

Gambling----------gamb
Gambling - cards----------gamb cds
Gambling devices----------gamb dev
Gambling - dice----------gamb dice
Game laws----------Game L
General principles----------GP
Grand larceny----------GL
Grand larceny - auto----------GLA
Grand theft----------GT
Grand theft - auto----------GTA
Great bodily injury----------gr bod inj
Gross smear----------gross sm
Gross indecency----------gross ind

H

Habitual----------hab
Habitual drunkard----------hab drk
Harboring criminals----------harb crim
Harrison Narcotic Act----------HNA
Hatch Act----------HA
Health Law----------Hlth L
Highway robbery----------hwy rob
Hijacking----------hijack
Holdup----------hldp
Holdup with deadly weapon----------hldp DW
Housebreaking----------HB
House of ill fame----------H of IF
House of prostitution----------H of prost

I

Illegal business----------illeg busn
Illegal cohabitation----------illeg cohab
Illegal dentistry----------illeg dent
Illegal entry to U.S.----------illeg ent US
Illegal fishing----------illeg fish
Illegal Gambling Business----------IGB
Illegal manufacturing use-possession-sale-
emblem-insignia----------ill mfg-use-sale-emblem-insignia
Illegal possession of Government property----------IPGP
Illegal practice of medicine----------illeg prac med
Illegal trapping----------illeg trap
Illegal wearing of badge emblem----------illeg wear badge emb
Illegal wearing of uniform----------IWU
Illicit----------illic
Illicit distilling----------illic distil
Immoral----------imm
Immoral entertainment----------imm entert
Impersonating an officer----------imp off
Impersonating or impersonation----------imp
Improper state license----------imper st lic
Incendiarism----------incend
Incorrigible or incorrigibility----------incorr
Indecent----------ind
Indecent conduct----------ind cond
Indecent exposure----------ind exp
Indecent liberties----------ind lib
Indecent liberties with minor child----------ind lib min child

Possession automobile with mutilated motor
number----------poss auto with mut mtr numb
Possession burglary tools----------poss burg tools
Possession controlled substance----------poss contr sub
Possession counterfeit foreign securities----------poss cnft foreign sec
Possession counterfeit money----------poss cnft mon
Possession dangerous weapon----------poss DW
Possession deer meat----------poss deer meat
Possession drug paraphernalia----------poss drug para
Possession drugs----------poss drugs
Possession hypodermic needle----------poss hypo needle
Possession intoxicating liquor----------poss intox liq
Possession lottery tickets----------poss lott tkts
Possession marijuana----------poss marij
Possession mash----------poss mash
Possession metal knuckles----------poss met knuckles
Possession morphine----------poss morph
Possession narcotics----------poss narc
Possession obscene literature----------poss obs lit
Possession of implement of crime----------PIC
Possession of lysergic acid----------poss LSD
Possession of number slips----------PNS
Possession of prohibited weapon----------poss PW
Possession opium----------poss opium
Possession slot machines----------poss sl mach
Possession still----------poss still
Possession stolen goods----------poss SG
Possession stolen property----------poss stln prop
Possession unregistered revolver----------poss unreg revlvr
Postal law----------Post L
Presence in illegal establishment----------PIE
Presenting false claims----------poss fls cl
Probation----------prob
Probation violation----------PBV
Procuring----------proc
Procuring females for house of ill fame----------proc fem for H of IF
Procuring person to commit arson----------proc to comm arson
Profanity----------prof
Prohibition----------proh
Prostitute or prostitution----------prost
Prowling----------prowl
Public Health Law----------PHL
Public intoxication----------pub intox
Public nuisance----------pub nuis
Purse snatching----------purse snatch

Q

Quarantine----------quar

R

Racketeer influenced and corrupt organization----------RICO
Rape of minor----------rape minr
Receiving----------rec
Receiving and concealing----------rec & conc
Receiving money from prostitute----------rec mon fr prost
Receiving post office money orders----------rec PO MO
Receiving stolen goods----------RSG
Receiving stolen property----------RSP
Reckless driving----------reck dr
Reckless endangering another person----------REAP
Reconstruction Finance Corporation Act----------RFCA
Recording wagers----------recdg wgrs

Red Cross Act ..... RCA
Registration Act ..... RA
Removal or concealment of spirits contrary to law ..... rem or conc spirts
Removing identification on gun ..... rem ident on gun
Renting land books ..... rent land bks
Resisting an officer ..... resist ofc
Resisting arrest ..... resist arr
Rifling U.S. mails ..... rif US mails
Rioting ..... riot
Robbery ..... rob
Robbery, armed ..... rob armed
Robbery, unarmed ..... rob unarmed
Robbing U.S. mails ..... rob US mails

S

Sabotage ..... sab
Safecracking ..... safecrk
Sale indecent literature ..... sale ind lit
Sale liquor ..... sale liq
Sale mortgaged property ..... sale mtgd prop
Sale narcotics ..... sale narc
Sale of liquor to Indians ..... sale liq to Ind
Sale securities without being registered ..... sale sec w/o reg
Sedition ..... sed
Seduction ..... seduct
Seining fish, improper net ..... seg fish impr net
Selective Service Act ..... SSA
Selling adulterated food ..... sell adlt food
Selling game illegally ..... sell game illeg
Selling lottery tickets ..... sell lott tkts
Selling marijuana ..... sell marij
Selling morphine ..... sell morph
Selling opium ..... sell opium
Selling securities no license ..... sell sec no lic
Selling unregistered revolver ..... sell unreg revlvr
Servicemen's Dependents Allowance Act of 1942 ..... SDAA
Serviceman's Readjustment Act of 1944 ..... SRA
Setting spring gun ..... set spring gun
Setting up lottery ..... set up lott
Sexual perversion ..... sex perv
Shooting ..... sh
Shooting deer out of season ..... sh deer out seas
Shooting to wound ..... sh to wound
Shooting with intent to kill ..... sh with int kill
Shoplifting ..... shplftg
Shortchanging ..... shorting
Simple assault ..... simp asslt
Simple larceny ..... simp larc
Skipping bail ..... skip bl
Slander or slanderous ..... slan
Sleeping public plaza ..... sleep pub pl
Smuggling ..... smug
Sodomy ..... sod
Solicitation of robbery ..... sol of robry
Soliciting ..... sol
Soliciting alms ..... sol alms
Soliciting for immoral purposes ..... sol imm purp
Soliciting for lewd and immoral purposes ..... SLIP
Soliciting to commit sodomy ..... sol comm sod
Soliciting without license ..... sol w/o lic
Speeding ..... speed
Sports lottery ..... SL

F

Failure ..... fail
Failure to answer summons ..... fail ans sum
Failure to appear ..... fail to app
Failure to assist after causing wreck ..... fail asst aft cause wrk
Failure to obtain license or permit (parading, peddling, transportation passengers, bakers, merchants, pawn shops, pool room, etc.) ..... fail to obt lic or permit
Failure to provide ..... fail to prov
Failure to provide for child ..... fail prov for child
Failure to provide for wife ..... fail prov for wife
Failure to report an accident ..... fail rpt acc
Failure to report a felony ..... fail rpt fel
Failure to serve legal process ..... fail serv leg proc
Failure to stop and render aid ..... fail to aid
False ..... fls
False advertising ..... fls adv
False claims ..... fls cl
False entries in records of interstate carriers ..... FERIC
False fire alarm ..... fls fire alm
False police alarm ..... fls pol alm
False pretenses ..... FP
False report ..... FR
False weights and measures ..... fls wgts & measrs
Falsely claiming U.S. citizenship ..... FCC
Federal Firearms Act ..... FFA
Federal Housing Administration ..... FHA
Federal Housing Administration matters ..... FHAM
Federal Juvenile Delinquency Act ..... FJDA
Federal Juvenile Delinquency Matters ..... FJDM
Federal Regulation of Lobbying Act ..... FRLA
Federal Reserve Act ..... FRA
Federal Tort Claims Act ..... FTCA
Federal Train Wreck Statute ..... FTWS
Federal Youth Corrections Act ..... FYCA
Felonious assault ..... fel A
Felonious driving ..... fel dr
Felonious or felony ..... fel
Felonious theft ..... fel T
Felony warrant ..... fel warr
Fictitious ..... fict
Fictitious checks ..... fict chks
Fictitious license plates ..... fict lic pl
Fighting ..... fight
Firearms Act ..... Firearms A
Flourishing deadly weapon ..... fl DW
Forcible entry ..... forc ent
Forfeiture or forfeited ..... forf
Forged or forgery ..... forg
Forgery U.S. money orders ..... forg MOMO
Forging and passing ..... forg & pass
Forging and uttering U.S. Treasury check ..... FUTSC
Forging doctor's prescription ..... forg Dr presc
Forging U.S. obligations ..... forg US obli
Fornication ..... forn
Fraud - fraudulent ..... frd
Fraud against the Government ..... FAG
Fraudulent instruments ..... frd inst
Fraudulent negotiable instrument ..... frd neg inst
Fraudulent removal of leased property ..... frd rem led prop
Fraudulent voting ..... frd voting
Fraudulently obtaining signature ..... frd obt sig
Frequenting house of ill fame ..... FHIF

L

bor Management Relations Act, 1947 ---------- LMRA
bor-Management Reporting and Disclosure Act of 1959 -
Investigative Matter ---------- LMRDA-IM
rceny ---------- larc (or L)
rceny after trust ---------- L aft trust
rceny and receiving ---------- L & R
rceny by bailee ---------- L by bailee
rceny by embezzlement ---------- L by embz
rceny by impersonation ---------- L by imp
rceny by trick ---------- L by tr
rceny from automobile ---------- L fr auto
rceny from house ---------- L fr hse
rceny from interstate shipment ---------- L fr IS
rceny from person ---------- L fr pers
rceny from store ---------- L fr store
rceny of automobile ---------- L of auto
rceny on reservation ---------- L on resvn
scivious ---------- lascv
aving accident without reporting name ---------- lv acci w/o RN
aving scene of accident ---------- lv acci
cd and dissolute ---------- lewd & disol
cd and indecent act ---------- lewd & ind act
cd and lascivious ---------- L & L
cd and lascivious cohabitation ---------- L & L cohab
quor ---------- liq
quor Law ---------- LL
quor nuisance ---------- liq nuis
ttering ---------- lott
ttery ---------- lott
ttery policy writing ---------- lott pol wrtg
ttery tickets ---------- lott tkts
nacy ---------- lncy
sergic acid ---------- LSD

M

il fraud ---------- MF
intaining bawdy house ---------- main bawdy H
intaining disorderly house ---------- main DH
intaining liquor nuisance ---------- main liq nuis
king false affidavit ---------- mkg fls affi
king, forging, counterfeiting or altering deeds or
powers of attorney ---------- mkg forg ctfg or alt deeds or pwrs atty
king, forging, counterfeiting or altering
letters patent ---------- mkg forg ctfg or alt ltrs pat
king official contract with member
of Congress ---------- mkg offcl contr w memb of Cong
king, passing or uttering fictitious bills ---------- mkg pass utt fict bills
licious ---------- mal
licious assault ---------- mal A
licious conversion ---------- mal convrsn
licious cutting or maliciously cutting ---------- mal cut
licious destruction of property ---------- mal dest prop
licious injury ---------- mal inj

Manslaughter with auto ---------- manal w auto
Manufacturing ---------- mfg
Manufacturing liquor ---------- mfg liq
Manufacturing of gambling devices ---------- mfg gamb dev
Marijuana ---------- marij
Material witness ---------- mat wit
Migratory Bird Act ---------- MBA
Migratory Bird Treaty Act ---------- MBTA
Minimum Wage Law ---------- Min Wage L
Minor in possession ---------- MIP
Misappropriation by public officer ---------- misap by pub ofc
Miscegenation ---------- misceg
Misconduct ---------- miscond
Misdemeanor ---------- misd
Misprision of felony ---------- mispr of fel
Misprision of treason ---------- mispr of treason
Molesting ---------- mol
Molesting auto ---------- mol auto
Moving mortgaged auto from state ---------- mov mtgd auto fr st
Murder ---------- mur
Murder by abortion ---------- mur by abrtn
Murder, 1st degree ---------- mur 1st deg
Murder, 2nd degree ---------- mur 2nd deg
Mutilating ---------- mutil
Mutilating U.S. currency ---------- mutil US curr

N

Narcotics ---------- narc
Narcotics Addict Rehabilitation Act ---------- NARA
National Bankruptcy Act ---------- NBA
National Cattle Theft Act ---------- NCTA
National Defense Act ---------- NDA
National Firearms Act ---------- NFA
National Motor Vehicle Theft Act ---------- NMVTA
National Prohibition Act ---------- NPA
National Science Foundation Act ---------- NSFA
National Stolen Property ---------- NSP
Naturalization Act ---------- Nat A
Neglect ---------- neg
Neglect of aged parent ---------- neg aged parent
Neglecting minor children ---------- neg minor chdn
Neglecting pregnant woman ---------- neg preg wom
Negligent collision ---------- neg collis
Night hunting ---------- nt hunt
No chauffeur's license ---------- no chauf lic
No driver's license ---------- no dr lic
No immigration visa ---------- no immi visa
No motorcycle license ---------- no mtrcyl lic
No visible means of support ---------- no vis means sup
Nonpayment ---------- nonpmt
Nonpayment of alimony ---------- nonpmt alimy
Nonpayment of wages ---------- nonpmt wages
Nonsupport ---------- nonsup
Nonsupport child ---------- nonsup child
Nonsupport wife ---------- nonsup wife

O

gation	oblig
ene literature	obs lit
ene pictures	obs pict
ruction of court orders	OCO
ruction of Criminal Investigations	OCI
ruction of justice	OOJ
ining goods by false pretense	OGFP
ining money by false pretense	OMFP
ining property under false pretenses	OPFP
ying room for immoral purposes	ooc room imm pur
ating auto while intoxicated	OAWI
ating badger game	op badg game
ating blind tiger	op bl tiger
ating Chinese lottery	op Ch lott
ating gambling game	op gamb game
ating house of ill repute	OHIR
ating lottery and slot machine	op lott & sl mach
ating motor vehicle after permit suspended	OMV prmt susp
ating motor vehicle while intoxicated	OMVWI
ating motor vehicle while intoxicated - drugs	OMVWI-D
ating motor vehicle while intoxicated - liquor	OMVWI-L
ating motor vehicle without license plates	OMV w/o lic pl
ating motor vehicle without owner's consent	OMV w/o OC
ating motor vehicle without permit	OMV w/o prmt
ating still	op still
ating vehicle under influence of drugs	OVUI-D
ating vehicle under influence of liquor	OVUI-L
ating vehicle under influence of liquor or narcotic drugs	OVUIL or narc
ating vehicle while drunk	OVWD
ating vehicle while drunk - drugs	OVWD-D
ating vehicle while drunk - liquor	OVWD-L
m resorts	opium res
nance	ord

P

Bering	perj
handling	pack
ading without a permit	pers w/o prmt
ked vehicle on highway	parked veh on hwy
ole violator	pv
ing bad checks	pass bad chks
ing counterfeit currency	pass cnft curr
ing forged post office money orders	pass forg PO MO
ing raised money orders	pass raised MO
ing worthless checks	pass wrthls chks
dler or peddling	ped
jury	perj
vert or perverted	perv
verted practice	perv prac
by larceny	pl
by theft	pl
...ollution	PP

Indefinite	indef
Infamous	inf
Infamous crime against nature	inf cr agst nat
Influence	infl
Injunction	injct
Inmate disorderly house	inm DH
Instrument	inst
Insufficient funds	insuf fds
Intent	int
Interception of Communications	IOC
Intercourse with a child	intcrse with child
Interference with Flight Crew	IWFC
Interfering	interf
Internal Revenue Act	IRA
Internal Revenue Code	IRC
Internal Revenue Law	IRL
Internal Revenue Liquor Law	IRLL
Interstate gambling activities	IGA
Interstate theft	IT
Interstate transmission of wagering information	ITWI
Interstate transportation in aid of racketeering	ITAR
Interstate transportation of fireworks	ITF
Interstate transportation of gambling devices	ITGD
Interstate transportation of lottery tickets	ITLT
Interstate transportation of obscene matter	ITOM
Interstate transportation of prison-made goods	ITPMG
Interstate transportation of prize fight films	ITPF
Interstate transportation of stolen aircraft	ITSA
Interstate transportation of stolen cattle	ITSC
Interstate transportation of stolen motor vehicle	ITSMV
Interstate transportation of stolen property	ITSP
Interstate transportation of stolen prop - commercialized theft	ITSP-CT
Interstate transportation of stolen prop - major theft	ITSP-MT
Interstate transportation of strikebreakers	ITSB
Interstate transportation of unsafe refrigerators	ITUR
Interstate transportation of wagering information	ITWI
Interstate transportation of wagering paraphernalia	ITWP
Intimidating Government Witness	intim Govt wit
Intimidation or intimidating	intim
Intoxication or intoxicated	intox
Investigation	inv
Investigate vagrancy	invest vag
Involuntary manslaughter	invol mansl
Involuntary servitude and slavery	ISS
Issuing fraudulent instruments	iss frd inst

J

Jail breaking	jl B
Joy riding	joy rid
Juvenile delinquency	JD
Juvenile Delinquency Act	JDA

K

ying concealed firearm----------CCF
ying concealed weapon----------CCW
ying firearms without license----------C firearms w/o lic
ying pistol without license----------CP w/o l
ying weapon without permit or license----------CW w/o pmt or lic
ting and swindling----------cht & swd
d desertion----------child deser
d neglect----------child neg
ese Exclusion Act----------CEA
l rights----------CR
l Rights Act, 1964----------CRA-64
bing on railroad cars----------cl on rr cars
citation----------collab
 matching----------coin match
icting indecent act----------comm ind act
on assault----------comm asslt
on cheat----------comm cht
on drunk----------comm drk
on night walker----------comm night wlkr
on nuisance----------comm nuis
on prostitute----------comm prost
on tramp and pickpocket----------comm tramp & pp
mmistic----------commu
mmistic activities----------commu activ
vording a felony----------comp fel
ealed weapons----------CW
ealing evidence----------conc evid
ealing mortgaged property----------conc mtg prop
ealing stolen U.S. property----------conc stln US prop
itional release violator----------CRV
acting lottery----------cond lott
idence game----------con game
ict of Interest----------COI
nscious objector----------CO
orting with prostitute----------convert w prost
piracy----------consp
piracy to commit offense against U.S.----------consp to comm off v. US
piracy to kidnap----------consp to kid
piracy to murder----------consp to mur
piracy to rob----------consp to rob
piracy to violate Election Laws----------consp to vio Elec L
piracy to violate Inter-Freight Law----------consp to vio Inter-Freight L
mpt----------crpt
mpt of court----------COC
ributing to delinquency of minor----------C to D of M
rolled dangerous substance----------cont DS
rolled Substance Act----------CSA
version----------conv
verting property of another to own use----------conv prop another own use
pyright----------cpyrt
pyright Laws----------Cpyrt L
rption----------corrupt
nterfeiting - counterfeit----------ctfg - ctft
nterfeiting dies for U.S. coins----------ctfg dies US coins
nterfeiting license plates----------ctfg lic plates
nterfeiting minor coins----------ctfg minor coins

W

Wandering----------vand
Welfare and Pension Plans Disclosure Act----------WPDA
White Slave Traffic Act----------WSTA
Window peeping----------wind peep
Workmen's Compensation Act----------WCA
Worthless instrument----------wrthls inst
Wounding----------wound
Wrong license plates----------wrong lic pl

Bastardy	bast
Battery	batt (or B)
Beating	btg
Beating hotel bill	btg hotel bill
Beating way on train	btg way on train
Begging	beg
Begging on streets	beg on st
Bills of Lading Act	BLA
Blackmail	bkml
Blasphemy	blsmy
Blue Sky Laws	BSL
Board bill beating	brd bill btg
Bomb threats	BT
Bond forfeiture	bond forf
Bookmaking	bkmkg
Box car burglary	box car burg
Breach of peace	B of P
Breaking	B
Breaking and entering	B & E
Breaking and entering by use of explosives	B & E by explos
Breaking and entering dwelling, daytime	B & E dw DT
Breaking and entering in nighttime and petty larceny	B & E NT & PL
Breaking and entering railroad car	B & E rr car
Breaking and entering showcase	B & E showcase
Breaking and entering U.S. mailbox	B & E US mbox
Breaking and entering with intent to assault	B & E int asslt
Breaking and entering with intent to kill	B & E int kill
Breaking and entering with intent to rape	B & E int rape
Breaking and entering with intent to rob	B & E int rob
Breaking and entering with intent to steal	B & E int steal
Breaking, entering, and larceny	B E & L
Breaking into dwelling, nighttime	B dw NT
Breaking into post office	B into PO
Breaking into store, nighttime	B store NT
Breaking quarantine	B quar
Bribery	brby
Bribery of athletes	brby of ath
Bribery of officials or officers	brby of ofc
Bribing	brbg
Bucket shops	bkt sh
Building code violation	bldg code vio
Burglary	burg
Burglary and grand larceny	burg & GL
Burglary and larceny	burg & L
Burglary not in a dwelling	BNID
Burning	burn
Burning, destroying, etc., insured property	burn dest ins prop
Burning, intent to injure insurer	burn int inj ins
Buying, receiving, concealing stolen property	BRCSP
Buying U. S. property	buy US prop

C

California Vehicle Act	CVA
Car breaking	car B
Car prowling	car prowl

FBI FIELD OFFICES

Division	Abr.		Xfer		Abr.		Xfer
Albany, NY	AL	518-465-7551		Memphis, Tennessee	ME	901-747-4300	
Albuquerque, NM	AQ	505-889-1300		Miami, Florida	MM	754-703-2000	
Anchorage, Alaska	AN	907-276-4441		Milwaukee, WI	MW	414-276-4684	
Atlanta, Georgia	AT	770-216-3000		Minneapolis, MN	MP	763-569-8000	
Baltimore, Maryland	BA	410-265-8080		Mobile, Alabama	MO	251-438-3674	
Birmingham, Alabama	BH	205-326-6166		New Haven, CT	NH	203-777-6311	
Boston, Mass.	BS	857-386-2000		New Orleans, LA	NO	504-816-3000	
Buffalo, NY	BF	716-856-7800		New York, NY	NY	212-384-1000	
Charlotte, NC	CE	704-672-6100		Newark, NJ	NK	973-792-3000	
Chicago, Illinois	CG	312-421-6700		Norfolk, Virginia	NF	757-455-0100	
Cincinnati, Ohio	CI	513-421-4310		Oklahoma City, OK	OC	405-290-7770	
Cleveland, Ohio	CV	216-522-1400		Omaha, Nebraska	OM	402-493-8688	
Columbia, SC	CO	803-551-4200		Philadelphia, PA	PH	215-418-4000	
Dallas, Texas	DL	972-559-5000		Phoenix, Arizona	PX	623-466-1999	
Denver, Colorado	DN	303-629-7171		Pittsburgh, PA	PG	412-432-4000	
Detroit, Michigan	DE	313-965-2323		Portland, Oregon	PD	503-224-4181	
El Paso, Texas	EP	915-832-5000		Richmond, VA	RH	804-261-1044	
Honolulu, Hawaii	HN	808-566-4300		Sacramento, CA	SC	916-746-7000	
Houston, Texas	HO	713-693-5000		Salt Lake City, Utah	SU	801-579-1400	
Indianapolis, Indiana	IP	317-595-4000		San Antonio, Texas	SA	210-225-6741	
Jackson, Miss.	JN	601-948-5000		San Diego, CA	SD	858-320-1800	
Jacksonville, FL	JK	904-248-7000		San Francisco, CA	SF	415-553-7400	
Kansas City, Missouri	KC	816-512-8200		San Juan, Puerto Rico	SJ	787-754-6000	
Knoxville, Tenn.	KX	865-544-0751		Seattle, Wash.	SE	206-622-0460	
Las Vegas, Nevada	LV	702-385-1281		Springfield, Illinois	SI	217-522-9675	
Little Rock, Arkansas	LR	501-221-9100		St Louis, Missouri	SL	314-589-2500	
Los Angeles, CA	LA	310-477-6565		Tampa, FL	TP	813-253-1000	
Louisville, Kentucky	LS	502-263-6000		Washington, DC	WF	202-278-2000	

b7E

NONE = No Recording S.O.L. = Stay On Line

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AL	Alaska	http://info.alabama.gov/directory.aspx?range=2
AK	Alaska	http://alaska.gov/akdir1.html
AZ	Arizona	http://azdirect.azdoa.gov/all.aspx
AR	Arkansas	http://www.arkansas.gov/government/agencies
CA	California	http://www.ca.gov/Apps/Agencies.aspx
CO	Colorado	https://www.colorado.gov/government/government/state-agencies.html
CT	Connecticut	http://www.ct.gov/ctportal/cwp/view.asp?a=843&q=489944
DE	Deleware	http://www.delaware.gov/topics/agencylist_dept
FL	Florida	http://www.myflorida.com/directory/
GA	Georgia	http://georgia.gov/agency-list
HI	Hawaii	http://lrbhawaii.org/capitoli/dirguide/
ID	Idaho	http://www.idaho.gov/agency/
IL	Illinois	https://www2.illinois.gov/pages/agencies.aspx
IN	Indiana	http://www.in.gov/core/find_agency.html
IA	Iowa	http://phonebook.iowa.gov/agency.aspx
KS	Kansas	http://www.kansas.gov/government/agencies-associations-listing/
KY	Kentucky	http://kentucky.gov/government/pages/agency.aspx
LA	Louisiana	http://louisiana.gov/Government/Agency_Index/
ME	Maine	http://www.maine.gov/portal/government/state-agencies
MD	Maryland	http://www.maryland.gov/pages/agency_directory.aspx
MA	Massasschusetts	http://www.mass.gov/portal/global-agency-list.html
MI	Michigan	http://www.michigan.gov/som/0,1607,7-192-29701_29702_30045---,00.html
MN	Minnesota	https://mn.gov/portal/government/state/agencies-boards-commissions/
MS	Mississippi	http://www.ms.gov/agency_directory/default.aspx
MO	Missouri	http://www.mo.gov/search-results/
MT	Montana	https://mt.gov/govt/agencylisting.mcpx
NE	Nebraska	http://www.nebraska.gov/allagencies.html
NV	Nevada	http://nv.gov/agency/department/
NH	New Hampshire	http://www.nh.gov/government/agencies.html
NJ	New Jersey	http://www.nj.gov/nj/gov/deptserv/
NM	New Mexico	http://www.newmexico.gov/government/a_to_z_state_agency_listings.aspx
NY	New York	http://www.nysegov.com/CiTgUIDE.CFM?superCat=102&cat=449&content=main
NC	North Carolina	http://www.ncgov.com/government/agencies/
ND	North Dakota	https://www.nd.gov/agency.htm

OH	Ohio	http://www.ohio.gov/agencies/
OK	Oklahoma	http://www.ok.gov/portal/agency.php
OR	Oregon	http://www.oregon.gov/pages/a_to_z_listing.aspx
PA	Pennslyvania	http://www.portal.state.pa.us/portal/server.pt/community/telephone_directory/1295
RI	Rhiode Island	http://www.info.ri.gov/browse.php?choice=show_az&letter=a
SC	South Carolina	http://sc.gov/pages/agencyListingA-Z.aspx
SD	South Dakota	http://sd.gov/government.aspx
TN	Tennessee	http://www.tn.gov/directory/
TX	Texas	https://www.tsl.texas.gov/apps/lrs/agencies/index.html
UT	Utah	http://www.utah.gov/government/agencylist.html
VT	Vermont	http://www.vermont.gov/portal/government/atoz.php
VA	Virginia	http://www.agencydirectory.virginia.gov/
WA	Washington	http://access.wa.gov/agency
WV	West Virginia	http://www.wv.gov/pages/agencies.aspx
WI	Wisconsin	http://www.wisconsin.gov/state/core/agency_index.html
WY	Wyoming	http://www.wyoming.gov/agencies.aspx

FBI FIELD OFFICES

Division	Abr.		Xfer
Washington, DC	WF	202-278-2000	
New Haven, CT	NH	203-777-6311	
Birmingham, Alabama	BH	205-326-6166	
Seattle, Wash.	SE	206-622-0460	
San Antonio, Texas	SA	210-225-6741	
New York, NY	NY	212-384-1000	
Philadelphia, PA	PH	215-418-4000	
Cleveland, Ohio	CV	216-522-1400	
Springfield, Illinois	SI	217-522-9675	
Mobile, Alabama	MO	251-438-3674	
Denver, Colorado	DN	303-629-7171	
Los Angeles, CA	LA	310-477-6565	
Chicago, Illinois	CG	312-421-6700	
Detroit, Michigan	DE	313-965-2323	
St Louis, Missouri	SL	314-589-2500	
Indianapolis, Indiana	IP	317-595-4000	
Omaha, Nebraska	OM	402-493-8688	
Atlanta, Georgia	AT	404-679-9000	
Oklahoma City, OK	OC	405-290-7770	
Baltimore, Maryland	BA	410-265-8080	
Pittsburgh, PA	PG	412-432-4000	
Milwaukee, WI	MW	414-276-4684	
San Francisco, CA	SF	415-553-7400	
Little Rock, Arkansas	LR	501-221-9100	
Louisville, Kentucky	LS	502-263-6000	
Portland, Oregon	PD	503-224-4181	
New Orleans, LA	NO	504-816-3000	
Albuquerque, NM	AQ	505-889-1300	

	Abr.		Xfer
Cincinnati, Ohio	CI	513-421-4310	
Albany, NY	AL	518-465-7551	
Jackson, Miss.	JN	601-948-5000	
Boston, Mass.	BS	617-742-5533	
Phoenix, Arizona	PX	623-466-1999	
Las Vegas, Nevada	LV	702-385-1281	
Charlotte, NC	CE	704-672-6100	
Houston, Texas	HO	713-693-5000	
Buffalo, NY	BF	716-856-7800	
Miami, Florida	MM	754-703-2000	
Norfolk, Virginia	NF	757-455-0100	
Minneapolis, MN	MP	763-569-8000	
San Juan, Puerto Rico	SJ	787-754-6000	
Salt Lake City, Utah	SU	801-579-1400	
Columbia, SC	CO	803-551-4200	
Richmond, VA	RH	804-261-1044	
Honolulu, Hawaii	HN	808-566-4300	
Tampa, FL	TP	813-253-1000	
Kansas City, Missouri	KC	816-512-8200	
San Diego, CA	SD	858-320-1800	
Knoxville, Tenn.	KX	865-544-0751	
Memphis, Tennessee	ME	901-747-4300	
Jacksonville, FL	JK	904-248-7000	
Anchorage, Alaska	AN	907-276-4441	
El Paso, Texas	EP	915-832-5000	
Sacramento, CA	SC	916-746-7000	
Dallas, Texas	DL	972-559-5000	
Newark, NJ	NK	973-792-3000	

b7E

Revision: 03/18/2015

AVAYA REASON CODES

- GO READY – means you are available to take live incoming calls

- GO NOT READY –
  - (69) Team Leader Duties
  - [redacted] b7E
  - (71) PAL_Lunch
  - (72) PAL_Break
  - (73) PAL_Meeting
  - (74) PAL_Training
  - (75) PAL_After Call Work

FBI Field Offices and Resident Agencies

Alabama

Birmingham (District HQ)
1000 18th St. N
Birmingham, AL 35203
(205) 326-6166
Counties: Jefferson, Shelby, and Walker

Florence

b7E

Counties: Colbert, Franklin, Lauderdale, Lawrence, Marion, and Winston

Gadsden

Counties: Blount, Calhoun, Cherokee, Clay, Cleburne, DeKalb, Etowah, Marshall, St. Clair, and Talledega

Huntsville

Counties: Cullman, Jackson, Limestone, Madison, and Morgan

Tuscaloosa

Counties: Bibb, Fayette, Green, Lamar, Pickens, Sumter, and Tuscaloosa

Mobile (District HQ)
200 N. Royal Street
Mobile, AL 36602

(251) 438-3674

Auburn

b7E

Counties: Chambers, Lee, Macon, Randolph, Russell, and Tallapoosa

Dothan

Counties: Barbour, Coffee, Covington, Dale, Henry, Houston, and Geneva

Monroeville

Counties: Choctaw, Clarke, Conecuh, Escambia, Marengo, and Monroe

Montgomery

Counties: Autauga, Bullock, Butler, Chilton, Coosa, Crenshaw, Elmore, Lowndes, Montgomery, and Pike

Alaska

Anchorage (District HQ)
101 East 6th Ave
Anchorage, AK 99501-2524
(907) 276-4441

Fairbanks

[redacted] b7E

Areas covered: Fairbanks North Star Borough, central and northern Alaska

Juneau

[redacted]

Area covered: City and Borough of Juneau, southeastern Alaska

Arizona

Phoenix (District HQ)
21711 N. 7th Street
Phoenix, AZ 85024-5118
(623) 466-1999

Flagstaff

[redacted] b7E

Area covered: Coconino, Navajo (north of I-40), and Yavapai Counties and the Hopi, Navajo (except Apache County), and Yavapai-Prescott Indian Reservations

Gallup

[redacted]

Area covered: Apache County (north I-40) and the Navajo Indian Reservation (in Apache County) **Gallup RA shared jointly with the Albuquerque FO.**

Lake Havasu

b7E

Area covered: Mohave County and the Fort Mojave, Havasupai, Hualapai, and Kaibab-Paiute Indian Reservations

Pineton/Lakeside

Area covered: Apache (South of I-40) and Navajo (South of I-40) Counties and the White Mountain Apache Indian Reservation

Sierra Vista

Area covered: Cochise, Greenlee, and Graham Counties (excluding the portion of the San Carlos Indian Reservation that lies within Greenlee County)

Tucson

Area covered: Pima and Santa Cruz Counties and the Pascua Yaqui and Tohono O'odham Indian Reservations

Yuma

Area covered: La Paz and Yuma counties and the Colorado River Indian Tribe Reservation

Arkansas

Little Rock (District HQ)
24 Shackleford West Blvd.
Little Rock, AR 72211-3755
(501) 221-9100

El Dorado

b7E

Counties covered: Ashley, Bradley, Calhoun, Chicot, Cleveland, Columbia, Dallas, Drew, Lincoln, Quachita, and Union

Fayetteville

Counties covered: Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, and Washington

Fort Smith

Counties covered: Crawford, Franklin, Johnson, Logan, Montgomery, Polk, Sebastian, and Scott

Jonesboro

Counties covered: Clay, Craighead, Fulton, Greene, Independence, Izard, Jackson, Lawrence, Mississippi, Poinsett, Randolph, Sharp, and Stone

Marion

Counties covered: Crittenden, Cross, Desha, Lee, Monroe, Phillips, St. Francis, and Woodruff

Texarkana

[redacted] b7E

Counties covered: Clark, Hempstead, Howard, Lafayette, Little River, Miller, Nevada, Pike, and Sevier

California

Los Angeles (District HQ)
11000 Wilshire Blvd.
Suite 1700
Los Angeles, CA 90024-3672
(310) 477-6565

Lancaster

[redacted] b7E

County: Northeastern Los Angeles

Long Beach

[redacted]

County: Southern Los Angeles

Los Angeles International Airport (LAX)

[redacted]

[redacted]

County: Los Angeles (LAX)

Orange County (formerly Santa Ana)

[redacted]

County: Orange

Palm Springs

[redacted]

b7E

County: Eastern Riverside

Riverside

[redacted]

Counties: Riverside and San Bernardino

Santa Maria

[redacted]

Counties: Northern Santa Barbara and San Luis Obispo

Ventura

b7E

County: Ventura

Victorville

County: San Bernardino

West Covina

County: Eastern Los Angeles

Sacramento (District HQ)
4500 Orange Grove Avenue
Sacramento, CA 95841-4205
(916) 481-9110

Bakersfield

b7E

Counties: Inyo, Kern

Chico

Counties: Butte, Colusa, Glenn, Plumas, Sierra, Sutter, and Yuba as well as western Nevada County

Fairfield

Counties: Solano

b7E

Fresno

Counties: Fresno, Kings, Madera, Mariposa, Merced, and Tulare

Modesto

Counties: Stanislaus and Tuolumne

Redding

Counties: Lassen, Modoc, Shasta, Siskiyou, Tehama, and Trinity

South Lake Tahoe

b7E

Counties: Alpine and Mono as well eastern, mountainous portions of El Dorado, Nevada, and Placer counties

Stockton

Counties: Amador, Calaveras, and San Joaquin

San Diego (District HQ)
Federal Office Building
10385 Vista Sorrento Pkwy,
San Diego, CA 92121-1800
(858) 320-1800

Imperial County

b7E

Counties: Imperial

North County

Counties: San Diego County area north of Del Mar, California, east to Borrego Springs, including the following incorporated and unincorporated cities: Bonsall, Borrego Springs, Camp Pendleton, Cardiff, Carlsbad, Del Mar (incorporated city only), Encinitas, Escondido, Fairbanks Ranch, Fallbrook, Leucadia, Oceanside, Olivenhain, Rainbow, Rancho Santa Fe, San Marcos, Santa Ysabel, Solana Beach, Valley Center, Vista, and Warner Springs.

San Francisco (District HQ)
450 Golden Gate Ave. 13th Floor
San Francisco, CA 94102-9523
(415) 553-7400

Concord

b7E

Counties: Alameda and Contra Costa

Eureka/Fortuna

Counties: Humboldt and Del Norte

Monterey Bay

Counties: Monterey, Santa Cruz, and San Benito

Oakland

Counties: Alameda and Contra Costa

Palo Alto

No specific geographical territory

San Jose

[redacted] b7E

Counties: Monterey, Santa Clara, Santa Cruz, and San Benito

Santa Rosa

[redacted]

Counties: Lake, Mendocino, and Sonoma

Colorado

Denver (District HQ)
8000 East 36th Ave.
Denver, CO 80238
(303) 629-7171

Colorado Springs

[redacted] b7E

Counties: Alamosa, Baca, Bent, Chaffee, Cheyenne, Conejos, Costillo, Crowley, Custer, Elbert, El Paso, Fremont, Huerfano, Kiowa, Kit Carson, Lake, Las Animas, Lincoln, Otero, Park, Prowers, Pueblo, Rio Grande, Saguache, and Teller

Durango

[redacted]

Counties: Archuleta, Dolores, La Plata, Mineral, Montezuma, and San Juan

Fort Collins

Counties: Boulder, Broomfield, Gilpin, Grand (east portion), Larimer, Logan, Morgan, Phillips, Sedgewick, Washington, Weld, and Yuma b7E

Glenwood Springs

Counties: Eagle, Garfield, Grand (west portion), Moffat, Pitkin, Rio Blanco, Routt, and Summitt

Grand Junction

Counties: Delta, Gunnison, Hinsdale, Mesa, Montrose, Ouray, and San Miguel

Pueblo

[redacted] b7E

Connecticut

New Haven (District HQ)
600 State Street
New Haven, CT 06511-6505
(203) 777-6311

Bridgeport

[redacted] b7E

County: Fairfield

New London

[redacted]

Counties: New London and Windham

Meriden

[redacted]

Counties: Hartford, Litchfield, Northern New Haven, Northern Middlesex, and Tolland

District of Columbia

Washington Field Office (District HQ)
601 4th Street, N.W.
Washington, D.C. 20535-0002
(202) 278-2000

Northern Virginia Resident Agency

[redacted] b7E

Florida

Jacksonville (District HQ)
6061 Gate Parkway
Jacksonville, FL 32256
(904) 248-7000

Daytona Beach

[redacted] b7E

Counties: Flagler, Putnam, Lake, and Volusia

Fort Walton Beach

[redacted]

Counties: Okaloosa and Walton

Gainesville

Counties: Alachua, Dixie, Gilchrist, Lafayette, and Levy

Ocala

Counties: Citrus, Marion, and Sumter

b7E

Panama City

Counties: Bay, Calhoun, Gulf, Holmes, Jackson, and Washington

Pensacola

Counties: Escambia and Santa Rosa

Tallahassee

Counties: Franklin, Gadsen, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla

Miami (District HQ)
2030 SW 145th Ave
Miramar, FL 33027
(754) 703-2000

Homestead

b7E

Counties: Dade and Monroe

Fort Pierce

Counties: Highlands, Indian River, Martin, Okeechobee, and St. Lucie

Key West

County: Monroe

West Palm Beach

County: Palm Beach

Tampa (District HQ)
5525 West Gray Street
Tampa, FL 33609
(813) 253-1000

Brevard

[redacted]

County: Brevard

Fort Myers

[redacted]

b7E

Counties: Charlotte, Lee, Glades, and Hendry

Lakeland

[redacted]

County: Polk

Orlando

[redacted]

Counties: Orange, Osceola, and Seminole

Pinellas

[redacted]

County: Pinellas

Sarasota

b7E

Counties: DeSoto, Hardee, Manatee, and Sarasota

Georgia

Atlanta (District HQ)
2635 Century Parkway N.E.
Suite 400
Atlanta, GA 30345-3112
(404) 679-9000

Albany

b7E

Counties: Calhoun, Crisp, Dooly, Dougherty, Lee, Sumter, Terrell, Turner, Wilcox, and Worth

Athens

Counties: Clarke, Elbert, Franklin, Greene, Hart, Madison, Morgan, Oconee, Oglethorpe, and Walton

Augusta

Counties: Burke, Columbia, Glascock, Jefferson, Johnson, Lincoln, McDuffie, Richmond, Taliaferro, Warren, and Wilkes

Brunswick

b7E

Counties: Atkinson, Bacon, Brantley, Camden, Charlton, Coffee, Glynn, Jeff Davis, Pierce, and Ware

Columbus

Counties: Chattahoochee, Clay, Harris, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Talbot, Taylor, and Webster

Dalton (formerly Rossville)

Counties: Catoosa, Dade, Fannin, Gilmer, Murray, Union, Walker, and Whitfield

Gainesville

b7E

Counties: Banks, Barrow, Dawson, Forsyth, Habersham, Hall, Jackson, Lumpkin, Rabun, Stephens, Towns, and White

Macon

Counties: Baldwin, Bibb, Bleckley, Butts, Crawford, Hancock, Houston, Jasper, Jones, Lamar, Macon, Monroe, Peach, Pulaski, Putnam, Twiggs, Upson, Washington, and Wilkinson

Rome

Counties: Bartow, Chattooga, Cherokee, Floyd, Gordon, Haralson, Paulding, Pickens, and Polk

Savannah Operations Support Center

b7E

Counties: Bryan, Chatham, Effingham, Liberty, Long, McIntosh, Telfair, and Wayne

Statesboro

Counties: Appling, Bulloch, Candler, Dodge, Emanuel, Evans, Jenkins, Laurens, Montgomery, Screven, Tattnall, Toombs, Treutlen, and Wheeler

Valdosta

Counties: Ben Hill, Berrien, Clinch, Cook, Echols, Irwin, Lanier, Lowndes, and Tift

Hawaii

Honolulu (District HQ)
91-1300 Enterprise Avenue
Kapolei, HI 96707
(808) 566-4300

FBI Maui Resident Agency

b7E

FBI Kona Resident Agency

FBI Guam Resident Agency

FBI Saipan Resident Agency

Idaho
(Under the Salt Lake City, Utah Field Office)

Boise

b7E

b7E

Counties: Ada, Adams, Boise, Canyon, Custer, Elmore, Gem, Jerome, Lemhi, Lincoln, Owyhee, Payette, Washington, and Valley

Coeur d'Alene

Counties: Benewah, Bonner, Boundary, Kootenai, and Shoshone

Lewiston

Counties: Clearwater, Idaho, Latah, Lewis, and Nez Perce

Pocatello

Counties: Bannock, Bear Lake, Bingham, Blaine, Bonneville, Butte, Camas, Caribou, Cassia, Clark, Franklin, Fremont, Gooding, Jefferson, Madison, Minidoka, Oneida, Power, Teton, and Twin Falls

Illinois

Chicago (District HQ)
2111 West Roosevelt Road
Chicago, IL 60608-1128
(312) 421-6700

Rolling Meadows (North Resident Agency)

b7E

Counties: Cook (northern) and Lake

Rockford Resident Agency

Counties: Boone, Carroll, DeKalb, JoDavies, Lee, McHenry, Ogle, Stephenson, Whiteside, and Winnebago

Orland Park (South Resident Agency)

Counties: Cook (southern), Grundy, Kendall, LaSalle, and Will

Lisle (West Resident Agency)

Counties: Cook (central), DuPage, and Kane

Springfield (District HQ)
900 East Linton Ave
Springfield, IL 62703
(217) 522-9675

Champaign

Counties: Champaign, Clark, Coles, Crawford, Cumberland, Douglas, Edgar, Ford, Iroquois, Jasper, Kankakee, Moultrie, Piatt, Shelby, and Vermilion

Fairview Heights

Counties: Bond, Calhoun, Clinton, Effingham, Fayette, Jersey, Madison, Marion, Monroe, Randolph, St. Clair, and Washington b7E

Marion

Counties: Alexander, Clay, Edwards, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jefferson, Johnson, Lawrence, Massac, Perry, Pope, Pulaski, Richland, Saline, Union, Wabash, Wayne, White, and Williamson

Peoria

Counties: Fulton, Hancock, Livingston, Marshall, McDonough, McLean, Peoria, Putnam, Tazewell, and Woodford

Quad Cities (shared with the Omaha Division)

Counties: Bureau, Henderson, Henry, Knox, Mercer, Rock Island, Stark, and Warren

Indiana

Indianapolis (District HQ)
8825 Nelson B Klein Parkway
Indianapolis, IN 46250
(317) 595-4000

Bloomington

b7E

Counties: Bartholomew, Brown, Daviess, Greene, Jackson, Lawrence, Martin, Monroe*, and Owen

Evansville

Counties: Adam, Gibson, Knox, Perry, Pike Posey, Spencer, Vanderburgh*, and Warrick

Fort Wayne

Counties: Adams, Allen*, Blackford, Dekalb, Grant, Huntington, Jay, LaGrange, Noble, Steuben, Wabash, Wells, and Whitley

Lafayette

Counties: Benton, Carroll, Cass, Miami, Tippecanoe*, Warren, and White

Merrillville

Counties: Jasper, Lake*, LaPorte, Newton, Porter, Pulaski, and Starke

Muncie

Counties: Dearborn, Decatur, Delaware *, Fayette, Franklin, Henry, Madison, Ohio, Randolph, Ripley, Rush, Union, and Wayne b7E

New Albany

Counties: Clark, Crawford, Floyd*, Harrison, Jefferson, Jennings, Orange, Scott, Switzerland, and Washington

South Bend

Counties: Elkhart, Fulton, Kosciusko, Marshall, and Saint Joseph*

Terre Haute

Counties: Clay, Fountain, Montgomery, Parke, Putnam, Sullivan, Vermillion, and Vigo*

Iowa

(Under the Omaha, Nebraska Field Office)

Cedar Rapids

[redacted]

Counties: Benton, Cedar, Delaware, Des Moines, Dubuque, Henry, Iowa, Jackson, Jefferson, Johnson, Jones, Keokuk, Lee, Linn, Louisa, Tama, Van Buren, and Washington

b7E

Des Moines

[redacted]

Counties: Adair, Adams, Appanoose, Audubon, Boone, Carroll, Cass, Clarke, Dallas, Davis, Decatur, Greene, Guthrie, Hamilton, Hancock, Humboldt, Jasper, Kossuth, Lucas, Madison, Mahaska, Marion, Marshall, Monroe, Polk, Poweshiek, Ringgold, Story, Taylor, Union, Wapello, Warren, Wayne, Webster, Winnebago, and Wright

Quad Cities (shared jointly with the Springfield Field Office)

[redacted]

Counties: Clinton, Muscatine, and Scott

Sioux City

[redacted]

Phone: (712) 258-1920

Counties:

- Nebraska: Antelope, Boyd, Cedar, Cuming, Dakota, Dixon, Holt, Knox, Pierce, Thurston, and Wayne

- Iowa: Buena Vista, Calhoun, Cherokee, Clay, Crawford, Dickinson, Emmet, Ida, Lyon, Monona, O'Brien, Osceola, Palo Alto, Plymouth, Pocahontas, Sac, Sioux, and Woodbury

Waterloo

b7E

Counties: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Fayette, Floyd, Franklin, Grundy, Hardin, Howard, Mitchell, Winneshiek, and Worth

Kansas

(Under the Kansas City, MO Field Office)

Garden City

b7E

Counties: Cheyenne, Clark, Decatur, Finney, Ford, Gove, Graham, Grant, Gray, Greeley, Hamilton, Haskell, Hodgeman, Kearny, Lane, Logan, Meade, Morton, Ness, Norton, Rawlins, Scott, Seward, Sheridan, Sherman, Stanton, Stevens, Thomas, Trego, Wallace, and Wichita

Manhattan

Counties: Clay, Cloud, Dickinson, Geary, Morris, Ottawa, Republic, Riley, Saline, and Washington

Topeka

b7E

Counties: Anderson, Atchison, Brown, Coffey, Doniphan, Douglas, Ellis, Ellsworth, Franklin, Jackson, Jefferson, Jewell, Lincoln, Lyon, Marshall, Mitchell, Nemaha, Osage, Osborne, Phillips, Pottawatamie, Rooks, Russell, Shawnee, Smith, and Wabaunsee

Wichita

Counties: Allen, Barber, Barton, Butler, Chase, Chautauqua, Comanche, Cowley, Edwards, Elk, Greenwood, Harper, Harvery, Kingman, Kiowa, McPherson, Marion, Montgomery, Neosho, Pawnee, Pratt, Reno, Rice, Rush, Sedgwick, Sumner, Stafford, Wilson, and Woodson.

Kentucky

Louisville (District HQ)
12401 Sycamore Station Place
Louisville, KY 40299-6198
(502) 263-6000

Bowling Green

b7E

Counties: Adair, Allen, Barren, Butler, Clinton, Cumberland, Edmonson, Green, Hart, Logan, Metcalfe, Monroe, Russell, Simpson, and Warren

Covington

Counties: Boone, Bracken, Campbell, Carroll, Fleming, Gallatin, Grant, Henry, Kenton, Lewis, Mason, Owen, Pendleton, Robertson, and Trimble

Hopkinsville

Counties: Ballard, Caldwell, Calloway, Carlisle, Christian, Fulton, Graves, Hickman, Lyon, Marshall, McCracken, Todd, and Trigg

Lexington

b7E

Counties: Anderson, Bath, Bourbon, Boyle, Clark, Elliott, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lee, Lincoln, Madison, Menifee, Mercer, Montgomery, Morgan, Nicholas, Owsley, Powell, Rowan, Scott, Wolfe, and Woodford

London

Counties: Bell, Breathitt, Casey, Clay, Harlan, Jackson, Knox, Laurel, Leslie, McCreary, Pulaski, Rockcastle, Taylor, Wayne, and Whitley

Owensboro

b7E

Counties: Breckinridge, Crittenden, Daviess, Grayson, Hancock, Henderson, Hopkins, Livingston, McLean, Meade, Muhlenberg, Ohio, Union, and Webster

Pikeville

Counties: Boyd, Carter, Floyd, Greenup, Johnson, Knott, Lawrence, Letcher, Magoffin, Martin, Perry, and Pike

Louisiana

New Orleans (District HQ)
2901 Leon C. Simon Drive
New Orleans, LA 70126
(504) 816-3000

Alexandria

b7E

Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Natchitoches, Rapides, Vernon, and Winn

Baton Rouge

Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, West Baton Rouge, and West Feliciana

Lafayette

Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Mary, St. Martin, and Vermilion b7E

Lake Charles

Parishes: Allen, Beauregard, Calcasieu, Cameron, and Jefferson Davis

Monroe

Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll

Shreveport

Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Red River, Sabine, and Webster

Maine

(Under the Boston, MA Field Office)

Augusta

[redacted] b7E

Counties: Androscoggin (northern portion), Franklin, Kennebec, Knox, Lincoln, Sagadahoc, Somerset, and Waldo

Bangor

[redacted]

Counties: Aroostock, Hancock, Penobscot, Pitcataquis, and Washington

Portland

[redacted]

Counties: Androscoggin (southern portion), Cumberland, Oxford, and York

Maryland

Baltimore (District HQ)
2600 Lord Baltimore Drive
Baltimore, MD 21244
(410) 265-8080
*Walk-in 8:15am to 5pm

Annapolis

[redacted] b7E

Counties: Anne Arundel, Calvert, Charles, Kent, Queen Anne's, and St. Mary's

Bel Air

b7E

County: Harford

Frederick

Counties: Allegany, Carroll, Frederick, Garrett, and Washington

Maryland Metropolitan Office at Calverton

County: Prince George's

Rockville

County: Montgomery

Salisbury

Counties: Caroline, Dorchester, Somerset, Talbot, Worcester, and Wicomico

Massachusetts

Boston (District HQ)
One Center Plaza
Suite 600
Boston, MA 02108
(617) 742-5533

Lakeville

b7E

Counties: Barnstable, Bristol, Dukes, Nantucket, Norfolk, and Plymouth

Lowell

Counties: Essex and Middlesex (northern portion)

Springfield

Counties: Berkshire, Franklin, Hampden, and Hampshire

Worcester

Counties: Middlesex (northwest and eastern portions) and Worcester Maine

Michigan

Detroit (District HQ)
26th Floor, P.V. McNamara FOB
477 Michigan Ave
Detroit, MI 48226
(313) 965-2323

Ann Arbor

Counties: Jackson, Lenawee, Livingston, Monroe, and Washtenaw

Bay City

b7E

Counties: Alcona, Alpena, Arenac, Bay, Cheboygan, Clare, Crawford, Gladwin, Gratiot, Huron, Iosco, Isabella, Midland, Montmorency, Presque Isle, Ogemaw, Oscoda, Otsego, Roscommon, Saginaw, and Tuscola

Flint

Counties: Genesee, Lapeer, and Shiawassee

Grand Rapids

Counties: Allegan, Barry, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, Ottawa, and Wayne

Kalamazoo

b7E

Counties: Branch, Calhoun, Hillsdale, Kalamazoo, and St. Joseph

Lansing

Counties: Clinton, Eaton, and Ingham

Macomb

Counties: Macomb, Sanilac, and St. Clair

Marquette

Counties: All of the Upper Peninsula

Oakland

b7E

County: Oakland

St. Joseph

Counties: Berrien, Cass, and Van Buren

Traverse City

Counties: Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, and Wexford

Minnesota

Minneapolis (District HQ)
1501 Freeway Blvd
Brooklyn Center, MN 55430
(763) 569-8000

Bemidji

b7E

Counties: Becker, Beltrami, Cass, Clearwater, Hubbard, Kittson, Koochiching, Lake of the Wood, Mahnomen, Marshall, Norman, Pennington, Polk, Red Lake, Roseau, and Wadena

Duluth

b7E

Counties: Aitkin, Carlton, Cook, Itasca, Kanabec, Lake, Pine, and St. Louis

Mankato

Counties: Blue Earth, Brown, Cottonwood, Faribault, Jackson, Lac qui Parle, Le Sueur, Lincoln, Lyon, Martin, Murray, Nicollet, Nobles, Pipestone, Redwood, Renville, Rice, Rock, Sibley, Waseca, Watonwan, and Yellow Medicine

Minneapolis Headquarters

Mailing Address and Location
FBI
1501 Freeway Boulevard
Brooklyn Center, MN 55430
Phone: (763) 569-8000
Fax: (763) 569-8567

Counties: Anoka, Carver, Chisago, Hennepin, Isanti, McLeod, Scott, and Wright

Rochester

b7E

Counties: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Steele, Wabasha, and Winona

Saint Cloud

Counties: Benton, Big Stone, Chippewa, Crow Wing, Douglas, Grant, Kandiyohi, Meeker, Mille Lacs, Morrison, Otter Tail, Pope, Sherburne, Stearns, Stevens, Swift, Todd, Traverse, and Wilkin

Saint Paul

b7E

Counties: Dakota, Ramsey, and Washington

Mississippi

Jackson (District HQ)
1220 Echelon Parkway
Jackson, MS 39213
(601) 948-5000

Columbus

b7E

Counties: Attala, Choctaw, Clay, Lowndes, Oktibbeha, Webster, and Winston

Gulfport

Counties: Hancock, Harrison, Pearl River, and Stone

Hattiesburg

Counties: Adams, Amite, Covington, Forrest, Franklin, Jefferson Davis, Jones, Lamar, Lawrence, Lincoln, Marion, Perry, Pike, Walthall, Wayne, and Wilkinson

Meridian

b7E

Counties: Clarke, Jasper, Kemper, Lauderdale, Neshoba, Newton, and Noxubee

Oxford

Counties: Alcorn, Bolivar, Calhoun, Carroll, Chickasaw, Coahoma, Grenada, Humphreys, Itawamba, Lafayette, Lee, Leflore, Monroe, Montgomery, Panola, Pontotoc, Prentiss, Quitman, Sunflower, Tallahatchie, Tishomingo, Union, Washington, and Yalobusha

Pascagoula

Counties: George, Greene, and Jackson

Southaven

b7E

Counties: Benton, Desoto, Marshall, Tate, and Tippah

Missouri

Kansas City (District HQ)
1300 Summit
Kansas City, MO 64105-1362
(816) 512-8200

Jefferson City

Counties: Boone, Callaway, Camden, Carroll, Cole, Cooper, Howard, Livingston, Miller, Moniteau, Morgan, Osage, Pettis, and Saline

Joplin

b7E

Counties: Barry, Barton, Bourbon, Cherokee, Crawford, Dade, Jasper, Labette, Lawrence, McDonald, Newton, and Vernon

St. Joseph

Counties: Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Mercer, Nodaway, Putnam, Sullivan, and Worth

Springfield

b7E

Counties: Benton, Cedar, Christian, Dallas, Douglas, Greene, Henry, Hickory, Howell, Laclede, Oregon, Ozark, Polk, Pulaski, St. Clair, Stone, Taney, Texas, Webster, and Wright

St. Louis (District HQ)
2222 Market Street
St. Louis, MO 63103-2516
(314) 231-4324

Cape Girardeau

The Cape Girardeau Resident Agency covers Cape Girardeau, Bollinger, Butler, Carter, Dunklin, Iron, Madison, Mississippi, New Madrid, Pemiscott, Perry, Reynolds, Ripley, Scott, Shannon, St. Francois, Ste. Genevieve, Stoddard, and Wayne Counties.

b7E

Kirksville

The Kirksville Resident Agency covers Adair, Audrain, Chariton, Clark, Knox, Lewis, Linn, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Schuyler, Scotland, and Shelby Counties.

Rolla

b7E

The Rolla Resident Agency covers Crawford, Dent, Franklin, Gasconade, Maries, Phelps, and Washington Counties.

Montana

(Under the Salt Lake City, Utah Field Office)

Billings

Counties: Big Horn, Carbon, Carter, Custer, Dawson, Fallon, Fergus, Golden Valley, Judith Basin, Musselshell, Park, Petroleum, Powder River, Prairie, Rosebud, Stillwater, Sweet Grass, Treasure, Wheatland, Wibaux, and Yellowstone

Bozeman

b7E

Counties: Beaverhead, Gallatin, Madison, and Park

Glasgow

Counties: Daniels, Garfield, McCone, Richland, Roosevelt, Sheridan, and Valley

Havre

Counties: Blaine, Hill, Liberty, and Phillips

Helena

Counties: Beaverhead, Broadwater, Gallatin, Jefferson, Lewis & Clark, Madison, Meagher, Powell, and Silver Bow

b7E

Kalispell

Counties: Flathead and Lincoln

Missoula

Counties: Deer Lodge, Granite, Lake, Mineral, Missoula, Ravalli, and Sanders

Shelby

Counties: Glacier, Pondera, and Toole

Nebraska

Omaha (District HQ)
4411 South 121st Court
Omaha, NE 68137-2112
(402) 493-8688

Grand Island

[redacted]

Counties: Adams, Blaine, Boone, Buffalo, Clay, Custer, Franklin, Furnas, Garfield, Gosper, Greeley, Hall, Hamilton, Harlan, Howard, Kearney, Loup, Merrick, Nance, Phelps, Sherman, Valley, Webster, and Wheeler

Lincoln

[redacted]

b7E

Counties: Butler, Fillmore, Gage, Jefferson, Johnson, Lancaster, Nemaha, Nuckolls, Otoe, Pawnee, Polk, Richardson, Saline, Saunders, Seward, Thayer, and York

North Platte

[redacted]

Counties: Arthur, Banner, Box Butte, Brown, Chase, Cherry, Cheyenne, Dawes, Dawson, Deuel, Dundy, Frontier, Garden, Grant, Hayes, Hitchcock, Hooker, Keith, Keya Paha,

Kimball, Lincoln, Logan, McPherson, Morrill, Perkins, Red Willow, Rock, Scotts Bluff, Sheridan, Sioux, and Thomas

Nevada

Las Vegas (District HQ)
John Lawrence Bailey Building
1787 West Lake Mead Blvd
Las Vegas, NV 89106-2135
(702) 385-1281
*Walk-in hours 9am to 11am & 2pm to 4pm

Elko

[redacted]

b7E

Counties: Elko, Eureka, Humboldt, Lander, and White Pine

Reno

[redacted]

Counties: Carson City, Churchill, northern portion of Lyon, Pershing, Storey, and Washoe

South Lake Tahoe

[redacted]

[redacted] b7E

Counties: Douglas, southern portion of Lyon, Mineral, and the Nevada side of the Lake Tahoe Basin

New Hampshire

(Under the Boston, MA Field Office)

Bedford

[redacted] b7E

Counties: Belknap, Cheshire, Grafton, Hillsborough, Merrimack, and Sullivan

Portsmouth

[redacted]

Counties: Carroll, Coos, Rockingham, and Strafford

New Jersey

Newark (District HQ)
11 Centre Place
Newark, NJ 07102-9889
(973) 792-3000

Atlantic City

[redacted]

Counties: Atlantic, Cape May, and Cumberland

Franklin Township

[redacted]

Counties: Hunterdon, Middlesex, Somerset, and Warren

Garret Mountain b7E

[redacted]

Counties: Bergen, Morris, Passaic, and Sussex

Red Bank

[redacted]

Counties: Monmouth and Ocean

Trenton

[redacted]

Counties: Burlington and Mercer

New Mexico

Albuquerque (District HQ)
4200 Luecking Park Ave. NE
Albuquerque, NM 87107
(505) 889-1300
*Walk-in hours 8:15am to 5pm

Farmington Resident Agency

Gallup Resident Agency

b7E

Las Cruces Resident Agency

Roswell Resident Agency

Santa Fe Resident Agency

New York

Albany (District HQ)
200 McCarty Avenue
Albany, NY 12209
(518) 465-7551
*Walk-in hours 8:15am to 5pm

Binghamton

b7E

Counties: Broome, Chenango, and Delaware (1/2)

Ithaca

Counties: Cortland, Tioga, and Tompkins

Plattsburgh

b7E

Counties: Clinton, Essex, and Franklin

Syracuse

Counties: Cayuga, Jefferson, Onondaga, Oswego, and St. Lawrence

Utica

Counties: Herkimer, Lewis, Madison, Oneida, and Otsego

Buffalo (District HQ)
One FBI Plaza
Buffalo, NY 14202-2698
(716) 856-7800
*Walk-in hours 8:15am to 5pm

Corning

Counties: Chemung, Schuyler, Seneca, Steuben, and Yates

b7E

Jamestown

Counties: Allegany, Cattaraugus, and Chautaqua

Rochester

Counties: Livingston, Monroe, Ontario, and Wayne

New York City (District HQ)
26 Federal Plaza
23rd floor
New York, NY 10278-0004
(212) 384-1000
*Walk-in hours 8:15am to 5pm

Brooklyn-Queens Resident Agency

Our Brooklyn-Queens office is responsible for conducting criminal investigations in the Brooklyn-Queens area.

Hudson Valley Resident Agency

Our Hudson Valley Resident Agency is responsible for conducting investigations within the New York state counties of Rockland, Orange, Sullivan, and Dutchess.

John F. Kennedy Resident Agency

b7E

Our John F. Kennedy Resident Agency is responsible for conducting investigations of all violent crime matters at La Guardia Airport and John F. Kennedy International Airport.

Long Island Resident Agency

Our Long Island Resident Agency is responsible for conducting investigations within Nassau and Suffolk counties.

White Plains Resident Agency

Our New Rochelle Resident Agency is responsible for conducting investigations within the New York state counties of Westchester and Putnam.

North Carolina

Charlotte (District HQ)
7915 Microsoft Way
Charlotte, NC 28273
(704) 672-6100
*Walk-in hours 8:15am to 5pm

Asheville

Counties: Buncombe, Cherokee, Cherokee Indian Reservation, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, and Yancey

Fayetteville

b7E

Counties: Cumberland, Ft. Bragg, Hoke, Moore, Pope AFB, Richmond, Robeson, Sampson, and Scotland

Greensboro

Counties: Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Rowan, Stokes, Surry, and Yadkin

Greenville

Counties: Bertie, Beaufort, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Greene, Hertford, Hyde, Lenoir, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, and Wayne

Hickory

b7E

Counties: Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Iredell, Lincoln, Watauga, and Wilkes

Raleigh

Counties: Chatham, Durham, Franklin, Granville, Halifax, Harnett, Johnston, Lee, Nash, Orange, Person, Vance, Wake, Warren, and Wilson

Wilmington

Counties: Bladen, Brunswick, Camp LeJeune, Carteret, Craven, Columbus, Duplin, Jones, New Hanover, Onslow, and Pender

North Dakota

(Under the Minneapolis, MN Field Office)

Bismarck

b7E

Counties: Adams, Billings, Bowman, Burleigh, Dunn, Emmons, Golden Valley, Grant, Hettinger, Kidder, Mercer, Morton, Oliver, Sioux, Slope, and Stark

Fargo

b7E

Counties: Barnes, Cass, Clay (Minnesota), Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Ransom, Richland, Sargent, Steele, Stutsman, and Traill

Grand Forks

Counties: Benson, Cavalier, Eddy, Grand Forks, Nelson, Pembina, Ramsey, Towner, and Walsh

Minot

b7E

Counties: Bottineau, Burke, Divide, McHenry, McKenzie, McLean, Mountrail, Pierce, Renville, Rolette, Sheridan, Ward, Wells, and Williams

Ohio

Cincinnati (District HQ)
2012 Ronald Reagan Drive
Cincinnati, OH 45236
(513) 421-4310
*Walk-in hours 8:15am to 5pm

Athens

Counties: Athens, Hocking, Perry, Meigs, Morgan, and Vinton

b7E

Cambridge

Counties: Belmont, Coshocton, Guernsey, Harrison, Jefferson, Monroe, Muskingum, Noble, and Washington

Columbus

Counties: Delaware, Fairfield, Fayette, Franklin, Knox, Licking, Madison, Morrow, Pickaway, and Union

Dayton

b7E

Counties: Champaign, Clark, Darke, Greene, Preble, Logan, Miami, Montgomery, and Shelby

Portsmouth

Counties: Adams, Gallia, Highland, Jackson, Lawrence, Pike, Ross, and Scioto

Cleveland (District HQ)
Federal Office Building
1501 Lakeside Ave.
Cleveland, OH 44114
(216) 522-1400
*Walk-in hours 8:15am to 5pm

Akron

b7E

Counties: Medina, Portage, and Summit

Canton

Counties: Carroll, Stark, and Tuscarawas

Elyria

Counties: Lorain

Lima

Counties: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert

b7E

Mansfield

Counties: Ashland, Crawford, Holmes, Marion, Richland, Wayne, and Wyandot

Painesville

Counties: Ashtabula, Geauga, and Lake

Sandusky

[redacted] b7E

Counties: Erie, Huron, Ottawa, Sandusky, and Seneca

Toledo

[redacted]

Counties: Defiance, Fulton, Henry, Lucas, Paulding, Williams, and Wood

Youngstown

[redacted]

Counties: Columbiana, Mahoning, and Trumbull

Oklahoma

Oklahoma City (District HQ)
3301 West Memorial Drive
Oklahoma City, OK 73134
(405) 290-7770
*Walk-in hours 8:15am to 5pm

Ardmore

[redacted] b7E

Counties: Carter, Love, Johnston, Marshall, Murray, and Pontotoc

Durant

[redacted]

Counties: Atoka, Bryan, Choctaw, Coal, McCurtain, and Pushmataha

Elk City

Counties: Beckham, Custer, Greer, Harmon, Jackson, Roger Mills, and Washita

Lawton b7E

Counties: Caddo, Comanche, Cotton, Jefferson, Kiowa, Stephens, and Tillman

McAlester

Counties: Hughes, Latimer, LeFlore, Pittsburg, and Seminole

Muskogee

Counties: Adair, Cherokee, Haskell, McIntosh, Muskogee, Okfuskee, Okmulgee, Sequoyah, and Wagoner

Norman

Counties: Cleveland, Garvin, Grady, McClain, and Potawatomie

Stillwater

b7E

Counties: Kay, Noble, and Payne

Tulsa

Counties: Creek, Osage, Pawnee, and Tulsa

Woodward

Counties: Beaver, Cimarron, Dewey, Ellis, Harper, Texas, Woods, and Woodward

Oregon

Portland(District HQ)
9109 NE Cascades Parkway
Portland, OR 97220
(503) 224-4181
*Walk-in hours 8:15am to 5pm

Bend

Counties: Crook, Deschutes, Grant, Harney, Jefferson, Wheeler, Klamath, and Lake and the southern section of Wasco County. The resident agency includes two Indian Reservations: Warm Springs and Burns-Paiute.

Eugene

b7E

Counties: Benton, Coos, Douglas, and Lane

Medford

Counties: Curry, Jackson, and Josephine

Pendleton

Counties: Baker, Gilliam, Malheur, Morrow, Sherman, Umatilla, Union, and Wallowa. The resident agency includes two Indian reservations: Umatilla and Ft. McDermott.

Salem

Counties: Lincoln, Linn, Marion, Polk, Tillamook, and Yamhill

Pennsylvania

Philadelphia(District HQ)
8th Floor
William J. Green Jr. FOB
600 Arch Street
Philadelphia, PA 19106
(215) 418-4000
*Walk-in hours 8:15am to 5pm

Allentown

The Allentown Resident Agency covers Berks, Lehigh, Northampton, and Schuylkill Counties.

b7E

Fort Washington

The Fort Washington Resident Agency covers Bucks and Montgomery Counties.

Harrisburg

The Harrisburg Resident Agency covers Adams, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry, and York Counties.

Newtown Square

The Newtown Square Resident Agency covers Chester and Delaware Counties.

State College

The State College Resident Agency covers Centre, Fulton, Huntingdon, Juniata, and Mifflin Counties.

b7E

Scranton

The Scranton Resident Agency covers Carbon, Lackawanna, Luzerne, Monroe, Pike, Susquehanna, Wayne, and Wyoming Counties.

Williamsport

The Williamsport Resident Agency covers Bradford, Cameron, Clinton, Columbia, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga, and Union Counties.

Pittsburgh(District HQ)
3311 East Carson St.
Pittsburgh, PA 15203
(412) 432-4000
*Walk-in hours 8:15am to 5pm

Erie, Pennsylvania

Counties: Crawford, Elk, Erie, Forest, Venango, and Warren b7E

Laurel Highlands, Pennsylvania

Counties: Bedford, Blair, Cambria, Clearfield, Indiana, Jefferson, and Somerset

Mon Valley, Pennsylvania

Counties: Fayette, Greene, Washington, and Westmoreland

North Pittsburgh, Pennsylvania

Counties: Armstrong, Beaver, Butler, Clarion, Lawrence, McKean, and Mercer

Puerto Rico

San Juan(District HQ)
Room 526, U.S. Federal Building
150 Carlos Chardon Avenue
Hato Rey, PR 00918-1716
(787) 754-6000
*Walk-in hours 8:15am to 5pm

West RA (formally named Aguadilla)

Municipalities: Aguada, Aguadilla, Añasco, Cabo Rojo, Camuy, Hatillo, Hormigueros, Isabela, Lajas, Lares, Las Marias, Maricao, Mayaguez, Moca, Quebradillas, Rincon, Sabana Grande, San German, and San Sebatian

b7E

East RA (formally named Fajardo)

Municipalities: Arroyo, Ceiba, Culebra, Fajardo, Humacao, Juncos, Las Piedras, Luquillo, Maunabo, Naguabo, Patillas, Rio Grande, San Lorenzo, Vieques, and Yabucoa

South RA (formally named Ponce)

Municipalities: Adjuntas, Aibonito, Barranquitas, Coamo, Guanica, Guayama, Guayanilla, Jayuya, Juana Diaz, Orocovis, Peñuelas, Ponce, Salinas, Santa Isabel, Villalba, and Yauco

St. Thomas

Territory: St. John, St. Thomas, and Water Island

St. Croix

[redacted] b7E

Territory: St. Croix

Rhode Island

(Under the Boston, MA Field Office)

Providence

[redacted] b7E

Counties: All counties in Rhode Island

South Carolina

Columbia (District HQ)
151 West Park Blvd
Columbia, SC 29210-3857
(803) 551-4200
*Walk-in hours 8:15am to 5pm

Aiken

[redacted] b7E

Counties: Aiken, Allendale, Bamberg, Barnwell, Edgefield, and McCormick

Charleston

[redacted]

Counties: Berkeley, Charleston, Colleton, and Dorchester

Florence

Counties: Chesterfield, Darlington, Dillon, Florence, Marion, Marlboro, and Williamsburg

b7E

Greenville

Counties: Abbeville, Anderson, Greenville, Greenwood, Laurens, Oconee, and Pickens

Hilton Head

Counties: Beaufort, Hampton, and Jasper

Myrtle Beach

Counties: Georgetown and Horry

Rock Hill

b7E

Counties: Chester, Lancaster, and York

Spartanburg

Counties: Cherokee, Spartanburg, and Union

South Dakota

(Under the Minneapolis, MN Field Office)

Aberdeen

b7E

Counties: Beadle, Brown, Campbell, Clark, Codington, Corson, Day, Deuel, Edmunds, Faulk, Grant, Hamlin, Marshall, McPherson, Potter, Roberts, Spink, and Walworth

Pierre

Counties: Brule, Buffalo, Dewey, Gregory, Haakon, Hand, Hughes, Hyde, Jerauld, Jones, Lyman, Mellette, Stanley, Sully, Todd, Tripp, and Ziebach

Rapid City

b7E

Counties: Bennett, Butte, Custer, Fall River, Harding, Jackson, Lawrence, Meade, Pennington, Perkins, and Shannon

Sioux Falls

Counties: Aurora, Bon Homme, Brookings, Charles Mix, Clay, Davison, Douglas, Hanson, Hutchinson, Kingsbury, Lake, Lincoln, McCook, Miner, Minnehaha, Moody, Sanborn, Turner, Union, and Yankton

Tennessee

Knoxville (District HQ)
1501 Dowell Springs Blvd

Knoxville, TN 37909
(865) 544-0751
*Walk-in hours 8:15am to 5pm

Chattanooga

Counties: Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, Sequatchie, and Van Buren

b7E

Johnson City

Counties: Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, and Washington

Tullahoma

Counties: Bedford, Coffee, Franklin, Lincoln, Moore, and Warren

Memphis (District HQ)
Suite 3000, Eagle Crest Building
225 North Humphreys Blvd
Memphis, TN 38120-2107
(901) 747-4300

Clarksville

Counties: Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, and Stewart

Columbia

b7E

Counties: Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Rutherford, and Wayne

Cookeville

Counties: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Trousdale, White, and Wilson

Jackson

Counties: Benton, Carroll, Chester, Crockett, Decatur, Dyer, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Perry, and Weakley

Nashville

b7E

Counties: Davidson, Sumner, and Williamson

Texas

Dallas (District HQ)
J. Gordon Shanklin Bldg.
One Justice Way
Dallas, TX 75220
(972) 559-5000

Abilene

b7E

Counties: Brown, Callahan, Eastland, Fisher, Haskell, Howard, Jones, Mills, Mitchell, Nolan, Shackelford, Stephens, Stonewall, Taylor, and Throckmorton

Amarillo

Counties: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher, and Wheeler

D/FW Airport

Counties: D/FW Airport

Fort Worth

Counties: Comanche, Erath Hood, Johnson, Palo Pinto, Parker, Tarrant, and Wise

Frisco

b7E

Counties: Collin, Denton, Hunt, and Rockwall

Lubbock

Counties: Bailey, Brown, Cochran, Crosby, Dawson, Dickens, Floyd, Gaines, Garza, Hale, Hockley, Kent, Lamb, Lubbock, Lynn, Motley, Scurry, Terry, and Yoakum

Lufkin

Counties: Angelina, Houston, Nacogdoches, Polk, Sabine, San Augustine, Shelby, Trinity, and Tyler

San Angelo

Counties: Brown, Coke, Coleman, Concho, Crockett, Glasscock, Irion, Menard, Reagan, Runnels, Schleicher, Sterling, Sutton, and Tom Green

Sherman

b7E

Counties: Cooke, Delta, Fannin, Grayson, and Lamar

Texarkana

Counties: Bowie, Camp, Cass, Franklin, Hopkins, Morris, Red River, and Titus

Tyler

Counties: Anderson, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood

Wichita Falls

b7E

Counties: Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, King, Knox, Montague, Wichita, Wilbarger, and Young

El Paso(District HQ)
660 S. Mesa Hills Drive
El Paso, TX 79912-5533
(915) 832-5000

Midland Resident Agency

b7E

Counties: Andrews, Brewster, Crane, Ector, Jeff Davis, Loving, Martin, Midland, Pecos, Presidio, Reeves, Upton, Ward, and Winkler

Houston (District HQ)
1 Justice Park Drive
Houston, TX 77092
(713) 693-5000

Beaumont

b7E

Counties: Hardin, Jasper, Jefferson, Liberty, Newton, and Orange

Bryan

County: Austin, Brazos, Colorado, Fayette, Grimes, Madison, San Jacinto, Walker, and Waller

Corpus Christi

b7E

Counties: Aransas, Bee, Brooks, Calhoun, DeWitt, Duval, Goliad, Jackson, Jim Wells, Kenedy, Kleburg, Lavaca, Live Oak, Nueces, Refugio, San Patricio, and Victoria

Texas City

Counties: Brazoria, Chambers, Fort Bend, Galveston, Matagorda, and Wharton

San Antonio (District HQ)
5740 University Heights Blvd
San Antonio, TX 78249
(210) 225-6741

Austin

b7E

Counties: Bastrop, Blanco, Burleson, Burnett, Caldwell, Hays, Lampasas, Lee, Llano, McCullough, San Saba, Travis, Washington, and Williamson

Brownsville

Counties: Cameron and Willacy

Del Rio

Counties: Dimmitt, Edwards, Kinney, Maverick, Terrell, Val Verde, and Zavala

Laredo

b7E

Counties: Jim Hogg, LaSalle, McMullen, Webb, and Zapata

McAllen

Counties: Hidalgo and Starr

Waco

Counties: Bell, Bosque, Coryell, Falls, Freestone, Hamilton, Hill, Leon, Limestone, McLennan, Milam, and Robertson

Utah

Salt Lake City (District HQ)
5425 West Amelia Earhart Drive
Salt Lake City, UT 84116
(801) 579-1400

Monticello

Counties: Emery, Grand, San Juan, and Wayne

Provo

b7E

Counties: Carbon, Juab, Millard, San Pete, and Utah

St. George

Counties: Beaver, Garfield, Iron, Kane, Piute, Sevier, and Washington

Vernal

Counties: Daggett, Duchesne, Summit (Eastern), and Uintah

Vermont

(Under the Albany, NY Field Office)

Burlington

Counties: Addison, Caledonia, Chittenden, Essex, Franklin, Grand Isle, Lamoille, Orleans, and Washington

b7E

Rutland

Counties: Bennington, Orange, Rutland, Windham, and Windsor

Virginia

Norfolk (District HQ)
509 Resource Row
Chesapeake, VA 23320
(757) 455-0100

Peninsula

b7E

b7E

Counties: Gloucester, Hampton, Isle of Wight, James City County, Mathews, Newport News, Mathews, Poquoson, Southampton, Williamsburg, York County

Richmond (District HQ)
1970 E. Parham Road
Richmond, VA 23228
(804) 261-1044

Bristol

Counties: Buchanan, Dickenson, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, and Wise

Charlottesville

b7E

Counties: Albemarle, Augusta, Culpeper, Fluvanna, Greene, Highland, Louisa, Madison, Nelson, Orange, and Rockingham

Fredericksburg

Counties: Caroline, Essex, King George, King & Queen, Lancaster, Middlesex, Northumberland, Richmond, Spotsylvania, Stafford, and Westmoreland

Lynchburg

b7E

Counties: Amherst, Appomattox, Bedford, Buckingham, Campbell, Charlotte, Cumberland, Halifax, Henry, and Pittsylvania

Roanoke

Counties: Allegheny, Bath, Bland, Botetort, Carroll, Craig, Floyd, Franklin, Giles, Montgomery, Patrick, Pulaski, Roanoke, Rockbridge, and Wythe

Winchester

Counties: Clarke, Frederick, Page, Rappahannock, Shenandoah, and Warren

Washington

Seattle (District HQ)
1110 3rd Ave
Seattle, WA 98101-2904
(206) 622-0460

Bellingham

b7E

Counties: San Juan, Whatcom

Everett

Counties: Island, Skagit, and Snohomish

Olympia

b7E

Counties: Grays Harbor, Lewis, Mason, Pacific, and Thurston

Poulsbo

Counties: Clallam, Jefferson, and Kitsap

Spokane

Counties: Adams, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, and Whitman

Tacoma

County: Pierce

Tri-Cities

b7E

Counties: Asotin, Benton, Columbia, Franklin, Garfield, and Walla Walla

Vancouver

Counties: Clark, Cowlitz, Skamania, and Wahkiakum

Yakima

Counties: Chelan, Douglas, Kittitas, Klickitat, and Yakima

West Virginia

(Under the Pittsburgh, PA Field Office)

Charleston, West Virginia

b7E

Counties: Boone, Clay, Fayette, Kanawha, Nicholas, and Putnam

Clarksburg, West Virginia

Counties: Barbour, Braxton, Calhoun, Doddridge, Gilmer, Harrison, Lewis, Marion, Monongalia, Pendleton, Pocahontas, Preston, Randolph, Ritchie, Taylor, Tucker, Upshur, and Webster

Huntington, West Virginia

b7E

Counties: Cabell, Lincoln, Logan, Mason, Mingo, and Wayne

Martinsburg, West Virginia

Counties: Berkley, Grant, Hampshire, Hardy, Jefferson, Mineral, and Morgan

Wheeling, West Virginia

Counties: Brooke, Hancock, Marshall, Ohio, Pleasants, Tyler, and Wetzel

Wisconsin

Milwaukee (District HQ)
3600 South Lake Drive
St. Francis, WI 53235-3716

Eau Claire

Counties: Barron, Bayfield, Burnette, Chippewa, Douglas, Dunn, Eau Claire, Pepin (western portion), Pierce, Polk, Rusk, St. Croix, Sawyer, Washburn, Iron, Lincoln, Marathon, Oneida, Portage, Price, Taylor, Vilas, and Wood

Green Bay

b7E

Counties: Brown, Calumet, Door, Forest, Florence, Fond du Lac, Green Lake, Kewaunee, Langlade, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara, and Winnebago

La Crosse

Counties: Buffalo, Clarke, Crawford, Jackson, La Crosse, Monroe, Pepin (eastern portion), Richland, Trempealeau, and Vernon

Madison

b7E

Counties: Adams, Columbia, Dane, Grant, Green, Iowa, Jefferson, Juneau, Lafayette, Marquette, Rock, and Sauk

Wausau

Wyoming

(Under the Denver, CO Field Office)

Casper

b7E

Counties: Campbell, Converse, Crook, Johnson, Natrona, Niobrara, Sheridan, and Weston

Cheyenne

Counties: Albany, Carbon, Goshen, Laramie, and Platte

Jackson Hole

b7E

Counties: Lincoln, Park (west portion), Sublette, Sweetwater, Teton, and Uinta

Lander

Counties: Big Horn, Fremont, Hot Springs, Park (east portion), and Washakie

NCIC RECORD ABBREVIATIONS

ADD: Address

AGE: Approximate age

AKA: Also known as (Alias name)

AOL: Arrest offense literal

AOV: Age of victim

ARE: Area (State/Country)

ARI: Arresting agency identifier (ORI number)

ATN: Attention (person who requested the record)

BBL: Gun barrel length

BCO: Boat color

BHN: Boat hull number

BLD: Building

BLE: Boat length

BLT: Blood type

BMA: Boat make

BMO: Boat model name

BNM: Boat name

BPS: Body part status

BRA: Brand name

BRD: Brady indicator

BTY: Boat type

BXR: Body x-rays

BYR: Boat model year

CAL: Gun caliber

CAT: Category

CDA: Manner and cause of death

CDE: Canadian date of entry

CGD: Coast Guard document number

CIS: City and State

CMC: Caution and medical conditions

CON: Conviction date

COU: County

CRC: Circumcision

CRI: ORI of court issuing warrant

CRR: Conviction that resulted in registration

CTI: Court identifier (Court ORI number)

CTY: City name

CTZ: Citizenship

DII: Date Investigation Interest

DBF: Date body found

DCH: Dental characteristics

DCL: Date of clear

DEN: Denomination of security

DFP: Date fingerprinted

DIS: Date incarceration starts

DLC: Date of last contact

DLO: Location of DNA

DLU: Date and time last updated

DNA: DNA Availability

DNO: Detainer number

DOA: Date of arrest

DOB: Date of birth

DOC: Date of cancel

DOD: Date of detention

DOE: Date of emancipation

DOI: Date of image

DOL: Date of Loss

DOP: Date of purge

DOR: Date of recovery

DOT: Date of theft

DOV: Date of violation

DOW: Date of warrant

DPE: Date probation expires

DPR: Date probation or release revoked

DPT: Department or Agency name

DRE: Dentist's remarks

DRS: Identifying dress

DSE: Date sentence ends

DSP: Disposition

DSS: Date supervision starts

DTE: Date & time entered into NCIC

DUP: Duplicate

DXR: Dental X-rays available

EBS: Expanded DOB search

ECR: Entry criteria

EDD: Estimated date of death

EDS: Ending date of supervision

EML: Email address

ENS: Expanded name search

EPD: Engine power or displacement

ERD: Ending registration date

EXL: Extradition limitation

EXP: Expiration

EXT: Extradition

EYB: Estimated year of birth

EYE: Eye color

FBI: Number assigned if arrested & fingerprinted

FPA: Footprints available

FPC: Fingerprints classification

GNG: Gang type

GTI: Identifying graffiti

HAI: Hair

HGT: Height

HIT: Wanted/missing person hit results

HND: Identifying hand signals

HPT: Home port

HSP: Hull shape

HUL: Hull material

ICA: Investigative interest case number

ICN: IAFIS control number

IDE: Date of entry

IDT: Identity theft type

IIA: Investigation interest agency identifier

IID: Internet I.D.

IMN: Image number

IMR/MNAM: Image name

IMT: Image type

INC: IRI literal name

IND: Image indicator

IRI: Incarcerating agency ORI number

ISD: Issue date

ISS: Issuer

JWL: Jewelry (description – color, carat, etc.)

JWT: Jewelry type (ring, necklace, etc.)

LIC: License plate number

LIS: License plate state

LIT: License plate type (auto, truck, apportioned, etc.)

LIY: License plate year of expiration

LOC: Release location

LKA: Linking case number

LKI: Linking agency identifier

LOT: Lot number

LRI: Controlling agency identifier

MAK: Gun make (Colt, Smith & Wesson, etc.)

MAL: Medical examiner/coroner locality

MAN: Medical examiner/coroner agency name and case number

MAT: Medical examiner/coroner telephone number

MIF: Missing person interest

MIS/C: Miscellaneous/caution

MKE: Message key (example: Wanted Person-Caution)

MNP: Missing person

MNP/CA: Child abduction

MNU: Miscellaneous number (Alien registration, passport, military ID, SSN)

MOD: Model

MPA: Dental models and/or photos of teeth available

MPC: Missing person circumstance

NAM: Name

NDB: Name and date of birth

NIA: Notify investigative agency

NIC: NCIC number

NMF: First Name

NOA: Notify originating agency

NPA: Number of persons apprehended

NPF: Number of missing persons found

OA: State/local issued I.D.

OAC: Originating agency city

OAD: ORI agency address

OAN: Owner applied number

OCA: Original agency case number

OFF: Offense

OFS: Offender status

OLN: Operator's license number

OLS: Operator license state

OLY: Year license expires

ON1: ORI title/office

ON2: ORI agency/company name

ON3: Agency abbreviated name

OOC: Original offense classification

ORD: Date ordered on file

ORI: Originating agency identifier

OWN: Owner

PAK: Person with information alias

PAR: Person armed

PCO: Protection order conditions

PDT: Purge date

PEY: Person with information eye color

PHA: Person with information hair color

PHG: Person with information height

PIB: Person with information date of birth

PIN: Person with information

PIR: Person with information race

PIX: Person with information sex

PLC: Place of crime

PLI: Partial lot indicator

PMI: Person with information miscellaneous information

PNO: Protection order number

POB: Place of birth

POC: Agency point of contact

PNO: protection order number

PPB: Protected person's date of birth

PPN: Protected person's name

PPR: Protected person's race

PRO: Propulsion

PSK: Person with information skin tone

PSM: Person with information scars/marks/tattoos

PSN: Protected person's social security number

PSS: Person with information social security number

PSX: Protected person's sex

PUR: Purpose code

PWD: Password

PWG: Person with information weight

PWI: Person with information

RAC: Race

RCA: Recovering agency case number

REG: Registration number

RES: Registration state

REY: Registration year

RFP: Reason fingerprinted

RMI: Ransom money indicator

ROV: Relationship to victim

RPP: Reason for property record removal

RPR: Reason probation or release revoked

RPS: Reason for person record removal

RRI: Recovery agency identifier

RSH: Related search hit

SCI: Sentencing court identifier

SCR: Scar

SDT: Security date

SER: Serial number

SEX: Sex

SGP: Subgroup

SID: State I.D. number

SIG: State identification geographical location

SKN: Skin tone

SMT: Scars, marks, tattoos

SNA: Street name

SNU: Street number

SOC: Social security number

SON: Supervising officer's name

SOS: Sexual offender status

SOT: Supervising officers telephone number

SOV: Sex of victim

SRT: Sort parameters

STA: State name

SUPP: Supplemental

SXP: Sexual predator indicator

TAT: Tattoo

TCN: Transaction control number

TNO: Telephone number

TOT: Type of transaction

TTO: Identifying tattoos

TYP: Type

UNN: United Nations number

USR: User code

VCO: Vehicle color

VIN: Vehicle identification number

VLD: Validation date

VLN: Name of validator

VMA: Vehicle make (Ford, Chevy, etc.)

VMO: Vehicle model (Taurus, Blazer, etc.)

VNP: Value of property recovered

VOR: Value of other recovered property

VRC: Value of recovered contraband

VRX: Corrective vision prescription

VST: Vehicle style (22 door, convertible, etc.)

VYR: Vehicle year

WGT: Weight

WNO: Warrant number

ZIP: Zip code

Violations – Violation Types

- American Citizen Missing Abroad – Violent Crime
- Art Forgery – Federal Forgery
- Art Theft – Major Theft
- Bank Robbery – Violent Crime
- Bid Rigging – White Collar/Fraud
- Bomb Threat – Terrorism
- Border Corruption – Public Corruption
- Business Email Compromise – Cyber Crime
- Campaign Finance – Federal Elections Crimes
- Child Abduction (Non-Parental) – Violent Crime
- Child Sex Tourism – Sex Crimes Against Children
- Civil Rights Violations (FEC) – Federal Elections Crimes
- Color of Law: Excessive Force – Civil Rights Violation
- Computer Intrusion – Cyber Crime
- Controlled Substances – Violent Crime
- Corporate Fraud – White Collar/Fraud
- Counterproliferation – Terrorism
- Crime Aboard an Aircraft – Special Jurisdiction
- Crimes on a Government Reservation – Special Jurisdiction
- Crimes on the High Seas – Special Jurisdiction
- Disaster Recovery Fraud – White Collar/Fraud
- Domestic Terrorism – Terrorism
- Economic Espionage: Trade Secrets – Counterintelligence
- Embezzlement – Organized Crime
- Enticement of a Minor – Sex Crimes Against Children
- Espionage - Counterintelligence
- Federal Forgery – White Collar/Fraud
- Federal Funds Fraud – Financial Crimes
- Federal Kidnapping – Violent Crime
- Felon in Possession of a Firearm – Violent Crime
- Financial Exploitation – Financial Crimes
- Foreign Corruption – Public Corruption
- Fraudulent Misrepresentation – White Collar/Fraud
- Fugitive Sightings – Violent Crime
- Gangs and Criminal Enterprises – Violent Crime
- Hate Crime – Civil Rights Violation
- Healthcare Fraud – White Collar/Fraud
- Housing Discrimination – Civil Rights Violation
- Human Trafficking – Civil Rights Violation
- Illegal Use of Military Uniforms/Insignias – Special Jurisdiction
- Impersonation of Officer/Employee of US Govt – Special Jurisdiction
- Indian Country – Special Jurisdiction
- Interference with Aircraft/Laser Light – Special Jurisdiction
- International Parental Kidnapping – Violent Crime
- International Terrorism – Terrorism
- Interstate Death Threats – Violent Crime
- Investment Fraud – White Collar/Fraud
- Manufacture/Distribution of CP – Sex Crimes Against Children
- Money Laundering – White Collar/Fraud
- Moving Company Hostage Freight – Other
- Murder for Hire – Violent Crime
- Nuisance – Other
- Organized Crime – Organized Crime
- Parental Kidnapping (UFAP) – Violent Crime
- Parental Kidnapping – Violent Crime
- Pipeline Vandalism – Special Jurisdiction
- Possession of Child Pornography – Sex Crimes Against Children
- Prescription Forgery – Federal Forgery
- Prison Corruption – Civil Rights Violation
- Public Corruption – Public Corruption
- Serial Killings – Violent Crime
- Signature Forgery – Federal Forgery
- Sports Bribery – Organized Crime
- Stolen Valor – Special Jurisdiction
- Threat to an Aircraft – Special Jurisdiction
- Threats to Nuclear Facilities – Special Jurisdiction
- Theft of Government Property – Major Theft
- Timeshare Fraud – White Collar/Fraud
- Trafficking of Native American Human Remains or Cultural Items – Special Jurisdiction
- Transportation Crimes – Special Jurisdiction
- Vehicle Theft – Major Theft
- Voter/Ballot Fraud – Federal Elections Crimes
- Weapons of Mass Destruction – Terrorism
- Wire Fraud – Financial Crime

Violation Type - Violation

Civil Rights

- Color of Law: Excessive Force
- Hate Crime
- Housing Discrimination
- Human Trafficking
- Prison Corruption

Counterintelligence

- Economic Espionage: Trade Secrets
- Espionage

Cyber Crime

- Business Email Compromise (BEC)
- Computer Intrusion

Federal Elections Crimes

- Campaign Finance
- Civil Rights Violations (Federal Elections Crimes)
- Voter/Ballot Fraud

Federal Forgery

- Art Forgery
- Prescription Forgery
- Signature Forgery

Financial Crimes

- Federal Funds Fraud
- Financial Exploitation
- Wire Fraud

Major Theft

- Art Theft
- Theft of Government Property
- Vehicle Theft

Organized Crime

- Embezzlement
- Organized Crime
- Sports Bribery

Public Corruption

- Border Corruption
- Disaster Recovery Fraud
- Foreign Corruption
- Public Corruption

Sex Crimes Against Children

- Child Sex Tourism
- Enticement of a Minor
- Manufacture/Distribution of Child Pornography
- Possession of Child Pornography

Special Jurisdiction Matters

- Crimes Aboard an Aircraft
- Crimes on the High Seas
- Illegal Use of Military Forms/Insignia
- Impersonation of Officer/Employee of U.S. Gov't
- Indian Country
- Interference with an Aircraft/Laser Light Incident
- Pipeline Vandalism
- Stolen Valor
- Threat to an Aircraft
- Threats to Nuclear Facilities
- Trafficking of Native American Human Remains or Cultural Items
- Transportation Crimes

Terrorism

- Bomb Threat
- Counterproliferation
- Domestic Terrorism
- International Terrorism
- Weapons of Mass Destruction

Violent Crimes

- American Citizen Missing Abroad
- Bank Robbery
- Child Abduction (Non-Parental)
- Controlled Substances
- Federal Kidnapping
- Felon in Possession of a Firearm
- Fugitive Sightings
- Gangs and Criminal Enterprises
- International Parental Kidnapping
- Interstate Death Threats
- Murder for Hire
- Parental Kidnapping
- Parental Kidnapping (UFAP)
- Serial Killings

White Collar/Fraud

- Bid Rigging
- Corporate Fraud
- Federal Forgery
- Fraudulent Misrepresentation
- Healthcare Fraud
- Investment Fraud
- Money Laundering
- Timeshare Fraud

Other

- Moving Company Hostage Freight
- Nuisance Caller
- Other

b7E

FBI FIELD OFFICES-ALPHABETICAL ORDER

Division	Abr.	PHONE NUMBER	Xfer
Albuquerque, NM	AQ	505-889-1300	
Albany, NY	AL	518-465-7551	
Anchorage, Alaska	AN	907-276-4441	
Atlanta, Georgia	AT	770-216-3000	
Baltimore, Maryland	BA	410-265-8080	
Birmingham, Alabama	BH	205-326-6166	
Boston, Mass.	BS	857-386-2000	
Buffalo, NY	BF	716-856-7800	
Charlotte, NC	CE	704-672-6100	
Chicago, Illinois	CG	312-421-6700	
Cincinnati, Ohio	CI	513-421-4310	
Cleveland, Ohio	CV	216-522-1400	
Columbia, SC	CO	803-551-4200	
Dallas, Texas	DL	972-559-5000	
Denver, Colorado	DN	303-629-7171	
Detroit, Michigan	DE	313-965-2323	
El Paso, Texas	EP	915-832-5000	
Honolulu, Hawaii	HN	808-566-4300	
Houston, Texas	HO	713-693-5000	
Indianapolis, Indiana	IP	317-595-4000	
Jackson, Miss.	JN	601-948-5000	
Jacksonville, FL	JK	904-248-7000	
Kansas City, Missouri	KC	816-512-8200	
Knoxville, Tenn.	KX	865-544-0751	
Las Vegas, Nevada	LV	702-385-1281	
Little Rock, Arkansas	LR	501-221-9100	
Los Angeles, CA	LA	310-477-6565	
Louisville, Kentucky	LS	502-263-6000	

Division	Abr	PHONE NUMBER	Xfer
Memphis, Tennessee	ME	901-747-4300	
Miami, Florida	MM	754-703-2000	
Milwaukee, WI	MW	414-276-4684	
Minneapolis, MN	MP	763-569-8000	
Mobile, Alabama	MO	251-438-3674	
New Haven, CT	NH	203-777-6311	
New Orleans, LA	NO	504-816-3000	
New York, NY	NY	212-384-1000	
Newark, NJ	NK	973-792-3000	
Norfolk, Virginia	NF	757-455-0100	
Oklahoma City, OK	OC	405-290-7770	
Omaha, Nebraska	OM	402-493-8688	
Philadelphia, PA	PH	215-418-4000	
Phoenix, Arizona	PX	623-466-1999	
Pittsburgh, PA	PG	412-432-4000	
Portland, Oregon	PD	503-224-4181	
Richmond, VA	RH	804-261-1044	
Sacramento, CA	SC	916-746-7000	
Salt Lake City, Utah	SU	801-579-1400	
San Antonio, Texas	SA	210-225-6741	
San Diego, CA	SD	858-320-1800	
San Francisco, CA	SF	415-553-7400	
San Juan, Puerto Rico	SJ	787-754-6000	
Seattle, Wash.	SE	206-622-0460	
Springfield, Illinois	SI	217-522-9675	
St Louis, Missouri	SL	314-589-2500	
Tampa, FL	TP	813-253-1000	
Washington, DC	WF	202-278-2000	

Revised: 03/12/2018

FBI FIELD OFFICES-BY PHONE NUMBER

Division	Abr.	PHONE NUMBER	Xfer
Washington, DC	WF	202-278-2000	
New Haven, CT	NH	203-777-6311	
Birmingham, Alabama	BH	205-326-6166	
Seattle, Wash.	SE	206-622-0460	
San Antonio, Texas	SA	210-225-6741	
New York, NY	NY	212-384-1000	
Philadelphia, PA	PH	215-418-4000	
Cleveland, Ohio	CV	216-522-1400	
Springfield, Illinois	SI	217-522-9675	
Mobile, Alabama	MO	251-438-3674	
Denver, Colorado	DN	303-629-7171	
Los Angeles, CA	LA	310-477-6565	
Chicago, Illinois	CG	312-421-6700	
Detroit, Michigan	DE	313-965-2323	
St Louis, Missouri	SL	314-589-2500	
Indianapolis, Indiana	IP	317-595-4000	
Omaha, Nebraska	OM	402-493-8688	
Oklahoma City, OK	OC	405-290-7770	
Baltimore, Maryland	BA	410-265-8080	
Pittsburgh, PA	PG	412-432-4000	
Milwaukee, WI	MW	414-276-4684	
San Francisco, CA	SF	415-553-7400	
Little Rock, Arkansas	LR	501-221-9100	
Louisville, Kentucky	LS	502-263-6000	
Portland, Oregon	PD	503-224-4181	
New Orleans, LA	NO	504-816-3000	
Albuquerque, NM	AQ	505-889-1300	
Cincinnati, Ohio	CI	513-421-4310	

Division	Abr	PHONE NUMBER	Xfer
Albany, NY	AL	518-465-7551	
Jackson, Miss.	JN	601-948-5000	
Phoenix, Arizona	PX	623-466-1999	
Las Vegas, Nevada	LV	702-385-1281	
Charlotte, NC	CE	704-672-6100	
Houston, Texas	HO	713-693-5000	
Buffalo, NY	BF	716-856-7800	
Miami, Florida	MM	754-703-2000	
Norfolk, Virginia	NF	757-455-0100	
Minneapolis, MN	MP	763-569-8000	
Atlanta, Georgia	AT	770-216-3000	
San Juan, Puerto Rico	SJ	787-754-6000	
Salt Lake City, Utah	SU	801-579-1400	
Columbia, SC	CO	803-551-4200	
Richmond, VA	RH	804-261-1044	
Honolulu, Hawaii	HN	808-566-4300	
Tampa, FL	TP	813-253-1000	
Kansas City, Missouri	KC	816-512-8200	
Boston, Mass.	BS	857-386-2000	
San Diego, CA	SD	858-320-1800	
Knoxville, Tenn.	KX	865-544-0751	
Memphis, Tennessee	ME	901-747-4300	
Jacksonville, FL	JK	904-248-7000	
Anchorage, Alaska	AN	907-276-4441	
El Paso, Texas	EP	915-832-5000	
Sacramento, CA	SC	916-746-7000	
Dallas, Texas	DL	972-559-5000	
Newark, NJ	NK	973-792-3000	

b7E

Field Office	Walk-ins	Time for Walk-ins
Albany, NY		8:15-5:00pm
Albuquerque, NM		8:15-5:00pm
Anchorage, AK		8:15-4:30pm
Atlanta, GA		8:15-5:00pm
Baltimore, MD		8:30-5:00pm
Birmingham, AL		8:15-5:00pm
Boston, MA		8:00-5:00pm
Buffalo, NY		8:15-4:00pm
Charlotte, NC		8:30-4:30pm
Chicago, IL		8:15-5:00pm
Cincinnati, OH		8:15-4:00pm
Cleveland, OH		8:30-4:30pm
Columbia, SC		8:30-4:30pm
Dallas, TX		8:30-4:30pm
Denver, CO		8:30-4:30pm
Detroit, MI		8:00-5:00pm
El Paso, TX		8:15-4:30pm
Honolulu, HI		9:00-4:00pm
Houston, TX		8:15-5:00pm
Indianapolis, IN		8:15-4:30pm
Jackson, MS		8:15-5:00pm
Jacksonville, FL		8:00-4:30pm
Kansas City, MO		8:15-5:00pm
Knoxville, TN		8:15-5:00pm
Las Vegas, NV		8:30-11:00pm & 1:00pm-5:00pm
Little Rock, AR		8:15-5:00pm
Los Angeles, CA		Appointment Only
Louisville, KY		8:30-4:45pm
Memphis, TN		8:15-4:30pm
Miami, FL		8:15-4:00pm
Milwaukee, WI		8:00-5:00pm
Minneapolis, MN		8:30-4:00pm
Mobile, AL		8:30-4:30pm
New Haven, CT		8:15-4:00pm
New Orleans, LA		8:00-5:00pm
New York, NY		N/A
Newark, NJ		8:00-4:30pm
Norfolk, VA		8:15-5:00pm
Oklahoma City, OK		8:15-4:30pm
Omaha, NE		8:30-4:00pm
Phoenix, AZ		8:15-4:30pm
Philadelphia		8:15 - 4:45pm
Pittsburgh, PA		N/A
Portland, OR		N/A
Richmond, VA		8:15-5:00pm
Sacramento, CA		8:00-5:00pm
Salt Lake City, UT		8:15-4:30pm
San Antonio, TX		8:15-5:00pm
San Diego, CA		8:15-5:00pm
San Francisco, CA		8:30-4:30pm
San Juan		8:15- 5:00pm
Seattle, WA		8:00-4:00pm
Springfield, IL		8:00-4:30pm
St. Louis, MO		8:30-4:00pm
Tampa, FL		8:00-4:00pm

CSRs Foreign Language Table

b6
b7C
b7E

Languages: German, French & Persian Farsi

		M, Tu, W, Th, Fr	9:00 am – 5:30 pm

Language: Spanish

	Tu, W, Th, Fr, Sat	9:00 am – 5:30 pm
	M, Tu, W, Th, Fr	2:00 pm - 10:30 pm
	M, Tu, W, Th, Fr	9:00 am – 5:30 pm

Spanish Language Backups (For Emergency Situations Only)

Lead CSR

MAPA

Crimes Against Children

FBI/CJIS/PAL UNIT

SSA [redacted]

b6
b7C

CAC Federal Violations

- Child Abductions
  - 7B – IPK
  - 7C – Child Abductions – No Ransom
  - 7E – Child Abductions – Ransom
  - 88 – UFAP – Parental Kidnapping
- Contact Offenses
  - 31F – Child Sex Tourism
  - 70E – Crime on Gov Res/Sexual Physical Abuse
  - 305B – Travelers/Enticement
  - 305G – Production/Manufacturing of CP

CAC Federal Violations (cont.)

- Trafficking of Child Pornography
  - 305D – Possessors of CP
  - 305H – Sextortion
  - 305I – Traders/Distributers of CP
- Sexual Exploitation of Children Enterprises
  - 31C – White Slave Traffic Act – Sexual Exploitation of Children
  - 31E – WSTA – Child Prostitution
  - 305A – Electronic Groups/Orgs/Ents for Profit

Child Abductions 7C/7E

b7E

- Believed to be taken by someone other than parent or guardian

7C/7E pertinent info

b7E

7C/7C Required response

b7E

- NCMEC 800-THE-LOST
- National Runaway Switchboard 800-RUNAWAY
- Aliayah Lunsford and Wheeling 11yo

International Parental Kidnapping 7B

- Parent takes child to another country
- Deprive other parent lawful custody/visitation rights
- Even if prior to any court decision
- [redacted] b7E
- Hague Convention – Civil Aspects of International Child Abduction
- US a signatory of convention
- Must tell caller to notify US State Department - coordination
- If other country is signatory and child is under 16 – HC likely applies

7B Pertinent questions

b7E

UFAP Parental Kidnapping - 88

- Violation of Custody Order – NOT a federal crime
- Even if child is taken across state lines – local matter
- However – crossing state lines to avoid local felony charge – can assist
- 4 criteria must be met
  - Local/state arrest warrant issued – felony
  - Evidence of interstate flight exists
  - Request for FBI assistance - & locals agree to extradite and prosecute
  - US Attorney's office authorized FBI UFAP warrant

88 UFAP PK Pertinent questions

b7E

Contact offenses - Child Sex Tourism 31F

- Traveling overseas to sexually exploit children
- Even if legal in other country
- US citizen cannot travel with intent to engage in any form of SC w/minor
- Can also be prosecuted federally for organizing or assisting anyone with this intent

31F Pertinent Questions

b7E

70E – Crime on Govt. Res – Sexual Physical Abuse – Minor Child

- FBI typically handles most felonies on Indian Reservation
- Sexual assault/Abuse Minor Child Felony

70E Pertinent Questions

b7E

305B – Travelers/Enticement

b6
b7C

- Travel/Transport/Cause to Travel
- No Sexual Conduct necessary but intent necessary for Transportation
- If SC proven – no intent necessary for Travel Charge
- Must be across state lines for federal violation
- Transportation – 10 yr min
- Recent NDWV offenders
- Patrick Ganim, Kevin Wick, Mustafa Bazbaz

305B Pertinent Questions

b7E

305G – Production/Manufacturing of CP

- Victim may be in imminent danger
- Indicative of ongoing sexual victimization
- Creates a permanent record of the abuse of victim
- Agents will take every logical step to identify and rescue victim
- "Hands on" or through enticement
- Either way – 15yr mandatory minimum sentence.

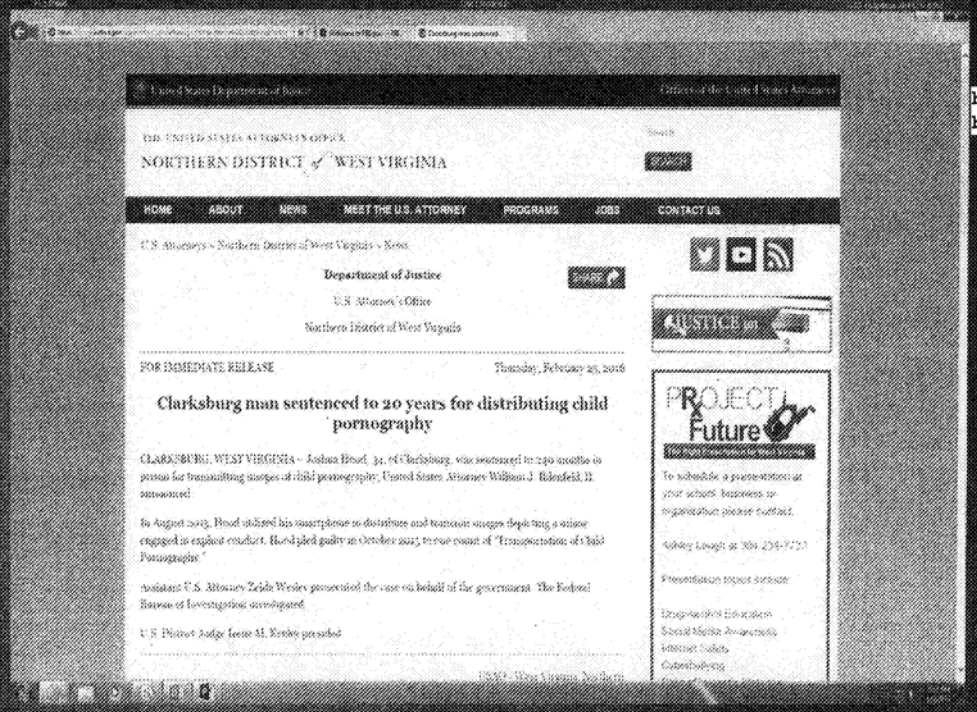
305G Pertinent Questions

b7E

- Josh Hood case ex.

Josh Hood

b6
b7C



United States Department of Justice

Office of the United States Attorneys

THE UNITED STATES ATTORNEY'S OFFICE

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FOR IMMEDIATE RELEASE

Thursday, February 25, 2016

Clarksburg man sentenced to 20 years for distributing child pornography

CLARKSBURG, WEST VIRGINIA – Joshua Hood, 32, of Clarksburg, was sentenced to 240 months in prison for transmitting images of child pornography, United States Attorney William J. Ihlenfeld, II, announced.

In August 2013, Hood utilized his smartphone to distribute and transmit images depicting a minor engaged in explicit conduct. Hood pled guilty in October 2015, to one count of "Transportation of Child Pornography."

Assistant U.S. Attorney Zelda Wesley prosecuted the case on behalf of the government. The Federal Bureau of Investigation investigated.

U.S. District Judge Irene M. Keeley presided.

JUSTICE.gov

PROJECT Future

To schedule a presentation at your school, business or organization please contact:

Ashley Lough at 304-234-9721

Presentation topics include:

Unsupervised Education
Social Media Awareness
Internet Safety
Cyberbullying

Sexual Exploitation of Children Enterprises – 31E Child Prostitution

- Minor child being forced/coerced to engage in prostitution
- Missing/runaway/throwaway children – recruited
- Children with no purpose/void - recruited through Social media
- Many prostitution rings travel circuits – interstate nexus
- Origination cities and destination cities
- However other charges can also be considered – drugs, laundering, conspiracy, Child Pornography, RICO
- Ex - Operation Cross Country
- 3000 minors rescued since 2003, 31 life sentences

31E Pertinent Questions

b7E

305A- E-Groups/Organizations/Enterprises for Profit

- High priority for VCAC
- Online groups, organizations, and for-profit enterprises that seek to exploit minors
- Utilize the internet to profit, share, communicate with sex offenders, and further exploitation of minor victims
- Making money off of exploited/abused children
- FBI must address domestically and internationally
- Ex - Operation Pacifier "Playpen"

305A Pertinent Questions

b7E

Trafficking of CP – 305D, 305H, & 305I

- 305D – Possession of CP
- Most common violation encountered
- Likely to be indicative of other violations
- [redacted] b7E
- Peer-to-peer, email, text, etc.– Distribution - then 305I
- But important to be worked – FBI VCAC or ICAC TF members
- Information provided is often tip of iceberg

305D/305I Pertinent questions

b6
b7C
b7E

305H - Sextortion

- Extortion and/or blackmail to have victim comply with demands
- Online/social media/text
- Typically threats to release sexually explicit material previously obtained
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[redacted]

b3
b6
b7C

305H Questions

b7E

Review

b7E

Questions

- Feel free to stop by anytime

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COMPLAINT GUIDE

Complaint Guide

Public Access Line

COMPLAINT GUIDE

PUBLIC ACCESS LINE

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NATIONAL SECURITY MATTERS:

b7E

TERRORISM -

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18 U.S.C. § 2332b defines the term "federal crime of terrorism" as an offense that:

• Is calculated to influence or affect the conduct of government by intimidation or coercion, or to retaliate against government conduct; and

• Is a violation of one of several listed statutes, including § 930(c) (relating to killing or attempted killing during an attack on a federal facility with a dangerous weapon); and § 1114 (relating to killing or attempted killing of officers and employees of the U.S.), bombings, attacks on US interests abroad, conspiracy to attack usually motivated by religious beliefs

International Terrorism (IT): 415 Classification

"International terrorism" means activities with the following three characteristics:

- Involve violent acts or acts dangerous to human life that violate federal or state law;
- Appear to be intended (i) to intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by mass destruction, assassination, or kidnapping; and
- Occur primarily outside the territorial jurisdiction of the U.S., or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum.

Examples of IT incidents: 9/11, Boston Bombing

Examples of IT groups: Hamas, Al-Qa'ida, Al-Shabaab, Hizballah

Domestic Terrorism (DT): 266 Classification

"Domestic terrorism" means activities with the following three characteristics:

- Involve acts dangerous to human life that violate federal or state law;
- Appear intended (i) to intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by mass destruction, assassination, or kidnapping; and

- Occur primarily within the territorial jurisdiction of the U.S.

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Examples of DT incidents: Oklahoma City Bombing, the Unabomber, Beltway Snipers, school shootings

Examples of reportable DT activity: [redacted]

DT groups: Eco-terrorists; Sovereign Citizens, Militia extremists, White Supremacy extremists, Animal rights extremists, Anarchist extremists

Weapons of Mass Destruction (WMD): 279 Classification

Weapons of Mass Destruction (WMD) are defined in US law (18 USC §2332a) as:

"(A) any destructive device as defined in section 921 of this title (i.e. explosive device);

(B) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors;

(C) any weapon involving a biological agent, toxin,

(D) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life."

WMD is often referred to by the collection of modalities that make up the set of weapons: chemical, biological, radiological, nuclear, and explosive (CBRNE). These are weapons that have a relatively large-scale impact on people, property, and/or infrastructure.

Examples of WMD incidents: [redacted]

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Precursors: [redacted]

Counterproliferation

The FBI investigates attempts to acquire information and technologies that would enhance a foreign government's ability to create, use, share, or sell weapons of mass destruction (chemical, biological, radiological, nuclear, or explosive), missile delivery systems, and/or space or advanced conventional weapons or components. We also work to identify critical intelligence gaps in the current threat environment, look at proliferation threats emerging on the horizon.

Examples of reportable activity: b7E

COUNTERINTELLIGENCE -

Counterespionage Suspected espionage: unauthorized possession of classified information, security clearance issues

The overall goals of the FBI's Counterintelligence program are:

- Keep weapons of mass destruction, advanced conventional weapons, and related technology from falling into the wrong hands—using intelligence to drive our investigative efforts to keep threats from becoming reality. Protect the secrets of the U.S. intelligence community—again, using intelligence to focus our investigative efforts and collaborating with our government partners to reduce the risk of espionage and insider threats.

- Protect the nation's critical assets—like our advanced technologies and sensitive information in the defense, intelligence, economic, financial, public health, and science and technology sectors. We work to identify the source and significance of the threats against these assets, and to help their "owners" to minimize vulnerabilities.

• Counter the activities of foreign spies—whether they are representatives of foreign intelligence agencies or governments or are acting on their behalf, they all want the same thing: to steal U.S. secrets. Through proactive investigations, we identify who they are and stop what they're doing.

Some Indicators that an employee is spying and/or methodically stealing from the organization:

• Without need or authorization, takes proprietary or other material home via documents, thumb drives, computer disks, or e-mail. Inappropriately seeks or obtains proprietary or classified information on subjects not related to their work duties.

• Interest in matters outside the scope of their duties, particularly those of interest to foreign entities or business competitors.

• Unnecessarily copies material, especially if it is proprietary or classified.

• Remotely accesses the computer network while on vacation, sick leave, or at other odd times.

• Disregards company computer policies on installing personal software or hardware, accessing restricted websites, conducting unauthorized searches, or downloading confidential information.

• Works odd hours without authorization; notable enthusiasm for overtime work, weekend work, or unusual schedules when clandestine activities could be more easily conducted.

• Unreported foreign contacts (particularly with foreign government officials or intelligence officials) or unreported overseas travel.

• Short trips to foreign countries for unexplained or strange reasons.

• Unexplained affluence; buys things that they cannot afford on their household income.

• Engages in suspicious personal contacts, such as with competitors, business partners or other unauthorized individuals.

• Overwhelmed by life crises or career disappointments.

• Shows unusual interest in the personal lives of co-workers; asks inappropriate questions regarding finances or relationships.

• Concern that they are being investigated; leave straps to detect searches of their work area or home; searches for listening devices or cameras.

• Many people experience or exhibit some or all of the above to varying degrees; however, most people will not cross the line and commit a crime.

Economic Espionage

Economic Espionage is (1) whoever knowingly performs targeting or acquisition of trade secrets to (2) knowingly benefit any foreign government, foreign instrumentality, or foreign agent (Title18 U.S.C., Section 1831).

Trade secrets are all forms and types of financial, business, scientific, technical, economic or engineering information, including patterns, plans, compilations, program devices, formulas, designs, prototypes, methods, techniques, processes, procedures, programs, or codes whether tangible or intangible, and whether or how stored, compiled, or memorialized physically, electronically, graphically, photographically or in writing, which the owner has taken reasonable measures to protect; and has an independent economic value.

"Trade secrets" are commonly called classified proprietary information, economic policy information, trade information, proprietary technology, or critical technology.

Theft of trade secrets occurs when someone (1) knowingly performs targeting or acquisition of trade secrets or intends to convert a trade secret to (2) knowingly benefit anyone other than the owner. This is commonly referred to as Industrial Espionage (Title 18 U.S.C., SECTION 1832).

CYBER CRIME - [redacted] b7E

*The FBI investigates cybercrimes (**288A** classification - including **computer intrusion**, **malicious code**, and "**other nefarious computer-supported applications**") ONLY if they have nexus to the following issues on a NATIONAL scale:*

1. **National Security** – Any activity which threatens the safety of The National Information Infrastructure (TNII), posed by individuals, groups, or foreign powers.

2. **Health & Safety of Children** – Any activity by predators or groups meant to sexually exploit or endanger children for personal or financial gain.

3. **Economic Security** – Any activity by individuals or groups which target US intellectual property, and could feasibly affect US economic infrastructure.

4. **Internet-based Fraud** – Any activity which utilizes internet/computer communications or applications to perpetrate exploitation or fraud.

Computer Intrusion

Bottom line, computer intrusion complaints **must** indicate a *national* threat, as outlined above. Personal attacks/vendettas against individuals typically will not be worked. If the victim is a business, depending on the amount of loss, it may be worked because it falls under economic security threats.

Examples of intrusion: Target store hacking, intrusion into a department of defense system, distributed denial of service on a national scale. [redacted] b7E

Information to gather:

b7E

Internet Crimes Complaint Center (IC3) at www.IC3.gov.

The Internet Crime Complaint Center (www.IC3.gov) is the primary government agency to receive, develop, and refer complaints regarding the rapidly expanding area of cybercrime. The IC3 complaint process provides victims of cybercrimes a convenient, easily accessible, online reporting mechanism to alert law enforcement of suspected criminal and civil violations. For law enforcement and regulatory agencies at the federal, state, local and international levels, IC3 is the central clearinghouse for complaints on internet related crimes.

b7E

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See the "File a Complaint" section of the IC3 Web Site for information and direction on how to submit a complaint to IC3.

IC3 handles complaints on the following types of frauds and scams:

Wire Fraud: Many, many scams involve the perpetrator causing the victim to send money via wire transmission. Common ones are the relative in distress scam, dating scams, or inheritance scams. While the disposition of a reported wire fraud may always depend on the unique circumstances of the individual's situation a good rule of thumb follows:

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Auction Fraud: Auction fraud involves fraud attributable to the misrepresentation of a product advertised for sale through an Internet auction site or the non-delivery of products purchased through an Internet auction site

Counterfeit Cashier's Check: The counterfeit cashier's check scheme targets individuals that use Internet classified advertisements to sell merchandise. Typically, an interested party located outside the United States contacts a seller, and the seller is told that the buyer has an associate in the United States that owes him money. As such, the buyer will have the associate send the seller a cashier's check for the amount owed to the buyer, but the check is actually counterfeit.

Credit Card Fraud: Credit card fraud is the unauthorized use of a credit/debit card, or card number, to fraudulently obtain money or property.

Debt Elimination: Debt elimination schemes generally involve websites advertising a legal way to dispose of mortgage loans and credit card debts. After obtaining information from the participant, the fraudster will issues bonds and promissory notes to the lenders that purport to legally satisfy the debts of the participant. In exchange, the participant is then required to pay a certain percentage of the value of the satisfied debts to the subject.

Parcel Courier Email Schemes: The Parcel Courier Email Scheme involves the supposed use of various National and International level parcel providers such as DHL, UPS, FedEx and the USPS.

Employment/Business Opportunities: Employment/business opportunity schemes involve bogus foreign-based companies that recruit citizens in the United States on several employment-search websites for work-at-home employment opportunities. These positions often involve reselling or reshipping merchandise to destinations outside the United States.

Escrow Services Fraud: In an effort to persuade a wary Internet auction participant, the perpetrator will propose the use of a third-party escrow service to facilitate the exchange of money and merchandise. The victim is

unaware the perpetrator has compromised a true escrow site and, in actuality, created one that closely resembles a legitimate escrow service. The victim sends payment to the phony escrow and receives nothing in return. Or, the victim sends merchandise to the subject and waits for his/her payment through the escrow site which is never received because it is not a legitimate service.

Identity Theft: Identity theft occurs when someone appropriates another's personal information in order to commit theft or fraud. If the victim is an individual, refer to Federal Trade Commission (FTC).

Internet Extortion: Internet extortion involves hacking into and controlling various industry databases, promising to release control back to the company if funds are received, or the subjects are given web administrator jobs. Similarly, the subject will threaten to compromise information about consumers in the industry database unless funds are received.

Investment Fraud: Investment fraud is an offer using false or fraudulent claims to solicit investments or loans, or providing for the purchase, use, or trade of forged or counterfeit securities.

Lotteries: The lottery scheme deals with persons randomly contacting email addresses advising them they have been selected as the winner of an International lottery.

Nigerian Letter or "419": Named for the violation of Section 419 of the Nigerian Criminal Code, the 419 scam involves communication from individuals representing themselves as Nigerian or foreign government officials, offering the recipient the "opportunity" to share in a percentage of millions of dollars, and soliciting for help in placing large sums of money in overseas bank accounts. Payment of taxes, bribes to government officials, and legal fees are often described in great detail with the promise that all expenses will be reimbursed as soon as the funds are out of the country. The recipient is encouraged to send information to the author, such as blank letterhead stationery, bank name and account numbers, and other identifying information using a facsimile number provided in the letter. The scheme relies on convincing a willing victim to send money to the author of the letter in several installments of increasing amounts for a variety of reasons.

Phishing/Spoofing: Phishing and spoofing refer to forged or faked electronic documents. Spoofing generally refers to the dissemination of email which is forged to appear as though it was sent by someone other than the actual source. Phishing, often utilized in conjunction with a spoofed email, is the act of sending an email falsely claiming to be an established legitimate business in an attempt to dupe the unsuspecting recipient into divulging personal, sensitive information such as passwords, credit card numbers, and bank account information after directing the user to visit a specified website. The website, however, is not genuine and was set up only as an attempt to steal the user's information.

Ponzi/Pyramid: Ponzi or pyramid schemes are investment scams in which investors are promised abnormally high profits on their investments. No investment is actually made. Early investors are paid returns with the investment money received from the later investors. The system usually collapses. The later investors do not receive dividends and lose their initial investment.

Reshipping: The "reshipping" scheme requires individuals in the United States to receive packages at their residence and subsequently repackage the merchandise for shipment, usually abroad. The reshipping scheme helps facilitate the transfer of goods purchased online by fraudulent means. If a caller is unsure what to do with the physical packages once they figured out this was a scam, advise caller to turn the package in to the local police.

Spam: With improved technology and world-wide Internet access, spam, or unsolicited bulk email, is now a widely used medium for committing traditional white collar crimes including financial institution fraud, credit card fraud, and identity theft, among others.

Third Party Receiver of Funds: The subjects, usually foreign, post work-at-home job offers on popular Internet employment sites, soliciting assistance from United States citizens. The subjects allegedly are posting Internet auctions, but cannot receive the proceeds from these auctions directly because their location outside the United States makes receiving these funds difficult. The seller asks the United States citizen to act as a third party receiver of funds from victims who have purchased products from the subject via the Internet. The United States citizen, receiving the funds from the victims, then wires the money to the subject.

CRIMINAL MATTERS:

b7E

PUBLIC CORRUPTION -

Public Corruption *(18 U.S.C. 201) occurs when a public official (elected, appointed, or under contract) and/or a private individual engage in a corrupt scheme that involves an abuse of the public official's authority, in exchange for personal gain.*

The objective of an FBI Public Corruption investigation is, where possible, to resolve allegations of wrongdoing either through prosecution or by disproving the veracity of the allegation.

Rumor or innuendo alone is not sufficient to initiate an investigation, nor is official misconduct or scandalous behavior. The standard for opening an investigation is an ***articulable, factual basis*** *indicating possible corrupt activity.*

Government Fraud (State, Local, Federal Authorities)

- **Contract:** ***194 Classification (State & Local Officials), or 58 Classification (Federal Officials)*** – Payment of bribes or kickbacks (i.e. anything of value) to local, state, or federal public officials in exchange for favorable treatment regarding government contracts and can include:

  "Pay to play" schemes, improper disclosure of competitor bid information, discretionary awarding of "no Bid" contracts, or approving false invoices or cost overruns for the bidding contractor.

- **Judicial** – When an individual or organization seeks to influence an act taken by a court by engaging in behavior that corrupts a member of the judicial system:

  Reduction of bond or sentence, waiving fines, or dismissal of charges

• **Law Enforcement *245O Classification (drug-related)*** – Can involve payment or benefit of local, state, or federal law enforcement officials in exchange for some desired action or inaction, such as:

> **Theft of items during an investigation, "protecting" illegal activity, or leaking sensitive information to unauthorized parties.**

• **Legislative** – Bribes or kickbacks to legislators, their staff, lobbyists, or consultants in exchange for some action or inaction concerning pending or future legislation or policy. This may include any of the following:

> **Voting for/against legislation, confirmation of an executive appointment, appropriation considerations, or "pay to play" schemes.**

• **Regulatory** – Typically involves payments to public officials in exchange for some action or inaction pertaining to licensing, inspections, zoning variances, or other public documents. Regulatory corruption can include:

> **Failure to report violations of regulatory codes in exchange for something of value**
>
> **fraudulent issuance of identification documents, improper issuance of identification documents, improper issuance of licenses (liquor, vehicle, construction, adult entertainment, etc.)**
>
> **alteration of zoning variances**

• **Election Fraud: *56 Classification*** – Election fraud can occur in state or federal election and encompasses activities such as buying votes, intimidating voters, voting more than once in an election, tampering with ballot boxes, destroying ballots, or any other intentional disruptions of the polling process.

Understanding and Prioritizing the Complaint:

b7E

Questions to ask:

b7E

Border Corruption

Border corruption occurs when a Border Patrol or US Customs Officer helps facilitate the entry of drugs or undocumented persons into the US.

Questions to Ask:

b7E

Disaster Recovery Fraud

Disaster recovery fraud is fraud, waste, abuse, or allegations of mismanagement involving disaster relief organizations.

Questions to Ask:

b7E

Foreign Corruption

The **Foreign Corruption Practice Act** (FCPA) makes it a violation of US federal law to bribe foreign government officials to obtain or retain business.

Economic Stimulus Fund Fraud

Economic stimulus fund fraud is the allegation of corruption or fraud related to economic stimulus spending.

Questions to Ask:

b7E

b7E

Federal Election Crimes

The FBI has a limited role in ensuring fair and free elections in the US. Election crimes become federal crimes when:

- The ballot includes one or more federal candidates
- An election official abuses his/her duties
- The crime involved fraudulent voter registration
- Voters are not US Citizens

Federal Election crimes include:

- Vote Buying
- Giving false information when voting
- Voting multiple times
- Voting by ineligible persons
- Intimidation
- Destruction of ballots
- Falsifying vote tallies
- Baseless voter challenges
- Voter deception
- Campaign finance fraud

Federal Election crimes do NOT include:

- False charges about opponents
- Trying to convince an opponent to withdraw
- Campaigning too close to the polls
- Paying for endorsements
- Taking voters to the polls
- Offering a stamp to mail an absentee ballot
- Giving voters time off to vote

• Technical errors in election management.

[redacted] b7E

International Contract Corruption

This initiative addresses the growing corruption within the global community. The **International Contract Corruption Task Force** addresses the systemic, long-term, multi-billion dollar contract corruption and procurement crime problem linked to the war and reconstruction efforts in Iraq and Afghanistan [redacted] b7E

CIVIL RIGHTS [redacted]

Civil Rights violations fall under one of four categories, listed here in order of priority: ***Hate Crimes, Color of Law, Human Trafficking, and the Freedom of Access to Clinic Entrance Act (FACE).*** [redacted] b7E

Hate Crimes

(44 Classification): (18 U.S.C. 241, 245, 247, 249)

Defining a Hate Crime: A hate crime is a traditional offense, like murder, arson, or vandalism with an added element of bias. For the purposes of collecting statistics, Congress has defined a hate crime as a "criminal offense against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, ethnic origin or sexual orientation." Hate itself is not a crime—and the FBI is mindful of protecting freedom of speech and other civil liberties.

In 2009, the passage of a new law—the first significant expansion of federal criminal civil rights law since the mid-1990s—gave the federal government the authority to prosecute violent hate crimes, including violence and attempted violence directed at the gay, lesbian, bisexual, and transgender community, to the fullest extent of its jurisdiction.

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Color of Law

(282 Classification): (18 U.S.C. 242) *A color of law violation is committed when someone whose authority was given by local, state, or federal government, acts outside the bounds of lawful authority. These acts include* ***Use of excessive force, sexual assault, failure to keep from harm, deprivation of medical attention, deprivation of property, presentation of false evidence,*** *and* ***planting of evidence.***

Excessive force: In making arrests, maintaining order, and defending life, law enforcement officers are allowed to use whatever force is "reasonably" necessary. The breadth and scope of the use of force is vast—from just the physical presence of the officer to the use of deadly force. Violations of federal law occur when it can be shown that the force used was willfully "unreasonable" or "excessive."

Sexual assaults by officials acting under color of law can happen in jails, during traffic stops, or in other settings where officials might use their position of authority to coerce an individual into sexual compliance. The compliance is generally gained because of a threat of an official action against the person if he or she doesn't comply.

False arrest and fabrication of evidence: The Fourth Amendment of the U.S. Constitution guarantees the right against unreasonable searches or seizures. A law enforcement official using authority provided under the color of law is allowed to stop individuals and, under certain circumstances, to search them and retain their property. It is in the abuse of that discretionary power—such as an unlawful

detention or illegal confiscation of property—that a violation of a person's civil rights may occur.

Fabricating evidence against or falsely arresting an individual also violates the color of law statute, taking away the person's rights of due process and unreasonable seizure. In the case of deprivation of property, the color of law statute would be violated by unlawfully obtaining or maintaining a person's property, which oversteps or misapplies the official's authority.

The Fourteenth Amendment secures the right to due process; the Eighth Amendment prohibits the use of cruel and unusual punishment. During an arrest or detention, these rights can be violated by the use of force amounting to punishment (summary judgment). The person accused of a crime must be allowed the opportunity to have a trial and should not be subjected to punishment without having been afforded the opportunity of the legal process.

Failure to keep from harm: The public counts on its law enforcement officials to protect local communities. If it's shown that an official willfully failed to keep an individual from harm, that official could be in violation of the color of law statute. Many complaints from incarcerated individuals will fall into this category. Failure to provide medical treatment is commonly reported.

Determine credibility of the accusation with the following questions:

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Information to collect if the caller is credible:

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Civil Applications

Title 42, U.S.C., Section 14141 makes it unlawful for state or local law enforcement agencies to allow officers to engage in a pattern or practice of conduct that deprives persons of rights protected by the Constitution or U.S. laws. This law, commonly referred to as the Police Misconduct Statute, gives the Department of Justice authority to seek civil remedies in cases where law enforcement agencies have policies or practices that foster a pattern of misconduct by employees. This action is directed against an agency, not against individual officers. The types of issues which may initiate a pattern and practice investigation include:

- **Lack of supervision/monitoring of officers' actions;**
- **Lack of justification or reporting by officers on incidents involving the use of force;**
- **Lack of, or improper training of, officers; and**
- **Citizen complaint processes that treat complainants as adversaries.**

Under Title 42, U.S.C., Section 1997, the Department of Justice has the ability to initiate civil actions against mental hospitals, retardation facilities, jails, prisons, nursing homes, and juvenile detention facilities when there are allegations of systemic derivations of the constitutional rights of institutionalized persons.

Human Trafficking

(50 Classification): (18 U.S.C. 894, 1324, 1328, 1581-1592) *In the simplest of terms, under federal law, human trafficking has occurred if a person was induced to perform labor or a commercial sex act through force, fraud, or coercion. Actual transportation or "movement" of the victim is not a required element. These acts include* ***forced labor, forced domestic servitude,*** *or* ***forced commercial sex.***

To discern a Human Trafficking violation, determine the following:

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Human Trafficking, which is based on exploitation, should not be confused with ***human smuggling***, which is based on transportation. The two are **NOT** interchangeable. **Human Smuggling** is generally defined as "the importation of people into the United States involving deliberate evasion of applicable immigration laws. The offense includes bringing illegal aliens into the country and unlawful transport or harboring of aliens already within the US." This is a federal violation, but is the jurisdiction of **Immigration & Customs Enforcement (ICE)** and reports of such matters should be referred there.

Freedom of Access to Clinic Entrance Act

(286 Classification): (18 U.S.C. 248) *The **FACE Act** makes it unlawful for a person to use force, threat of force, or physical obstruction to intentionally injure, intimidate, or interfere with a person because he/she is or has been obtaining or providing reproductive health services. It is also makes unlawful for a person to intentionally damage or destroy the property of a facility because it provides reproductive health services.*

ORGANIZED CRIME - [redacted]

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Organized Crime

(251 or 281 Classification) (21 U.S.C. 848) is any group having some manner of formalized structure, whose primary objective is to obtain money through illegal activities. Groups maintain their position through actual or threatened violence, extortion, or corrupt public officials and have a significant impact on people in their locales, region, or the country as a whole. Usually regionalized or based on ethnicity.

Including:

- Italian Mafia such as La Cosa Nostra (LCN)
Groups from African countries like Nigeria that use drug trafficking and financial scams
- Russian mobsters who fled to the US, in the wake of Soviet Union collapse
- Asian crime rings such as Chinese Tongs, and Japanese Boryokudan
- Groups based in Eastern Europe like Hungary and Romania.

Criminal Enterprise

The terms Organized Crime and Criminal Enterprise are similar and often used synonymously. However, various federal criminal statutes specifically define the elements of an enterprise that need to be proven in order to convict individuals or groups of individuals under those statutes. A criminal enterprise is defined as any group of six or more people, where one of the six occupies a position of organizer, a supervisory position, or any other position of management with respect to the other five, and which generates substantial income or resources, and is engaged in a continuing series of violations of subchapters I and II of Chapter 13 of Title 21 of the United States Code. 18 U.S.C. 1961 is different from Organized Crime in that, while still having an identified hierarchy, they are engaged in multiple criminal activities, and have extensive supporting networks.

These crimes are investigated and prosecuted under the **Racketeer Influenced and Corrupt Organizations (RICO) Statute** (18 U.S.C. Chapter 96), which defines an enterprise as "any individual, partnership, corporation, association, or other legal entity, and any union or group of individuals associated in fact, although not a legal entity."

The FBI defines significant racketeering activities as those predicate criminal acts that are chargeable under the Racketeer Influenced and Corrupt Organizations statute. These are found in Title 18 of the United States Code, Section 1961 (1) and include the following federal crimes:

- Bribery
- Sports Bribery
- Counterfeiting
- Embezzlement of Union Funds
- Mail Fraud
- Wire Fraud
- Money Laundering
- Obstruction of Justice
- Murder for Hire
- Drug Trafficking
- Prostitution
- Sexual Exploitation of Children
- Alien Smuggling
- Trafficking in Counterfeit Goods
- Theft from Interstate Shipment
- Interstate Transportation of Stolen Property

And the following state crimes:

- Murder
- Kidnapping
- Gambling
- Arson
- Robbery
- Bribery
- Extortion
- Drugs

Racketeering involves any combination of many federal crimes, including: Bribery, Counterfeiting, Embezzlement, Fraud, Money Laundering, Obstruction of Justice, Murder for Hire, Drug Trafficking, etc. These constitute FBI jurisdiction.

POINTS TO COVER with your caller:

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Sports Bribery

The FBI investigates violations of federal statutes concerning gambling and corruption in the sports industry, usually with the involvement of organized crime. Traditional organized crime groups continue to operate illegal gambling businesses and often engage in physical violence to collect debts and engage in extortionate loans.

WHITE COLLAR CRIME -

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Four General Categories of Fraud falling under white collar crime:

1. Financial Institution Fraud
2. Bankruptcy Fraud
3. Credit Card Fraud
4. Mortgage Fraud

Financial Institution Fraud

29 Classification *(18 U.S.C. 1344)* – misappropriation & embezzlement, check fraud, falsification of information in documents to obtain a loan. A financial institution is an institution that provides financial services for its clients or members. Financial institutions include banks, credit unions, trust companies,

mortgage loan companies, insurance companies, pension funds, investment banks, underwriters, and brokerage firms. *Financial institution fraud includes any person, action, or scheme which willfully misrepresents the value or terms of a financial document or transaction for personal or monetary gain, at the expense of a financial institution or its clients.*

This includes:

- Deposit-taking institutions: they accept and manage deposits and make loans

Examples: banks, credit unions, trust companies, mortgage loan companies

- Contractual institutions

Examples: insurance companies and pension funds

- Investment institutions

Examples: investment banks, underwriters, brokerage firmsing or omitting pertinent information

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Common Financial Institution Fraud Schemes

- Misapplication and embezzlement: When a person who is connected to a financial institution embezzles or willfully misapplies funds of the financial institution
- Granting an unsecured loan to an individual incapable of repaying it; granting a loan on inadequate collateral
- Using one's position within an institution to secure a loan from the institution while concealing one's interest in the loan
- Knowingly making false statements or omissions to influence the action of the institution
- Includes overvaluing property, creating fictitious property, or creating fictitious security for collateral. Actual damage is not essential to qualify as an offense
- Check fraud: altering, counterfeiting, forging, or drawing on closed accounts

Bankruptcy Fraud

49 Classification *(18 U.S.C. 157)* – Concealment of assets, trustee fraud, falsifying personal information

Common Bankruptcy Fraud Schemes

- Concealment of assets
- Trustee fraud: Most egregious due to breach of public trust by involvement of court-appointed official
- Fraud primarily occurs in the distribution of monies from the sale of assets Filing multiple fraudulent bankruptcy petitions: When a person uses a false name or social security number to file bankruptcy in the same state or a different state; or filing bankruptcy in multiple states using true identifying information

Information to gather:

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Credit Card Fraud

258 Classification *(15 U.S.C. 1644)* – Identity theft, credit card skimming or theft

Common Credit Card Fraud Schemes

- Identity theft: either credit card accounts are opened using a stolen identity, or existing accounts are accessed through the stolen identity
- Counterfeiting credit cards

Mortgage Fraud

329 Classification *(18 U.S.C. 1001, 1010, 1014, 1028, 1341-4, 408(a))* – Loan origination schemes, real estate investment fraud, loan modification scams.

Information to gather during a MF call:

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Common Mortgage Fraud Schemes

Mortgage fraud schemes involve some type of material misstatement, misrepresentation, or omission of information that is required by an underwriter or lender in order to fund, purchase, or insure a loan.

Two general categories:

1. Fraud for housing: usually entails a single loan wherein the borrower uses fraud to either purchase or maintain ownership of a home
2. Fraud for profit: typically involves multiple loans wherein industry insiders gain illicit proceeds

Mortgage loan origination schemes: falsification of a borrower's financial information; often accompanied by inflated appraisal

Falsification of financial information: misstatement of financial information to qualify for loans otherwise out of reach

Information often manipulated: borrower's assets, employment, income, liabilities, and occupancy status

Documents altered or created: bank statements, W-2 forms, verifications documents, tax returns; stolen identities sometimes employed

Asset rental scheme: assets are temporarily placed under control of the borrower in order to qualify; borrower often pays a "rental" fee for the temporary "use" of the assets

Backwards application scheme: an unqualified borrower's information is altered by the fraudster to qualify him/her for the loan's minimum requirements

Credit enhancement scheme: the fraudster artificially boosts a borrower's credit; also includes providing down payments to a borrower and temporarily transferring funds to a borrower's account

Fraudulently inflated appraisals: the appraiser falsifies information or falsely provides valuation on an appraisal

Illegal property flipping scheme: property resold at an artificially inflated price shortly following acquisition by the seller. The key to this scheme is the fraudulent appraisal.

Real estate investment scheme: investors are persuaded to purchase property at an inflated price with the promise of quick returns

Seller assistance scheme: The fraudster solicits an anxious seller and offers to locate a buyer. The fraudster negotiates the asking price, and he/she hires an appraiser to inflate an appraisal. A buyer is presented the inflated price and secures a loan. The fraudster profits the difference between the seller's asking price and the inflated price. If the mortgage defaults, the lender forecloses but is unable to resell the property due to the inflated appraisal

Builder bail-out scheme: employed by the builder to circumvent excessive debt and potential bankruptcy. The builder fails to disclose to the lender the incentives provided to the buyer for purchase; the builder artificially inflates the price of the home to cover the costs. The builder inflates the appraisal of the property, whose false equity is distributed between the conspirators while being disguised as reserves

Equity skimming schemes: when fraudsters drain all of the equity from a property. Perpetrators charge inflated fees to "help" homeowners profit by refinancing homes multiple times or aids homeowner to establish a home equity line, subsequently encouraging them to invest in scams with these funds

Home Equity Line of Credit (HELOC) schemes: when the perpetrator withdraws the entire amount of available credit in a very short time instead of as-needed, as intended

A HELOC bust-out scheme happens when the entire equity is drained, then repaid with a fraudulent check, then drawn upon again; the lender experiences a loss when the check is returned for insufficient funding

A HELOC double-funded loan scheme occurs when loan documents for a single property are submitted to multiple lenders simultaneously, thus securing funding to cover the expenses of acquiring the property and hiding the second, third, fourth, etc. lien on the property until later

Foreclosure rescue schemes: fraudsters convince the victims their property can be saved

The fraudsters require upfront fees and deed transfers from the homeowners

The scheme can include the transfer of the property to the fraudster, who then charges rent to the homeowner while claiming to make loan payments while in reality re-mortgaging the property; ultimately the foreclosure is only delayed

These schemes are often used in conjunction with equity skimming, short sales, and property flipping

Loan modification schemes: fraudsters promise through flyers and other means of solicitation to help the homeowners renegotiate their foreclosures

The perpetrators often require an upfront fee ranging upwards to $5,000

Once the money is received the fraudsters do little to nothing of aid

Short sale schemes: a borrower, who owes more on the property than its current value, finds an accomplice to make a short sale transaction

The lender remains unaware the offer was made on behalf of the borrower

The scheme may be used to recycle property for future mortgage schemes

Air loan schemes: an air loan is a non-existent property loan, often without collateral, where the buyer, property, and appraiser are fictitious

Often implemented by mortgage bankers or other lenders to generate cash

Commercial real estate fraud:

Commercial real estate (CRE) is any property other than single family dwellings

The same fraud that exists for residential real estate fraud exists for CRE

The primary means of CRE fraud comes from fraudulent appraisals

Information to Collect

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[redacted] b7E

[redacted]

**Possible Referrals

- HUD
- IRS
- Legal counsel: often what the complainant describes is not a federal crime and requires civil action
- State regulators of banking institutions
- US Office of the Trustee: referred for bankruptcy fraud
- US Secret Service: referred for credit card fraud, US bonds, and notes from the Department of the Treasury

Contact Information

Financial Crimes Section Office

Section Chief Sharon E. Ormsby [redacted] b6 b7C

Assistant Section Chief [redacted] b7E

Financial Institution Fraud Unit

Unit Chief [redacted] [redacted]

Financial Institution Fraud Unit Address

Federal Bureau of Investigation
J. Edgar Hoover Building, Room 3925
935 Pennsylvania Avenue, NW
Washington, D.C. 20535

Sources for Additional Information:

www.abiworld.org – American Bankruptcy Institute

www.fdic.gov – Federal Deposit Insurance Corporation

www.fraud.gov – National Fraud Information Center

www.justice.gov/ust - US Trustee Program

Money Laundering

(272 Classification) *(18 U.S.C. 1956) is the process by which criminals conceal or disguise the proceeds of their crimes, or convert those proceeds into goods and services.*

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Four basic statutory elements that must be addressed:

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Health Care Fraud

Health care fraud is committed when a dishonest provider or consumer intentionally submits, or causes someone else to submit, false or misleading information for use in determining the amount of health care benefits payable. The FBI is the primary investigative agency for Health care fraud, especially if it

pertains to individuals covered by Medicare or Medicaid (federally-funded programs). [redacted] b7E

Some examples of PROVIDER health care fraud are:

- Billing for services not actually performed
- Falsifying a patient's diagnosis to justify tests, surgeries or other procedures that aren't medically necessary
- Misrepresenting procedures performed to obtain payment for non-covered services, such as cosmetic surgery
- Up-coding – billing for a more costly service than the one actually performed
- Unbundling – billing each stage of a procedure as if it were a separate procedure
- Accepting kickbacks for patient referrals
- Waiving patient co-pays or deductibles and over billing the insurance carrier or benefit plan
- Billing a patient more than the co-pay amount for services that were prepaid or paid in full by the benefit plan under the terms of a managed care contract

Some examples of CONSUMER health care fraud are:

- Filing claims for services or medications not received
- Forging or altering bills or receipts
- Using someone else's coverage or insurance card
- Receiving kickbacks in return for referring patients recommending one plan over another
- Doctor shopping – requesting care, or prescriptions, from multiple doctors at once without efforts to coordinate the care. Usually stems from a reliance on prescription drugs.

VIOLENT CRIME & MAJOR THEFT

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Gangs & Criminal Enterprise

*The FBI's definition of a **GANG** is a group or association of individuals who individually or collectively engage in any criminal activity which creates an atmosphere of fear and intimidation. Criminal activity includes juvenile acts which, if committed by an adult, would be a crime.*

*A **CRIMINAL ENTERPRISE** is any group of individuals associated in fact, although not a legal entity. The fact that the individuals are engaged in a pattern of criminal activity together constitutes a criminal enterprise.*

If a caller wishes to report GANG activity or a CRIMINAL ENTERPRISE, the following facts must be established:

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Also, establish a history and known details of the organization using the following questions:

Possible Referrals:

Drugs: If the group is involved in international drug trafficking, refer to the DEA at **www.DEA.gov** or Regional DEA Office Phone listing available on SharePoint Site.

Smuggling: If the group is involved in international smuggling of people or goods, refer to Immigration & Customs Enforcement at **www.ICE.gov** or **1-866-347-2423.**

American Adults missing abroad:

The FBI does have resources to assist adult Americans missing abroad. Please ensure the caller has reported the situation to the State Department.

How it works: Let's say the worst has occurred—a terrorist attack or kidnapping. What happens then? In general:

- The victim or family (if able) contacts the U.S. Embassy closest to where the incident occurred.
- The U.S. Ambassador there offers American assistance to the host government (in some cases that government asks for our nation's help first).
- The FBI's Legal Attaché agent assigned to that country or region serves as a diplomatic liaison (we have more than 60 such agents around the world today) and works with the Ambassador and the entire embassy team to determine what resources are needed.
- With the permission of the host government and in conjunction with the State Department, the FBI deploys its resources, supporting the investigative efforts of the foreign government. The size of our overseas deployments depends on the scope of the incident and what the host government requests.
- If the missing individual is a victim of a crime ie kidnapping with ransom demands, the Dept of State still has the lead, with FBI assistance.

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CRIMES AGAINST CHILDREN

Child Abductions (Non-Parental)

(7C Classification) (18 U.S.C. 1201): Any report of the disappearance and/or taking of a child ***by someone other than one of the child's parent or legal guardian*** is considered a federal offense, especially if there is reason to believe an interstate nexus exists (victim was transported across state lines), and is therefore FBI jurisdiction.

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Information to collect:

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UFAP Parental Kidnapping

(88 Classification) (18 U.S.C. 1073): *A violation of a custody order is not a federal crime. Even if the child is transported across state lines (but still within the U.S.) by the parent, this is a state or local matter. The only point at which the FBI may get involved in such a case is if the offending parent has crossed state lines in order to avoid a felony charge at the state or local level (fugitive from justice).*

Under the provisions of the Fugitive Felon Act, the FBI may get involved *if* all four of the following criteria are met:

1) a state arrest warrant has been issued for the arrest of the individual for a felony violation

2) evidence of interstate flight exists

3) a specific request for FBI assistance is made by state authorities who agree to extradite and to prosecute on the charge for which the parent is being sought

4) the appropriate US Attorney has authorized the FBI to apply for an unlawful flight warrant

Information to collect:

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International Parental Kidnapping (7B Classification) (18 U.S.C. 1204): the parent takes the child outside U.S. borders with intent to deprive the other parent of lawful custody/visitation rights.

For example, consider that a married couple had a son together in the United States. During a marital dispute, the father moves with his son to another country in order to keep him away from the mother with no intent of return. In this situation, the father has committed the federal crime of international parental kidnapping. Merely look at it from a "reasonable person" standard. Would a reasonable person infer that the child is being kept away from a parent with the intent to obstruct custodial rights?

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In fact, rather than a criminal action, the return of kidnapped children abroad is most often settled through civil negotiation. The U.S. Department of State handles the coordination of efforts with foreign officials and law enforcement agencies to effectuate the return of children to the United States. In some circumstances, the return may be governed by the Hague Convention on the Civil Aspects of International Parental Child Abduction (1980). This Convention was established to facilitate the return of children abducted to foreign countries. However, it only applies if both countries involved in the international parental kidnapping situation are signatories to the Convention. The United States is a signatory state. Therefore, even if you write up an IPK complaint, you need to instruct the caller to contact the state department. In fact, the child is in a Hague country, the convention mandates that the parent seeking recovery work through the civil Hague process – rather than use a criminal process.

Child Sexual Exploitation Enterprises

Domestic child prostitution; online networks and enterprises: **(145 Classification)** (18 U.S.C. 2422): *This includes violations under the White Slave Traffic Act, which refers to the interstate transportation of children for the purpose of engaging the minor in prostitution or any criminal sexual activity (including abuse). Sometimes, this violation can be envoked if you do not have sufficient evidence to for Child Pornography.*

Contact Offenses Against Children

*Includes: Domestic travel with intent to engage in illegal sexual activity with children; child sex tourism (international travel to engage in sexual activity with children); production of child pornography; coercion/*enticement of a minor.

Trafficking of Child Pornography

Mass distribution of child pornography; possession of child pornography: **(145 Classification)** (18 U.S.C. 2421-2423): *any individual or organization which produces and distributes child pornography (child pornography defined as any medium – photos, videos, etc. – depicting a minor engaging in or assisting in any sexual act…nudity alone is not considered pornographic)*

Information to collect:

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Other Crimes Against Children

All other crimes against children violations within the FBI's jurisdiction are investigated in accordance with available resources. Some other crimes against children may include the child's receipt of sexually explicit text messages from a known or unknown party.

Bank Robberies

When you receive a call regarding a 91 (bank robbery), please ascertain the following:

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Murder for Hire

Murder for hire is a violation that occurs when someone pays a third party to murder someone, and is handled by the FBI if an interstate nexus exists, or if the target victim is a public figure. Otherwise, refer to local police.

Serial Killings

Serial killings are the unlawful killing of two or more victims by the same offender(s), in separate events. This is handled by the FBI if an interstate nexus exists, or if the target victim is a public figure. Otherwise, refer to local police.

Vehicle Theft

Vehicle theft becomes a federal violation when committed by **organized & professional groups,** which alter or remove the VINs and/or export stolen vehicles to locations where there is high demand (sometimes making it interstate or international). If the above criteria are ***not*** met, and your caller is reporting theft of a small number of vehicles, refer to local police.

- Can also be prosecuted if trafficking motor vehicle parts, and creating counterfeit titles.

Questions to Ask:

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Art Theft

Federal art theft includes thefts of individual works of art, illegal exportation of objects protected by international laws, and looting of archaeological sites. The object must be **uniquely identifiable** & have **historical or artistic significance** (fine arts, antiquities, ethnographic art, archaeological material, musical & scientific instruments, Native American artifacts), and **must be valued at or more than $2,000**..

Cargo Theft

Cargo theft is the criminal taking of any cargo from a consolidation facility. The cargo is moving in commerce at all points between the point of origin and the final destination, regardless of any temporary stop while awaiting trans-shipment or otherwise.

Controlled Substances

In the case of theft or trafficking of controlled substances, the DEA will have an investigative interest. FBI's primary responsibilities in CS matters are to investigate matters that involve:

- Death or significant bodily injury
- Large quantities of CS
- A manufacturing or distribution center that is burglarized or robbed
- Interstate activity

Copper Theft

To report this illegal activity, contact local Power Company.

Jewelry and Gem Theft

The FBI offers investigative assistance and intelligence on theft groups to law enforcement and partners with the jewelry industry to create a unified and coordinated approach to this crime threat.

Organized Retail Theft

Described as professional burglars, boosters, cons, thieves, fences and resellers conspiring to steal and sell retail merchandise obtained from retail establishments by theft or deception. First report of incidents involving retail theft should be to loss prevention agency and local law enforcement.

SPECIAL JURISDICTIONAL MATTERS

The FBI carries sole or shared investigative jurisdiction over violations in this section. The list below defines the criteria for code violation, and additional necessary information to gather.

Illegal Use of Military Uniform or Insignia

(43 Classification) (18 U.S.C. 701-704): *an individual knowingly wears, manufactures, sells, or distributes any distinctive part of the uniform of any US armed forces or Public Health Service.*

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Stolen Valor

The Stolen Valor Act of 2013 amends the federal criminal code to subject to a fine, imprisonment for not more than one year, or both an individual who, with intent to obtain money, property, or other tangible benefit, fraudulently holds himself or herself out to be a recipient of:

- a Medal of Honor,
- a Distinguished Service Cross,
- a Navy Cross,
- an Air Force Cross,
- a Silver Star,
- a Purple Heart,
- a Combat Infantryman's Badge,
- a Combat Action Badge,
- a Combat Medical Badge,
- a Combat Action Ribbon,
- a Combat Action Medal

Crime on the High Seas

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Crimes on a Government Reservation

(70 Classification) (18 U.S.C. 13): *includes any major crime which is committed on any land or building owned by the US Government, or in which US Government business is carried out, including military bases, highways, federal buildings/offices and courthouses, National Parks, etc.*

Ask your caller:

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Irregularities in Federal Penal Institutions (IFPI)

(90 Classification) (18 U.S.C. 751-757, 1791-1792): *this includes violent crimes, drug possession or distribution, riots, bribery, etc., occurring in a* ***federal*** *(not state or county) correctional, penal, or detention facility; could also include escape or aiding/assisting/allowing/inciting escape from such a facility*

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Impersonation of an Officer or Employee of the US Government

(47 Classification) (18 U.S.C. 912-915): *an individual pretends to be an officer or employee of the USG for the purpose of either 1) acting with the authority of an officer or employee, or 2) demanding or obtaining a thing of value.*

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Fraud Related to Activities in Connection with Identification Documents (FRAID)

(253 Classification) (18 U.S.C. 1028): *this violation includes the unlawful production, possession, distribution, or use of a false identification issued by, or under the authority of, the US Government. This includes IDs issued by* ***federal, state, local, foreign, national,*** *and* ***quasi-international governmental entities****, as well as IDs for employees of* ***government contractors.*** The following criteria must be met in order to fall under FBI jurisdiction:

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Indian Country (IC) *(198 Classification)*

For the most part, crimes committed in Indian Country are handled similarly to crimes committed anywhere else: if there is a federal violation committed [redacted] Federal violations are usually the equivalent of felony offenses or personal crimes in other jurisdictions ranging from Assaults, Rape, and Homicide to Child Abuse. If the crime is a local matter, ie, petty theft, robberies, drugs refer complainant to the tribal police (18 U.S.C. 1152-1153). b7E

The following stipulations must be met for the FBI to have jurisdiction over a matter in Indian Country:

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Other crimes occurring in Indian Country may be worked at the discretion of the field office:

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Transportation Crime

If you receive a tip regarding a major transportation accident (i.e., plane crash, train wreck, etc.),

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Threats to Aircraft 149B Classification *(18 U.S.C. 32)*:

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Crime Aboard an Aircraft: The FBI has jurisdiction regarding crimes aboard aircraft to include interference with the flight crew, or assault.

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Bombs, explosives, or firearms on board in airplane, or for hijackings 164B Classification *(18 U.S.C. 49)*:

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Threats to Nuclear Facilities 254A Classification *(18 U.S.C. 1366)*:

b7E

Pipeline Vandalism 254D classification *(49 U.S.C. 60123)*:

b7E

OTHER COMMON REQUESTS

Requests for Fingerprinting

The FBI only fingerprints arrestees and employment applicants. Those who need to be fingerprinted for other jobs outside the Bureau or for other reasons should be directed to ***contact their local police department***. If they are not equipped to do so themselves, the police department should be able to refer the caller to an agency that can take fingerprints.

Requests for Background Checks

Callers who request information on how to obtain a background check should be referred to fbi.gov and advised to type "**Identity History Summary Checks**" in the search bar. All information and forms pertaining to our process are found on that page.

Option 1: Callers need to complete all five steps outlined in the directions for a fee of $18.00. Allow a minimum of 12 - 14 weeks for processing.

Option 2: Callers may choose to have their background check processed by an FBI-approved contractor called a "Channeler" for a fee of $18.00 (FBI fee) ***plus*** any additional fees charged by each individual contractor. (The processing time may be shorter if the caller goes through a contractor.)

*Callers should only be referred to BSS Customer Service (304-625-5590) if they have already submitted their packet and need a status update.

*For Employment or Licensing: Advise callers to pay special attention to the directions on the page that deal with background checks for these purposes because they may be required to go through their state bureau of identification, requesting federal agency, or another authorized channeling agency.

*Refer your caller to NICS Customer Service (1-877-324-6427) if the background check has anything to do with a firearm.

FBI employment verification

We **do not confirm or deny** an individual's employment status with the FBI. If your caller is a financial institution, or a land-lord, please advise the caller that the individual in question must initiate the process for employment verification with FBIHQ.

Freedom of Information Act Requests (FOIA)

The PAL cannot release information to a person regarding themselves or another individual. A **Freedom of Information Act** request has to be approved and managed through FBIHQ.

Advise the caller that:

- To make a freedom of information request a letter should be written stating you would like any information the FBI has on you and include the following:
  - Full Name *plus* Any Aliases or Maiden Names
  - Date and Place of Birth
  - Social Security Number (optional)
  - Notarized Letter
  - If the request is for information about a third party, you must submit a notarized authorization or Privacy Waiver & Certification of Identity Form from that party.
  - State how much you are willing to pay for duplication fees if any are assessed.
- Send all of the above to the following address:

  Federal Bureau of Investigation

  Record Information/Dissemination Section

  170 Marcel Drive

  Winchester, VA 22602-4843

- These requests can also be faxed to 540-868-4995.

Online FOIA Requests:

- Callers can go to FBI.gov/FOIA to view instructions and additional information regarding FOIA requests.
- A sample FOIA request letter is also available online.
- The FBI's most popular case files are also available for reading online in the "Vault". A link is available on the FBI.gov/FOIA webpage.
- If you have any questions about preparing or submitting requests, call our FOIA Requestor Service Center at **(540) 868-1535** to hear helpful recorded information.

Fugitive Tips

Determine that the person is wanted and by which agency:

The federal government's primary agency for fugitive investigations is the United States Marshals Service (USMS). The FBI, however, does take leads on specific Federal Fugitive cases. b7E

If the Person is WANTED by the FBI:

Does the caller know the individual being reported? b7E

If the Person is NOT wanted by the FBI: b7E

US Marshals Fugitive Tips: usms.wanted@usdoj.gov

US Marshals Main Line: 1-800-336-0102

Gun Check Issues/NICS

http://www.fbi.gov/about-us/cjis/nics for appeal information and FAQs

HIPAA Violations

Violations of the **Health Insurance Portability and Accountability Act** should be referred to the **Department of Health & Human Services** [redacted] b7E

- Website: ***www.HHS.gov***

[redacted]

To report Health Information Privacy Violations:

Department of Health and Human Services' Office for Civil Rights

http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html

Housing Discrimination

Federal law prohibits housing discrimination based on race, color, national origin, religion, sex, familial status, or disability. If the complainant has been trying to buy or rent a home or apartment and believes their civil rights have been violated, refer them to the *US Department of Housing & Urban Development (HUD)'s* **Office of Fair Housing & equal Opportunity**. To report Housing Discrimination:

- Online Form: http://www.hud.gov/offices/fheo/online-complaint.cfm
- By Phone: **1-800-669-9777**
- By Mail: **Office of Fair Housing and Equal Opportunity**
  Department of Housing and Urban Development
  451 Seventh Street, Room 5204
  Washington, D.C. 20410-2000

Moving Company Hostage Freight

When a moving company is holding a person's or company's possessions hostage and demanding more money for the release of the items than that stated in the original agreement, refer complainant to the **Federal Motor Carrier Safety Association (FMCSA)** at 1-888-368-7238 or www.1-800-DOT-SAFT.com.

OTHER REFERRALS

Americans with Disabilities Act Violations

You can file an Americans with Disabilities Act complaint alleging disability discrimination against a State or local government or a public accommodation (including, for example, a restaurant, doctor's office, retail store, hotel, etc.) by mail or e-mail. To learn more about filing an ADA complaint, visit www.ada.gov/filing_complaint.htm). To file an ADA complaint you may fill out this form and mail or fax the form to:

US Department of Justice 950 Pennsylvania Avenue, NW

Civil Rights Division

Disability Rights Section – 1425 NYAV

Washington, D.C. 20530

Fax: (202) 307-1197

You may also file a complaint by E-mail at ADA.complaint@usdoj.gov.

If you have questions about filing an ADA complaint, please call:

ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY).

Main Section Telephone Number: 202-307-0663 (voice and TTY)

Attorney General, State

- Phone numbers for individual states are available on the PAL SharePoint Site [redacted] b7E
- Website information for individual states is also available at the link above.

• Issues Covered: Varies by state, but typically matters that *are* a violation that do not meet FBI thresholds, like fraud, local police / court system complaints, identity theft, harassment, computer intrusion (small-scale, individual), etc.

Biometrics Services Section (BSS) Customer Service

• Phone: 304-625-5590

• Issues Covered: Fingerprint and background check inquiries.

Bureau of Alcohol, Tobacco, Firearms, & Explosives (ATF)

• Phone numbers by region are available on the PAL SharePoint Site [redacted] b7E

• Web: www.ATF.gov

• Issues Covered: Illegal use and trafficking of firearms, firearm registrations and other issues, illegal use and storage of explosives, acts of arson and bombings, and the illegal diversion of alcohol and tobacco products

Department of Education

• Phone: 1-800-872-5327 (1-800-USA-LEARN)

• Web: www.ED.gov

• Issues Covered: Student loans, fraudulent student loans or offers, complaints against college or university administration, admission discrimination, etc.

Department of Health and Human Services

• Phone: 1-877-696-6775

• Web: www.HHS.gov

• Issues Covered: Medicare & Medicaid benefits, Welfare, Food stamps, food stamp fraud, etc.

Department of Homeland Security

• Phone: 202-282-8000

• Web: www.DHS.gov

• Issues Covered: Immigration & Customs Enforcement (ICE.gov), US Citizenship & Immigration Services (USCIS.gov), national security and terrorism prevention (Secret Service, usSS.gov), Customs & Border Patrol (CBP.gov), US Coast Guard, etc.

Department of State

• Phone: 1-800-877-8339

• Web: www.State.gov

• Issues Covered: Passport Applications, Lost or Stolen Passports, Passport alerts for endangered children at risk of being taken out of the country, issues with US Citizens in foreign travel (missing abroad), Visas, etc.

Elder Fraud or Financial Exploitation

• National Center on Elder Abuse (NCEA)

• Web: http://www.ncea.aoa.gov/Stop_Abuse/Get_Help/State/index.aspx

or contact the adult protective services agency in the applicable state.

Federal Communications Commission

• Phone: 1-888-225-5322

• Web: www.FCC.gov

• Issues Covered: Cable Television Service Provider Complaints, Landline and Wireless (mobile, cellular) Telephone Service Complaints, Issues with any interstate and international communications by radio, television, wire, satellite or cable.

Food & Drug Administration

• Phone: 1-888-463-6332

• Web: www.FDA.gov

• Issues Covered: Medical Drugs and Medical Products, Animal & Veterinary goods (such as flea & tick medications, foods, etc.), Cosmetics, Radiation-Emitting products, Tobacco Products, Vaccines, etc.

Federal Emergency Management Agency (FEMA)

• Phone: 1-800-621-3362 (800-621-FEMA)

- Web: www.FEMA.gov
- Issues Covered: Disaster relief, fraudulent practices in disaster relief, etc.

Federal Trade Commission

- Phone: 1-877-382-4357
- Web: www.FTC.gov

E-mail: econsumerwb@ftc.gov

eConsumer.gov is a portal for consumers to report complaints about online and related transactions with foreign companies.

- Issues Covered: Auto Dealer & Dealership Complaints, Debt Collectors & Debt Collection Practices, Telemarketing Fraud, Gift Card Fraud, Identity Theft, Lottery Scams, Unfair Business Practices, Fraudulent Business Practices, etc.

Intellectual Property Rights Center

- Phone: 1-866-477-2060 (866-IPR-2060)
- Web: www.IPRCenter.gov/referral
- Issues Covered: Counterfeited goods, copyright or trademark infringement, theft of trade secrets, "pirated" movies/music/etc.

Internal Revenue Service (IRS)

- Phone: 1-800-829-1040
- Web: www.IRS.gov
- Issues Covered: Tax Fraud, Verify taxes due, tax return fraud, etc.

Internet Crimes Complaint Center (IC3)

- Phone calls are not accepted at this time.
- Web: www.IC3.gov
- Issues Covered: Fraud complaints, lottery scams, sweetheart scams, the "FBI virus", Spam emails, individual computer intrusion (not businesses), etc.

Local Police

• Issues covered: petty theft, break-ins, harassment issues, threats, child abuse/neglect, etc.

National Human Trafficking Resource Center

- http://www.polarisproject.org/what-we-do/national-human-trafficking-hotline/the-nhtrc/
- Phone: 1-888-373-7888

National Sex Offender Public Registry

• www.nsopr.gov

Secret Service

• Phone numbers by region are available on the PAL SharePoint Site [redacted] b7E

• Web: www.SecretService.gov

• Issues Covered: ATM Machine Fraud, Credit Card Fraud, Counterfeiting US Currency, financial institution fraud, computer and telecommunications fraud, false identification documents, access device fraud, advance fee fraud, and electronic funds transfer fraud.

Social Security Administration

• Phone: 1-800-772-1213, or 1-800-269-0271

• Web: www.ssa.gov/oig

• Issues Covered: Social Security Fraud, Stolen Social Security Number, etc.

StopFraud.gov

• Web: www.stopfraud.gov/report.html

Terrorist Screening Center

[redacted] b7E

• Web: www.fbi.gov/about-us/nsb/tsc

• Issues Covered: Maintains watch list of persons known or reasonably-suspected of being involved in terrorist activity. Provides information to

agencies who grant visas, entry into the US or aircraft to fight terrorism.

[redacted] b7E

Transportation Safety Administration (TSA)

- Phone: 1-866-289-9673
- Web: www.TSA.gov
- Issues Covered: Airline, railway, and public transport safety issues, airport security, etc.

Treasury Inspector General for Tax Administration

- Phone: 1-800-366-4484
- Web: www.treasury.gov/tigta
- Issues Covered: Phone scams involving false accusations of unpaid taxes, tax fraud, IRS agent impersonation

US Fish and Wildlife Service

It is illegal to take, kill or possess migratory birds (such as a raptor – eagle, hawk, falcon, owl, or vulture) without a federal permit issued by the USFWS. Website: http://www.fws.gov/

US Marshals Service

- Phone numbers by region are available on the PAL SharePoint Site [redacted] b7E
- Web: www.usmarshals.gov
- Issues Covered: Fugitives, federal prisoner transport, witness protection & security, judicial security, etc.

US Postal Inspectors

- Phone: 1-877-876-2455
- Web: PostalInspectors.USPIS.gov
- Issues Covered: Mail fraud, mail theft, identity theft, mailbox vandalism, small export issues

U.S. Securities and Exchange Commission (SEC)

Center for Complaints and Enforcement Tips

Online Form: www.sec.gov/complaint.shtml

Phone: (800) 732-0330

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COMMON PROTOCOLS

Common Protocols

NCIC

- NCIC Queries – Criminal History
- NCIC – Vehicle Registration Queries
- NCIC – Driver License Queries
- NCIC Queries – Gun Query
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Quick Reference Sheets

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INTERVIEW QUESTIONS

Interview Questions

- Interview Questions; Public Access Line Unit; Revised 08/24/2017

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MC3 DOCUMENTS

MC3 Documents

- MC3 Request EC – Template

What is an MC3:

An MC3 (Major Case Contact Center) is a service offered to FBI field offices and HQ divisions. The Public Access Line establishes a dedicated option off the 1-800-CALL FBI number for the public to reach in order to provide information regarding a specific FBI case file. [redacted] b7E

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REFERRALS

Referrals

- ATF Field Offices
- Attorneys General
- Federal Agencies Contact Sheet
- DEA Field Offices
- Department of Health & Human Services (HHS)
- Environmental Protection Agency (EPA) Regional Offices
- Federal & State Agency Referrals by Field Offices
- Federal Bureau of Prisons
- Federal Labor Relations Authority (FLRA) Regional Offices
- Homeland Security Principle Field Offices
- ICE Field Offices (Enforcement & Removal Operations)
- State Agencies
- US Marshals District Offices (By State)

ATF FIELD OFFICES		
OFFICE	PHONE #	AREAS COVERED
Atlanta	404-417-2600	Georgia
Baltimore	443-965-2000	Delaware, Maryland
Boston	617-557-1200	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
Charlotte	704-716-1800	North and South Carolinas
Chicago	312-846-7200	Illinois
Columbus	614-827-8400	Indiana, Ohio
Dallas	469-227-4300	Northwest Texas, Oklahoma
Denver	303-575-7600	Colorado, Montana, Utah, Wyoming
Detroit	313-202-3400	Michigan
Houston	281-716-8200	Southeast Texas
Kansas	816-559-0700	Iowa, Kansas, Missouri, Nebraska
Los Angeles	818-265-2500	Southern California
Louisville	502-753-3400	Kentucky, West Virginia
Miami	305-597-4800	Southeast Florida, Caribbean
Nashville	615-565-1400	Alabama, Tennessee
Newark	973-413-1170	New Jersey
New Orleans	504-841-7000	Arkansas, Louisiana, Mississippi
New York	646-335-9000	New York
Philadelphia	215-446-7800	Pennsylvania
Phoenix	602-776-5400	Arizona, New Mexico
San Francisco	925-557-2800	Northern California, Nevada
Seattle	206-204-3205	Alaska, Guam, Hawaii, Idaho, Oregon, Washington
St Paul	651-726-0200	Minnesota, North and South Dakotas, Wisconsin
Tampa	813-202-7300	Northwest Florida
Washington (DC)	202-648-8010	Virginia, DC

ATTORNEYS GENERAL

Alabama	Luther Strange	334-242-7300
Alaska	Michael Geraghty	907-465-2133
Arizona	Tom Horne	602-542-4266
California	Kamala Harris	916-445-9555
Colorado	John Suthers	720-508-6000
Connecticut	George Jepsen	860-808-5318
Delaware	Joseph R. Biden III	302-577-8338
DC	Irvin Nathan	202-727-3400
Florida	Pam Bondi	850-414-3300
Georgia	Sam Olens	404-656-3300
Hawaii	David Louie	808-586-1500
Idaho	Lawrence Wasden	208-334-2400
Illinois	Lisa Madigan	312-814-3000
Indiana	Greg Zoeller	317-232-6201
Iowa	Tom Miller	515-281-5164
Kansas	Derek Schmidt	785-296-2215
Kentucky	Jack Conway	502-696-5300
Louisiana	James D. Caldwell	225-326-6000
Maine	Janet T. Mills	207-626-8800
Maryland	Douglas F. Gansler	410-576-6300
Mass.	Martha Coakley	617-727-2200
Michigan	Bill Schuette	517-373-1110
Minnesota	Lori Swanson	651-296-3353
Mississippi	Jim Hood	601-359-3680
Missouri	Chris Koster	573-751-3321
Montana	Tim Fox	406-444-2026
Nebraska	Jon Bruning	402-471-2682
Nevada	Catherine C. Masto	775-684-1100
New Hamp.	Michael Delaney	603-271-3658
New Mexico	Gary King	505-827-6000
New York	Eric Schneiderman	518-474-7330
North Carolina	Roy Cooper	919-716-6400
North Dakota	Wayne Stenehjem	701-328-2210
New Jersey	John Hoffman	609-292-4925
Ohio	Mike Dewine	614-466-4320
Oklahoma	Scott Pruitt	405-521-3921
Oregon	Ellen F. Rosenblum	503-378-6002
Pennsylvania	Kathleen Kane	717-787-3391
Puerto Rico	Luis S. Betances	787-721-2900
Rhode Island	Peter Kilmartin	401-274-4400
South Carolina	Alan Wilson	803-734-3970
South Dakota	Marty J. Jackley	605-773-3215
Tennessee	Robert E. Cooper	615-741-3491
Texas	Greg Abbott	512-463-2100
Utah	John Swallow	801-538-9600
Vermont	William H. Sorrell	802-828-3173
Virginia	Ken Cuccinelli	804-786-2071
Washington	Bob Ferguson	360-753-6200
West Virginia	Patrick Morrisey	304-558-2021
Wisconsin	J.B. Van Hollen	608-266-1221
Wyoming	Greg Phillips	307-777-7841

AGENCY NAME	WEBSITE	TELEPHONE	ALTERNATE CONTACT	REASONS TO CONTACT
ATF (Bureau of Alcohol, Tobacco, Firearms)	www.ATF.gov	1-800-283-4867		Alchohol, Tobacco, Firearms & Explosives
Consumer Financial Protection Bureau	www.CFPB.gov	1-855-411-2372		PayDay Loan Scams, Predatory Lending, etc.
Consumer Safety Product Commission	www.SafeProducts.gov	1-800-638-2772		Unsafe products
Department of Homeland Security	www.DHS.gov	202-282-8000		Terrorist Watch List, Some Cyber Crimes
Department of Labor	www.DOL.gov	1-866-487-2365		Labor/Employment Disputes & Concerns
Department of State	www.State.gov	1-877-487-2778	202-647-4000 Passport Info	Passports, Missing Abroad, Visas
Do Not Call Registry	www.DoNotCall.gov	1-888-382-1222		Nat'l Do Not Call Registry, run by FTC
Federal Bureau of Prisons	www.bop.gov	202-307-3198		Issues in federally-run correctional facilities
Federal Communications Commission	www.FCC.gov	1-888-225-5322		Cable, Cellular, Pager, Radio, Satellite,Wireless Complaints
Federal Labor Relations Authority	www.flra.gov	202-218-7770		Unfair Labor Practices, Arbitration
Federal Motor Safety Carrier Commission	http://nccdb.fmcsa.dot.gov	1-888-368-7238		Hostage Moving Trucks
Federal Trade Commission	www.FTC.gov	1-877-382-4357		ID Theft, Gift Card Fraud, Telemarketing Fraud, etc.
Fingerprints (BSS Customer Service)	FBI.gov	304-625-5590		Issues with fingerprint submission or delays
Food and Drug Administration	www.FDA.gov	1-888-463-6332		Medical Drugs, Online Pharmacies
Intellectual Property Rights Center	www.iprcenter.gov/referral	1-866-477-2060		Copyright violations, Piracy, etc.
Internal Revenue Service (IRS)	www.IRS.gov	202-622-5000		Taxes
Internet Crimes Complaint Center	www.IC3.gov	NO Phone Calls!		Internet, Text, Email Scams/Fraud
Immigration & Customs Enforcement (ICE)	www.ICE.gov	1-866-347-2423		Immigration Issues, Customs Violations, etc.
Nat'l Center for Missing/Exploited Children	www.MissingKids.com	1-800-843-5678	www.CyberTipline.com	Crimes Against Children, Abduction (missing child), Child Porn
National Sex Offender Public Registry	www.NSOPR.gov			Sex Offenders
NICS (Gun Background Checks)	www.fbi.gov/NICS	1-877-FBI-NICS	CS limited hrs12p-5pm ET, M-Th	Gun Rights, Background Checks for Guns
Office of Fair Housing & Equal Opportunity	www.HUD.gov	1-800-669-9777		Fair Housing Complaints & Discrimination
Social Security Administration	www.SSA.gov	1-800-772-1213 (general #)	1-800-269-0271(Fraud #)	Social Security Fraud
Transportation Security Administration	www.TSA.gov	1-866-289-9673	for General TSA Info.	Draft 71 for Suspicious Activity or Threats
Treasury Inspector General (Tax Admin)	www.treasury.gov/tigta	1-800-366-4484		IRS scams, tax fraud, IRS Agent impersonation
Terrorist Screening Center		1-866-872-5678		Terrorist Watch List
US Customs & Border Patrol	www.eallegations.cbp.gov	1-800-BE-ALERT	1-877-227-5511	Import/Export Violations & Fraud
US Marshalls Service	www.usmarshals.gov	202-307-9100		Witness Protection, Federal Fugitives
US Office of the Trustee	www.justice.gov/ust	USTP.Bakruptcy.Fraud@usdoj.gov		Bankruptcy Fraud
US Postal Inspectors	http://PostalInspectors.USPIS.gov	1-877-876-2455	Option 4 for Fraud	Mail Fraud
US Postal Service	www.uspsoig.gov	1-888-877-7644	online form	Complaint on Post Office/Postal Worker
Veterans Affairs	www.va.gov	1-800-827-1000	1-877-222-VETS	Issues Related to Veteran Benefits, etc.
Veterans Administration (Health)	www.va.gov/health	1-800-488-8244	1-877-222-VETS	VA Fraud, VA hospital complaints

National Suicide Hotline (for emergent suicide situation) 1-800-273-8255 (Crisis #) t info, warm transfer, stay on line and report info to Hotline Representative; connect stating "xxx is going to take over the call now"

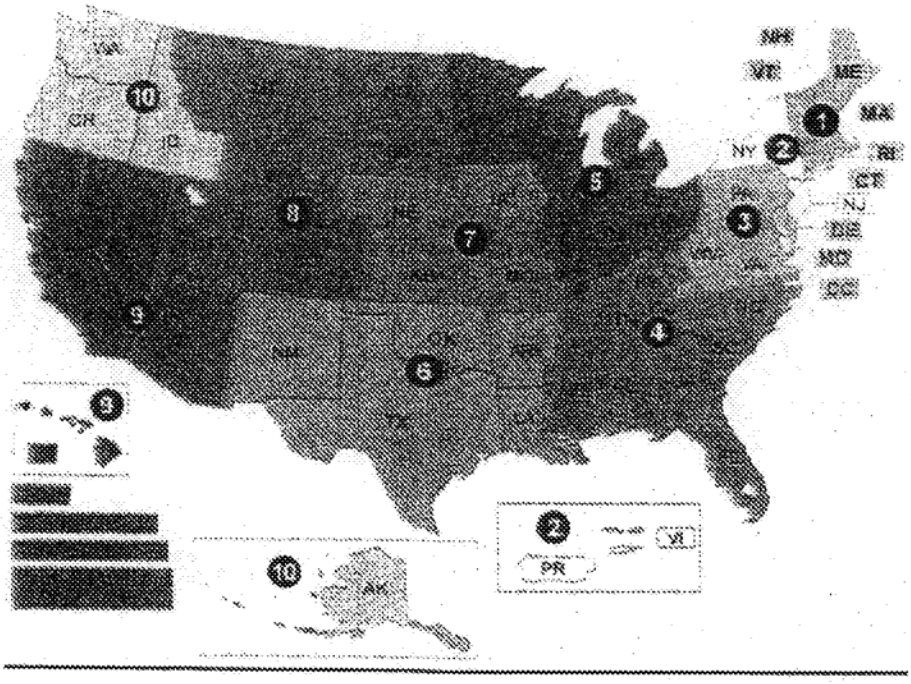
SAMHSA (Substance Abuse & Mental Health) 1-800-662-4357

Revision 06/13/2017

DEA FIELD OFFICES		
OFFICE	PHONE	AREAS COVERED
Atlanta	404-893-7000	Georgia, North and South Carolinas, Tennessee
Boston	617-557-2100	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
Chicago	312-353-7875	Illinois, Indiana, Minnesota, North Dakota, Wisconsin
Dallas	214-366-6900	Oklahoma, Northern Texas
Denver	720-895-4040	Colorado, Montana, Utah, Wyoming
Detroit	313-234-4000	Kentucky, Michigan, Ohio
El Paso	915-832-6000	New Mexico
Houston	713-693-3000	Central, Southern and Western Texas, New Mexico
Los Angeles	213-621-6700	Central California, Hawaii, Nevada
Miami	954-660-4500	Florida
Newark	973-776-1100	New Jersey
New Orleans	504-840-1100	Alabama, Arkansas, Louisiana, Mississippi
New York	212-337-3900	New York
Philadelphia	215-861-3474	Delaware, Pennsylvania
Phoenix	602-664-5600	Arizona
San Diego	856-616-4100	San Diego & Imperial Counties in California
San Francisco	415-436-7900	Northern California
Seattle	206-553-5443	Alaska, Idaho, Oregon, Washington (state)
St Louis	314-538-4600	Iowa, Kansas, Missouri, Nebraska, South Dakota
Washington (DC)	202-305-8500	Maryland, Virginia, Washington DC, West Virginia

DEPARTMENT OF HEALTH & HUMAN SERVICES (HHS)			
REGION	CITY	PHONE #	AREAS COVERED
1	Boston	617-565-1500	Connecticut, Maine, Mass., New Hampshire, Rhode Island, Vermont
2	New York	212-264-4600	New Jersey, New York, Puerto Rico, Virgin Islands
3	Philadelphia	215-861-4633	Delaware, DC, Maryland, Pennsylvania, Virginia, West Virginia
4	Atlanta	404-562-7888	Alabama, Florida, Georgia, Kentucky, Miss., North & South Carolinas, Tenn.
5	Chicago	312-353-5160	Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
6	Dallas	214-767-3301	Arkansas, Louisiana, New Mexico, Oklahoma, Texas
7	Kansas City	816-426-2821	Iowa, Kansas, Missouri, Nebraska
8	Denver	303-844-3372	Colorado, Montana, North & South Dakotas, Utah, Wyoming
9	San Francisco	415-437-8500	Arizona, California, Hawaii, Nevada, Guam
10	Seattle	206-615-2010	Alaska, Idaho, Oregon, Washington

ENVIRONMENTAL PROTECTION AGENCY (EPA) REGIONAL OFFICES



Region 1 (New England) – 888-372-7341 – 617-918-1111

Region 2 - 877-251-4575

Region 3 (Mid-Atlantic) – 800-438-2474

Region 4 (Southeast) – 800-241-1754

Region 5 - 800-621-8431

Region 6 (South Central) – 800-887-6063

Region 7 (Midwest) – 800-223-0425

Region 8 (Mountains and Plains) – 800-227-8917, Spanish hit option 5

Region 9 (Pacific Southwest) – 866-372-9378

Region 10 (Pacific Northwest) – 800-424-4372

FIELD DIVISION	ATF	Attorney General	DEA	FDA	OHHS	SECRET SERVICE	US MARSHALS
Albany, NY	646-335-9000	800-771-7755	212-337-3900	888-251-4575	212-264-4600	718-840-1000	718-260-0400
Albuquerque, NM	602-776-5400	844-255-9210	915-832-6000	800-887-6063	214-767-3301	505-248-5290	505-346-6400
Anchorage, AK	206-204-3205	907-269-5100	206-553-5443	800-424-4372	206-615-2010	907-271-5148	907-271-5154
Atlanta, GA	404-417-2600	404-656-3300	404-893-7000	800-241-1754	404-562-2800	404-331-6111	404-331-6833
Baltimore, MD	443-965-2000	888-743-0023	202-305-8500	800-438-2474	215-861-4633	443-263-1000	410-962-2220
Birmingham, AL	615-565-1400	800-392-5658	504-840-1100	800-241-1754	404-562-2800	205-731-1144	205-307-7300
Boston, MA	617-557-1200	617-727-2200	617-557-2100	888-372-7341	617-565-1500	617-565-5640	617-748-2500
Buffalo, NY	646-335-9000	800-771-7755	212-337-3900	877-251-4575	212-264-4600	716-551-4401	716-348-5300
Charlotte, NC	704-716-1800	919-716-6400	404-893-7000	800-241-1754	404-562-2800	704-442-8370	704-350-8000
Chicago, IL	312-846-7200	800-386-5438	312-353-7875	800-621-8431	312-353-5160	312-353-5431	312-353-5290
Cincinnati, OH	614-827-8400	800-262-0515	313-234-4000	800-621-8431	312-353-5160	513-684-3585	614-469-5540
Cleveland, OH	614-827-8400	800-262-0515	313-234-4000	800-621-8431	312-353-5160	216-750-2058	216-522-2150
Columbia, SC	704-716-1800	803-734-3970	404-893-7000	800-241-1754	404-562-2800	864-233-1490	803-765-5821
Dallas, TX	469-227-4300	800-252-8011	214-366-6900	800-887-6063	214-767-3301	972-868-3200	214-767-0836
Denver, CO	303-575-7600	720-508-6000	720-895-4040	800-227-8917	303-844-3372	303-850-2700	303-335-3400
Detroit, MI	313-202-3400	313-456-0240	313-234-4000	800-621-8431	312-353-5160	313-226-6400	313-234-5600
El Paso, TX	469-227-4300	800-252-8011	915-832-6000	800-887-6063	214-767-3301	915-532-2144	210-472-6540
Honolulu, HI	206-204-3205	808-586-1500	213-621-6700	866-372-9378	415-437-8500	808-541-1912	808-541-3000
Houston, TX	281-716-8200	800-252-8011	713-693-3000	800-887-6063	214-767-3301	713-868-2299	713-718-4800
Indianapolis, IN	614-827-8400	317-232-6330	312-353-7875	800-621-8431	312-353-5160	317-635-6420	317-226-6566
Jackson, MS	504-841-7000	601-359-3680	504-840-1100	800-241-1754	404-562-2800	601-965-4436	601-608-6800
Jacksonville, FL	813-202-7300	904-348-2720	954-660-4500	800-241-1754	404-562-2800	904-296-0133	850-942-8400
Kansas City, MS	816-559-0700	573-751-3321	314-538-4600	800-223-0425	816-426-2821	816-460-0600	816-512-2000
Knoxville, TN	615-565-1400	615-741-3491	404-893-7000	800-241-1754	404-562-2800	865-545-4627	865-545-4182
Las Vegas, NV	925-557-2800	702-486-3420	213-621-6700	866-372-9378	415-437-8500	702-868-3000	702-388-6355
Little Rock, AR	504-841-7000	501-682-2007	504-840-1100	800-887-6063	214-767-3301	501-324-6241	501-324-6256
Los Angeles, CA	818-265-2500	916-445-9555	213-621-6700	866-372-9378	415-437-8500	213-894-4830	213-894-6820
Louisville, KY	502-753-3400	502-696-5300	313-234-4000	800-241-1754	404-562-2800	502-582-5171	502-588-8000

FIELD DIVISION	ATF	Attorney General	DEA	EPA	DHHS	SECRET SERVICE	US MARSHALS
Memphis, TN	615-565-1400	615-741-3491	404-893-7000	800-241-1754	404-562-2800	901-544-0333	901-544-3304
Miami, FL	305-597-4800	305-377-5441	954-660-4500	800-241-1754	404-562-2800	305-863-5000	786-433-6340
Milwaukee, WI	651-726-0200	608-266-1221	312-353-7875	800-621-8431	312-353-5160	414-297-3587	414-297-3707
Minneapolis, MN	651-726-0200	800-657-3787	312-353-7875	800-621-8431	312-353-5160	612-348-1800	612-664-5900
Mobile, AL	615-565-1400	800-372-5658	504-840-1100	800-241-1754	404-562-2800	251-441-5851	251-690-2841
New Haven, CT	617-557-1200	860-808-5318	617-557-2100	888-372-7341	617-565-1500	203-865-2449	203-773-2107
New Orleans, LA	504-841-7000	225-326-6000	504-840-1100	800-887-6063	214-767-3301	504-841-3260	504-589-6079
New York, NY	646-335-9000	800-771-7755	212-337-3900	877-251-4575	212-264-4600	718-840-1000	212-331-7200
Newark, NJ	973-413-1179	609-292-4925	973-776-1100	877-251-4575	212-264-4600	973-971-3100	973-645-2404
Norfolk, VA	202-648-8010	804-786-2071	202-305-8500	800-438-2474	215-861-4633	757-441-3200	540-857-2230
Oklahoma City, OK	469-227-4300	405-521-3921	214-366-6900	800-887-6063	214-767-3301	405-272-0630	405-231-4206
Omaha, NE	816-559-0700	402-471-2682	314-538-4600	800-223-0425	816-426-2821	402-965-9670	402-221-4781
Philadelphia, PA	215-446-7800	717-787-3391	215-861-3474	800-438-2474	215-861-4633	215-861-3300	215-597-7273
Phoenix, AZ	602-776-5400	602-542-5025	602-664-5600	866-372-9378	415-437-8500	602-640-5580	602-382-8768
Pittsburgh, PA	215-446-7800	717-787-3391	215-861-3474	800-438-2474	215-861-4633	412-281-7825	412-644-3351
Portland, OR	206-204-3205	877-877-9392	206-553-5443	800-424-4372	206-615-2010	503-326-2162	503-326-2209
Richmond, VA	202-648-8010	804-786-2071	202-305-8500	800-438-2474	215-861-4633	804-592-3086	540-857-2230
Sacramento, CA	925-557-2800	916-445-9555	415-436-7900	866-372-9378	415-437-8500	916-325-5481	916-930-2030
Salt Lake City, UT	303-575-7600	800-244-4636	720-895-4040	800-227-8917	303-844-3372	801-524-5910	801-524-5693
San Antonio, TX	281-716-8200	800-252-8011	713-693-3000	800-887-6063	214-767-3301	210-308-6220	210-472-6540
San Diego, CA	818-265-2500	916-445-9555	858-616-4100	866-372-9378	415-437-8500	619-557-5640	619-557-6620
San Francisco, CA	925-557-2800	916-445-9555	415-436-7900	800-372-9378	415-437-8500	415-576-1210	415-436-7677
San Juan, PR	305-597-4800	n/a	787-277-4700	877-251-4575	212-264-4600	305-863-5000	787-766-6000
Seattle, WA	206-204-3205	800-692-5082	206-553-5443	800-424-4372	206-615-2010	206-553-1922	206-370-8600
Springfield, IL	312-846-7200	800-243-0618	312-353-7875	800-621-8431	312-353-5160	217-726-8453	217-492-4430
St Louis, MO	816-559-0700	573-751-3321	314-538-4600	800-223-0425	816-426-2821	314-539-2238	314-539-2212
Tampa, FL	813-202-7300	813-233-2880	954-660-4500	800-241-1754	404-562-2800	813-228-2636	813-483-4200
Washington, DC	202-648-8010	n/a	202-305-8500	800-438-2474	212-264-4600 215-861-4633	202-406-8800	202-616-8600

FEDERAL BUREAU OF PRISONS		
OFFICE	PHONE #	STATES COVERED
Central Office	202-307-3198	
Mid-Atlantic Region	301-317-3100	Delaware, Kentucky, Maryland, North Carolina, Tennessee, Virginia, West Virginia
North Central Region	913-621-3939	Colorado, Kansas, Iowa, Illinois, Indiana, Michigan, Minnesota, North & South Dakotas, Nebraska, Wisconsin
Northeast Region	215-521-7301	Connecticut, Mass., Maine, New Hamp., New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont
South Central Region	214-224-3389	Arkansas, Louisiana, New Mexico, Oklahoma, Texas
Southeast Region	678-686-1200	Alabama, Florida, Georgia, Mississippi, Puerto Rico, South Carolina
Western Region	209-956-9700	Alaska, Arizona, California, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming

FEDERAL LABOR RELATIONS AUTHORITY (FLRA) REGIONAL OFFICES		
OFFICE	PHONE	AREAS COVERED
Atlanta	404-331-5300	Alabama, Florida, Georgia, Miss., South Carolina, U.S. Virgin Islands
Boston	617-565-5100	Connect., Maine, Mass., New Hamp, New Jersey, NY, PA, Puerto Rico, Rhode Island, Vermont
Chicago	312-886-3465	Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, North Dakota, Ohio, Tennessee, Wisconsin
Dallas	214-767-6266	Arkansas, Louisiana, New Mexico, Oklahoma, Texas
Denver	303-844-5224	Arizona, Colorado, Kansas, Missouri, Montana, Nebraska, South Dakota, Utah, Wyoming
San Francisco	415-356-5000	Alaska, California, Hawaii, Idaho, Nevada, Oregon, Washington
Washington DC	202-357-6029	Delaware, DC, Maryland, North Carolina, Virginia, West Virginia

HOMELAND SECURITY PRINCIPLE FIELD OFFICES			
Atlanta	404-346-2300	Miami	305-597-6000
Baltimore	410-962-2620	New Orleans	504-310-8800
Boston	617-565-3100	New York	646-230-3200
Buffalo	716-565-2039	Newark	973-776-5500
Chicago	630-574-4600	Philadelphia	215-717-4800
Dallas	972-444-7300	Phoenix	602-514-7363
DC	703-285-6700	San Antonio	210-321-2800
Denver	303-721-3000	San Diego	619-744-4600
Detroit	313-226-0500	San Francisco	510-267-3800
El Paso	915-231-3200	San Juan	787-729-5151
Honolulu	808-532-3746	Seattle	206-442-2200
Houston	281-985-0500	Minneapolis	952-853-2940
Los Angeles	562-624-3800	Tampa	813-357-7000

ICE FIELD OFFICES (ENFORCEMENT & REMOVAL OPERATIONS)		
OFFICE	PHONE	AREAS COVERED
Atlanta	404-893-1210	Georgia, North & South Carolinas
Baltimore	410-637-4000	Maryland
Boston	781-359-7500	Connecticut, Maine, Mass., New Hampshire, Rhode Island, Vermont
Buffalo	716-843-7600	Upstate New York
Chicago	312-347-2400	Illinois, Indiana, Wisconsin, Missouri, Kentucky, Kansas
Dallas	214-424-7800	North Texas, Oklahoma
Denver	720-873-2899	Colorado, Wyoming
Detroit	313-568-6049	Michigan, Ohio
El Paso	915-225-1901/1941	West Texas, New Mexico
Houston	281-774-4816	Southeast Texas
Los Angeles	213-830-7911	Counties: LA, Orange, Riverside, San Bern, Ventura, Santa Barb, San Luis
Miami	954-236-4900	Florida, Puerto Rico, U.S. Virgin Islands
Newark	973-645-3666	New Jersey
New Orleans	504-599-7800	Alabama, Arkansas, Louisiana
New York	212-264-4213	Counties of NYC, Duchess, Nassau, Putnam, Suffolk, Sullivan, Orange, Rockland, Ulster, Westchester
Philadelphia	215-656-7164	Delaware, Pennsylvania, West Virginia
Phoenix	602-766-7030	Arizona
Salt Lake City	801-886-7400	Utah, Idaho, Montana, Nevada
San Antonio	210-967-7012	Central South Texas
San Diego	619-557-6343	Counties: San Diego, Imperial
San Francisco	415-844-5512	Northern California, Hawaii
Seattle	206-835-0650	Alaska, Oregon, Washington
St Paul	952-853-2550	Iowa, Minnesota, Nebraska
Washington (DC)	703-285-6200	DC, Virginia

US MARSHALS DISTRICT OFFICES (BY STATE)								
ALABAMA			DELAWARE			KANSAS		
	Northern	205-776-6200		All	302-573-6176		All	913-551-6727
	Middle	334-223-7401						
	Southern	251-690-2841	FLORIDA			KENTUCKY		
				Northern	850-942-8400		Eastern	859-233-2513
ALASKA				Middle	813-483-4200		Western	502-588-8000
	All	907-271-5154		Southern	786-433-6340			
						LOUISIANA		
ARIZONA			GEORGIA				Eastern	504-589-6079
	All	602-382-8768		Northern	404-331-6833		Middle	225-389-0364
				Middle	478-752-8280		Western	318-676-4200
ARKANSAS				Southern	912-652-4212			
	Eastern	501-324-6256				MAINE		
	Western	479-424-5000	HAWAII				All	207-780-3355
				All	808-541-3000			
CALIFORNIA						MARYLAND		
	Northern	415-436-7677	IDAHO				All	410-962-2220
	Eastern	916-930-2030		All	208-334-1298			
	Central	213-894-6820				MASS		
	Southern	619-557-6620	ILLINOIS				All	617-748-2500
				Northern	312-353-5290			
COLORADO				Central	217-492-4430	MICHIGAN		
	All	303-335-3400		Southern	618-482-9336		Eastern	313-234-5600
							Western	616-456-2438
CONNECTICUT			INDIANA					
	All	203-773-2107		Northern	574-236-8291	MINNESOTA		
				Southern	317-226-6566		All	612-664-5900
DC								
		202-353-0600	IOWA			MISSISSIPPI		
	Superior Co	202-616-8600		Northern	319-362-4411		Northern	662-234-6661
				Southern	515-284-6240		Southern	601-608-6800

US MARSHALS DISTRICT OFFICES (BY STATE)

MISSOURI		
	Eastern	314-539-2212
	Western	816-512-2000
MONTANA		
	All	406-247-7030
NEBRASKA		
	All	402-221-4781
NEVADA		
	All	702-388-6355
NEW HAMP		
	All	603-225-1632
NEW JERSEY		
	All	973-645-2404
NEW MEXICO		
	All	505-346-6400
NEW YORK		
	Northern	315-473-7601
	Eastern	718-260-0400
	Southern	212-331-7200
	Western	716-348-5300
N. CAROLINA		
	Eastern	919-856-4153
	Middle	336-332-8700
	Western	704-350-8000

N. DAKOTA		
	All	701-297-7300
OHIO		
	Northern	216-522-2150
	Southern	614-469-5540
OKLAHOMA		
	Northern	918-581-7738
	Eastern	918-687-2523
	Western	405-231-4206
OREGON		
	All	503-326-2209
PENN		
	Eastern	215-597-7273
	Middle	570-346-7277
	Western	412-644-3351
PUERTO RICO		
	All	787-766-6000
RHODE ISLAND		
	All	401-528-5300
S. CAROLINA		
	All	803-765-5821
S. DAKOTA		
	All	605-330-4351

TENNESSEE		
	Eastern	865-545-4182
	Middle	615-736-5417
	Western	901-544-3304
TEXAS		
	Northern	214-767-0836
	Eastern	903-590-1370
	Western	210-472-6540
UTAH		
	All	801-524-5693
VERMONT		
	All	802-951-6271
VIRGINIA		
	Eastern	703-837-5500
	Western	540-857-2230
WASHINGTON		
	Eastern	509-368-3600
	Western	206-370-8600
W. VIRGINIA		
	Northern	304-623-0486
	Southern	304-347-5136
WISCONSIN		
	Eastern	414-297-3707
	Western	608-661-8300
WYOMING		307-772-2196

ALABAMA	
Birmingham	205-731-1144
Mobile	251-441-5851
Montgomery	334-223-7601

ALASKA	
Anchorage	907-271-5148

ARIZONA	
Phoenix	602-640-5580
Tucson	520-622-6822

ARKANSAS	
Little Rock	501-324-6241

CALIFORNIA	
Fresno	559-487-5204
Los Angeles	213-894-4830
Riverside	951-276-6781
Sacramento	916-325-5481
San Diego	619-557-5640
San Francisco	415-576-1210
San Jose	408-535-5288
Santa Ana	714-246-8257
Ventura	805-383-5745

COLORADO	
Denver	303-850-2700

CONNECTICUT	
New Haven	203-865-2449

DELAWARE	
Wilmington	302-573-6188

DC	
Washington, DC	202-406-8000

FLORIDA	
Fort Myers	239-334-0660
Jacksonville	904-296-0133
Miami	305-863-5000
Orlando	407-648-6333
Tallahassee	850-942-9523
Tampa	813-228-2636
W. Palm Beach	561-659-0184

GEORGIA	
Albany	229-430-8442
Atlanta	404-331-6111
Savannah	912-652-4401

GUAM	
Hagatna	671-472-7395

HAWAII	
Honolulu	808-541-1912

IDAHO	
Boise	208-334-1403

ILLINOIS	
Chicago	312-353-5431
Springfield	217-726-8453

INDIANA	
Indianapolis	317-635-6420

IOWA	
DES MOINES	515-284-4565

KANSAS	
Wichita	316-267-1452

KENTUCKY	
Lexington	859-223-2358
Louisville	502-582-5171

LOUISIANA	
Baton Rouge	225-925-5436
New Orleans	504-841-3260

MAINE	
Portland	207-780-3493

MARYLAND	
Baltimore	443-263-1000

MASSACHUSETTS	
Boston	617-565-5640

MICHIGAN	
Detroit	313-226-6400
Grand Rapids	616-454-4671
Saginaw	989-497-0580

MINNESOTA	
Minneapolis	612-348-1800

MISSISSIPPI	
Jackson	601-965-4436

MISSOURI	
Kansas City	816-460-0600
Springfield	417-864-8340
St Louis	314-539-2238

MONTANA	
Billings	406-245-8585

NEBRASKA	
Omaha	402-965-9670

NEVADA	
Las Vegas	702-868-3000
Reno	775-784-5354

NEW HAMPSHIRE	
Manchester	603-626-5631

NEW JERSEY	
Atlantic City	609-383-8687
Newark	973-971-3100
Trenton	609-989-2008

NEW MEXICO	
Albuquerque	505-248-5290

NEW YORK	
Albany	518-436-9600
Buffalo	716-551-4401
JFK	718-553-0911
Melville	631-293-4028
New York	718-840-1000
Rochester	585-232-4160
Syracuse	315-448-0304
White Plains	914-682-6300

NORTH CAROLINA	
Charlotte	704-442-8370
Greensboro	336-547-4180
Raleigh	919-790-2834
Wilmington	910-313-3043

NORTH DAKOTA	
Fargo	701-239-5070

OKLAHOMA	
Oklahoma City	405-810-3000
Tulsa	918-581-7272

OHIO	
Cincinnati	513-684-3585
Cleveland	216-706-4365
Columbus	614-469-7370
Dayton	937-222-2013
Toledo	419-259-6434

OREGON	
Portland	503-326-2162

PENNSYLVANIA	
Harrisburg	717-221-4411
Philadelphia	215-861-3300
Pittsburgh	412-281-7825
Scranton	570-346-5781

PUERTO RICO	
San Juan	787-277-1515

RHODE ISLAND	
Providence	401-331-6456

SOUTH CAROLINA	
Charleston	843-388-0305
Columbia	803-772-4015
Greenville	864-233-1490

SOUTH DAKOTA	
Sioux Falls	605-330-4564

TENNESSEE	
Chattanooga	423-752-5125
Knoxville	865-545-4627
Memphis	901-544-0333
Nashville	615-736-5841

TEXAS	
Austin	512-916-5103
Dallas	972-868-3200
El Paso	915-532-2144
Houston	713-868-2299
Lubbock	806-472-7347
McAllen	956-994-0151
San Antonio	210-308-6220
Tyler	903-534-2933
Waco	254-741-0576

UTAH	
Salt Lake City	801-524-5910

VERMONT	
Burlington	802-651-4091

VIRGINIA	
Norfolk	757-441-3200
Richmond	804-592-3086
Roanoke	540-857-2208

WASHINGTON	
Seattle	206-553-1922
Spokane	509-353-2532

WEST VIRGINIA	
Charleston	304-347-5188

WISCONSIN	
Madison	608-264-5191
Milwaukee	414-297-3587

WYOMING	
Cheyenne	307-772-2380

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REFRESHER TRAINING MATERIAL

Refresher Training Material

- PAL Training 2015; Handling Common Questions & Situations

PAL UNIT TRAINING 2015

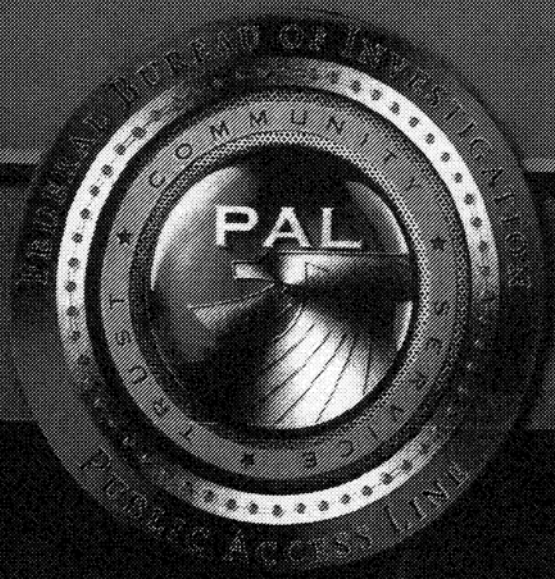
Handling Common Questions & Situations

PAL Guiding Principals

All situations should be handled in light of the PAL Guiding Principals:

- IT IS BETTER TO SEND INFORMATION THAT IS NOT NEEDED, THAN TO NOT SEND INFORMATION THAT IS NEEDED
- SOONER IS BETTER THAN LATER
- IT IS ALWAYS RIGHT TO BE POLITE

PAL UNIT TRAINING 2015



Composing Official Reports & Communications:

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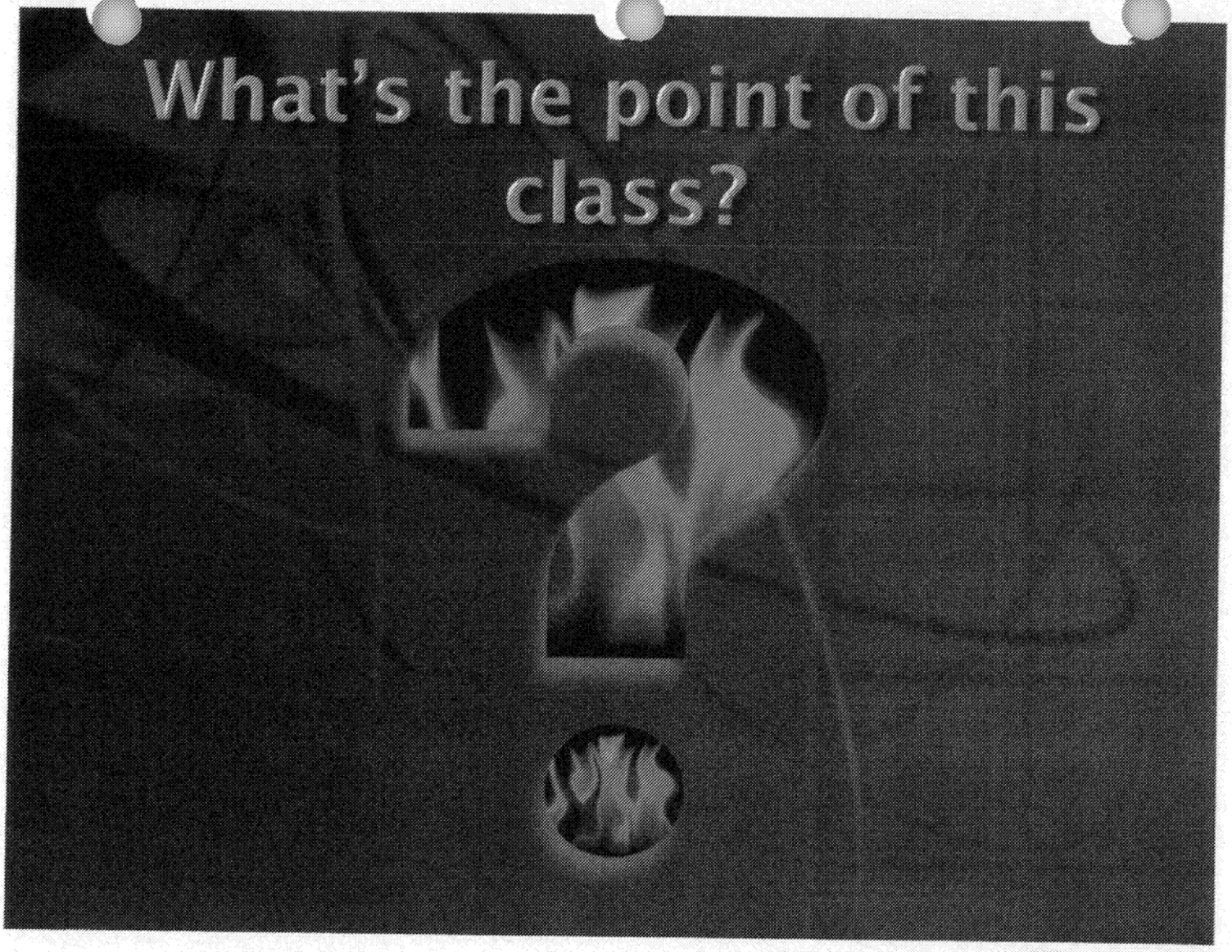
PAL UNIT TRAINING 2015

Active Listening Skills & Customer Service


What's the point of this class?

To receive some refresher training.

- Organizational Chart
- PAL Mission and Guiding Principles
- FBI Investigative Priorities
- Customer Service/Telephone Etiquette
- Active Listening
- Basic Interviewing Skills
- Quality Assurance Requirements

FBI Public Access Line (FBIPAL)

Part of the Information Services Branch, Deputy Director Jeremy M. Wiltz
National Criminal Background Check System, Section Chief, Kimberly Del Greco

- Unit Chief: [redacted]
- MPA: [redacted]
- MAPA [redacted]
- MAPA
- MAPA
- SSA: [redacted]
- SSA:
- SSA:
- SSA:
- SSA:
- SSA:
- Currently [redacted] CSR's assigned to the PAL unit.

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PAL's Mission

- The purpose of the FBI ***Public Access Line*** (PAL) is to serve as a central intake point through which the public can provide tip information about potential or ongoing crimes. The short-term goal of the PAL is to intake all telephonic tips from the public, which is currently being managed in a variety of ways. The long-term goal of the PAL is to cover various forms of intake from the public, including but not limited to, calls, e-mails, and facsimiles.

PAL Guiding Principles

- It is better to send the information that is not needed than to not send the information that is needed.
- Sooner is better than Later.
- It's ***always*** right to be polite.

What does the FBI investigate?

- What resources do you use to determine if the information your caller is communicating is a ***federal violation***?

Customer Service Telephone Etiquette

Customer Interaction

Measure # 1

- Be professional.
- Be courteous.
- Obtain a name with spelling and call back number.
- Allow the caller to state their issue *without interrupting* the caller.
- Ask the caller if you can place them on hold. When you return, thank them for holding.

Call Standards

GREETING

- "Thank you for calling the FBI. How may I help you?"

CLOSING

- "Thank you for your call"
- "Have a nice day"
- "Thank you for taking the time to call"
- "Is there anything else I can help you with?"

Top 10 telephone etiquette tips for customer service providers

- Greet
- Listen
- Empathize
- Probe
- Common courtesies
- Avoid Acronyms
- Offer Referrals
- Tone
- Appreciation
- Go the Distance

Customer Interaction

Measure # 2

- ***Conversation Control*** - Determine quickly as possible whether or not the matter reported is a *federal violation investigated by the FBI* by asking questions.

Hearing vs. Listening

- HEARING is one of the five senses.
  - Can you hear and still not listen?

- Listening is to hear AND *consider with thoughtful attention.*

ACTIVE LISTENING

Active Listening is a communication technique used in counselling, training and conflict resolution , which requires the listener to *feed back what they hear to the speaker*, by way of re-stating or paraphrasing what they have heard in their own words, to confirm what they have heard and moreover, *to confirm the understanding of both parties*

The Purpose of Active Listening

Active Listening is a skill set designed to work toward each of these goals at the same time.

- Lower Emotions
- Establish Rapport
- Gather Information
- Encourage Conversation

Obstacles to Listening

- Environmental Factors
- Distractions
- Level of Investment
- Listening only for the Facts
- Preparing to ask the next question
- Note Taking
- Time, Fatigue, Hunger, Personal Obligations
- Pre-conceived Ideas or Assumptions

Here are some techniques designed to help you listen more actively and effectively.

Open Ended Statements & Questions

- Statements or questions that can not be answered with a "yes" or "no".

- "How may I help you?"
- "What did you see?"
- "What happened next?"
- "Why do you believe…?"

Minimal Encouragers

- Brief responses that indicate your presence and that you are listening.
- It gives the illusion of a conversation and confirms the communication process.

- "Uh-huh"
- "I see, keep going"
- "Ok"

Paraphrasing

- Putting the meaning into your own words
- Restatement
- Giving the meaning in another form
- Caller "I kept trying and trying and I couldn't get them to listen."
- CSR "It was frustrating that they would not listen to you."

Reflecting/Mirroring

- Repeating the last few words.
- Caller "It was late at night, maybe 11:30."
- CSR "Maybe 11:30"

Emotion Labeling

- Validation of the caller's feeling encourages additional disclosures.

- "You sound angry"
- "That must have been frustrating"
- "I can see that it upset you"

Summarization

- A period review, covering the main points of the caller's complaint in your words.
- "So what you've told me so far is....."
- "Let me make sure I've got this right"

Effective Pauses

- Use before or after saying something important.
- It allows time to focus.
- It sets your comments apart and demonstrates the significance you place on them.

The "I" Message

- Blaming yourself for misunderstood or confusing information.

- It is non-accusatory in nature
- No blame is assigned to the caller
- Rapport is maintained

- "I am confused by your comments. Help me understand."
- "Perhaps I have missed something."

Basic Interview Techniques

- Ask questions and clarify the information provided to you!
- Inquiring minds want to know
- WHO.....
- WHAT.....
- WHEN.....
- WHERE.....
- WHY.....
- ***DO NOT ASSUME*** *you know the answers to these questions.* Listen.

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Rules of Behavior

- Rules of Behavior; Public Access Line Unit 2017

DOES OF BEHAVIOR

Public Access Line Unit 2017

Rules of Behavior Acknowledgement

I understand and acknowledge the information set forth in these guidelines.

Name – Printed

Signature

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FBI PAL Unit

E-TIP Training 2017

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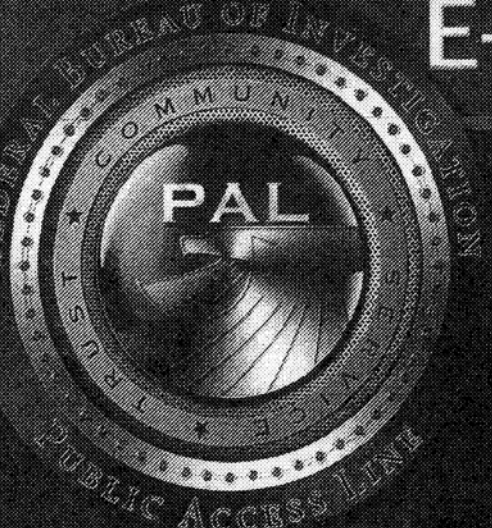
E-TIP TRAINING 2017



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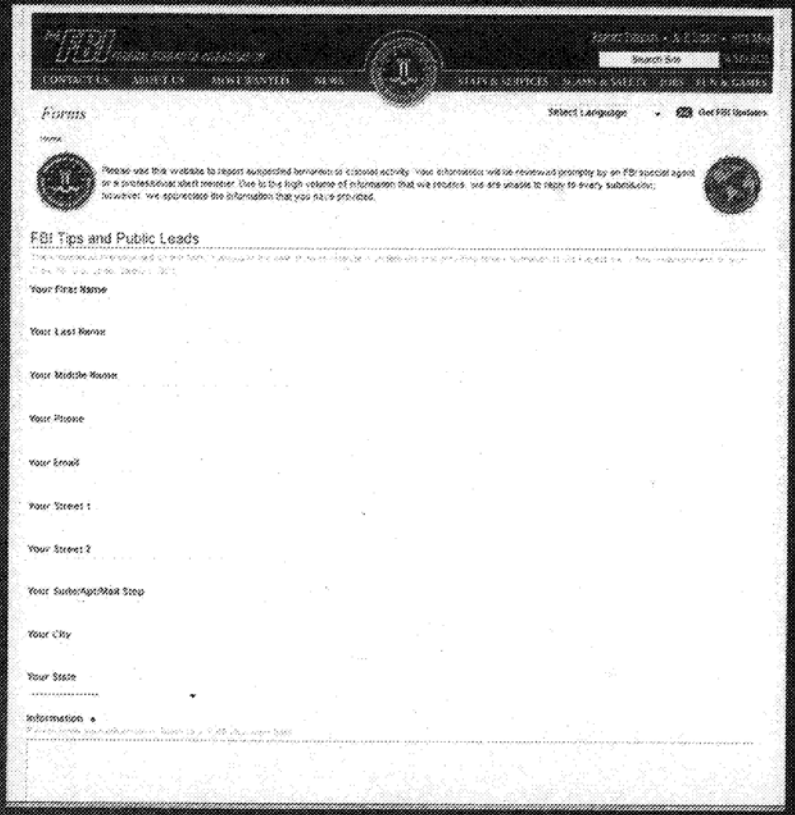
https://tips.fbi.gov



- Complainant E-Tips are submitted via the https://tips.fbi.gov website

5 Minute Break Time

Child Pornography Website

www.missingkids.org

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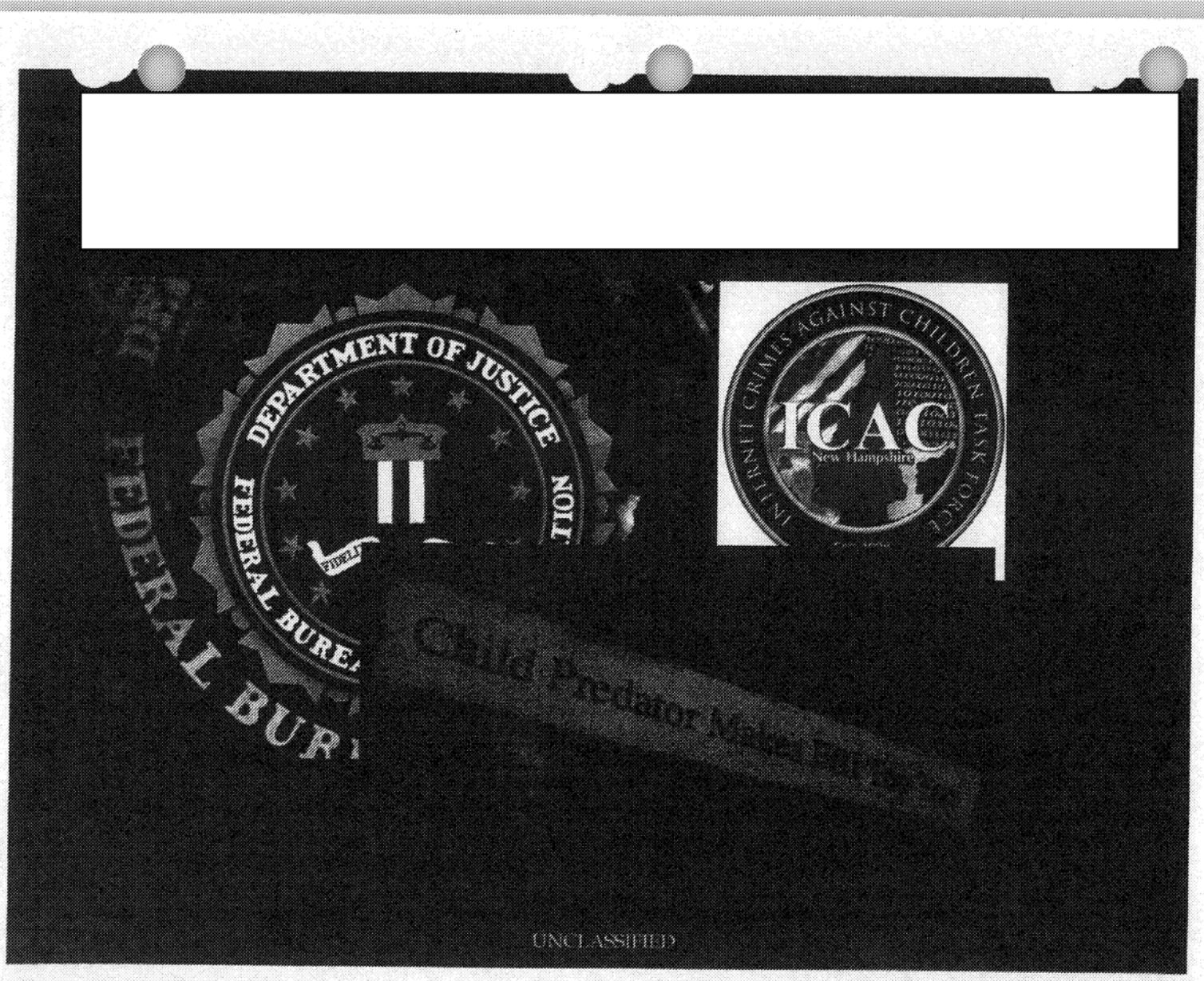

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Threats Against POTUS by Citizens not Affiliated with any Terrorist Organization

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Questions and Answers…

FBI PAL Unit

E-TIP Training 2016

E-Tip, [redacted]

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PAL UNIT TRAINING 2016

Complaints, [redacted]

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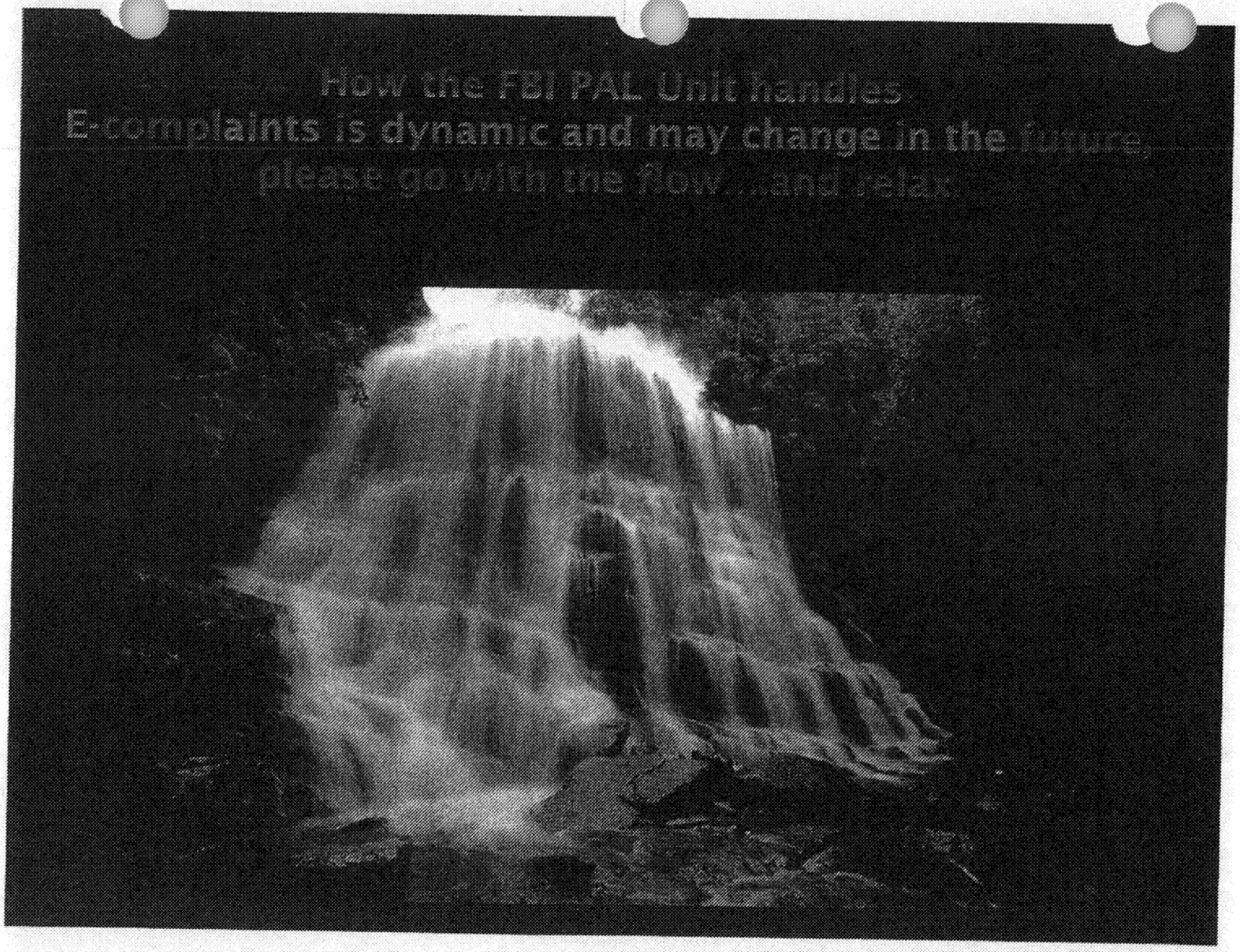
How the FBI PAL Unit handles
E-complaints is dynamic and may change in the future,
please go with the flow ...and relax



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WHAT IF SOMETHING IS AN FBI CRIMINAL MATTER????

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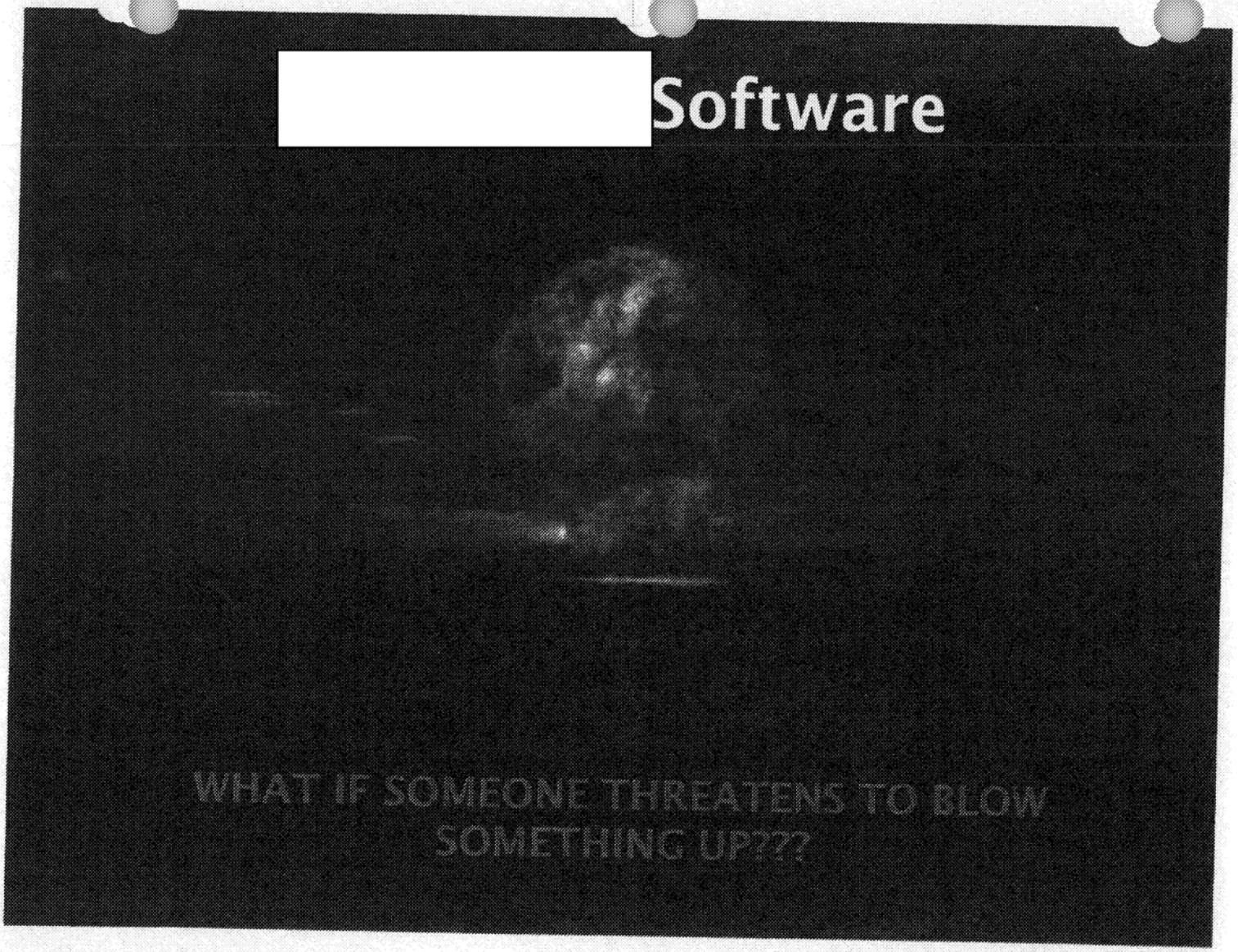
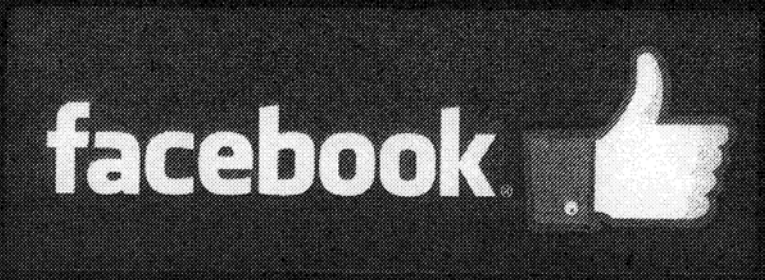
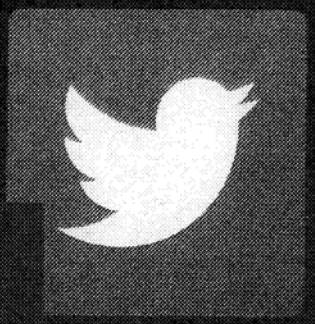
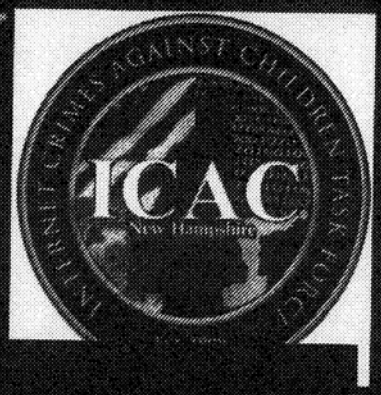






Federal Bureau of Investigation
Internet Crime Complaint Center(IC3)

Child Pornography



Child Pornography

www.missingkids.org

NATIONAL CENTER FOR

MISSING & EXPLOITED

CHILDREN

(We have FBI SSAs and MAPAs embedded with NCMEC.)

Child Pornography

https://report.cybertip.org

NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN

Global Network | Contact Us | Media Room | Publications

DONATE

CYBERTIPLINE REPORT CONTACT US

Report an incident

Information entered into this report will be made available to law enforcement for possible investigation. You can contact the National Center for Missing & Exploited Children 24 hours a day at 1-800-THE-LOST (1-800-843-5678).

10% complete

Incident information

What are you reporting?* Select

Where did the incident occur?

Please describe the incident you are reporting

Approximate Date and Time of Incident

Time Zone Select

Report It

24-Hour HOTLINE

1-800-THE-LOST (1-800-843-5678)

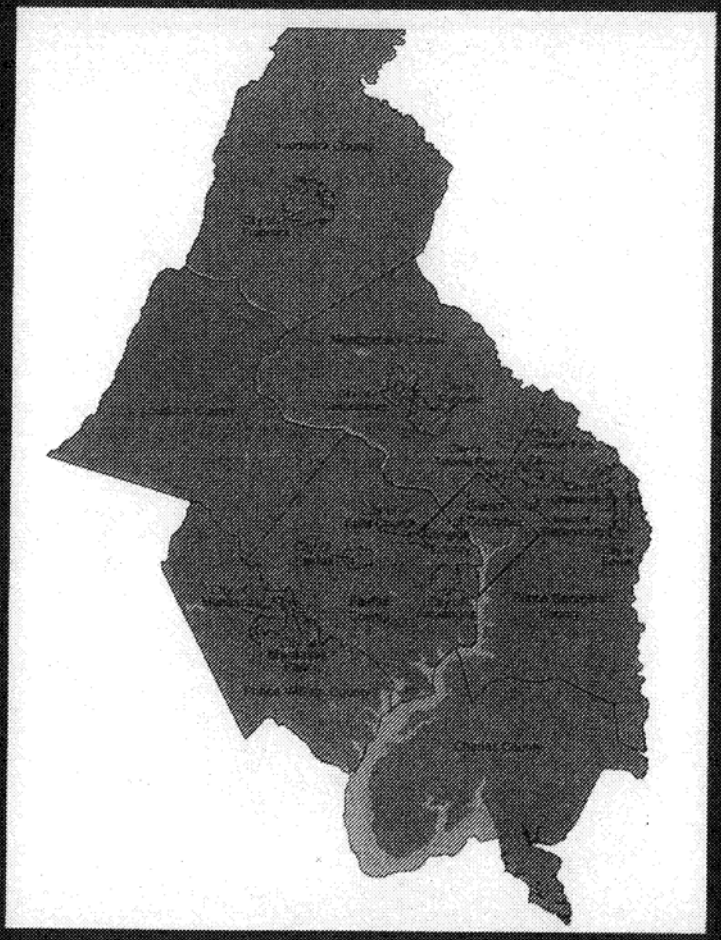
If you think you have seen a missing child, contact the National Center for Missing & Exploited Children 24-hours a day, 7 days a week

Report Child Sexual Exploitation

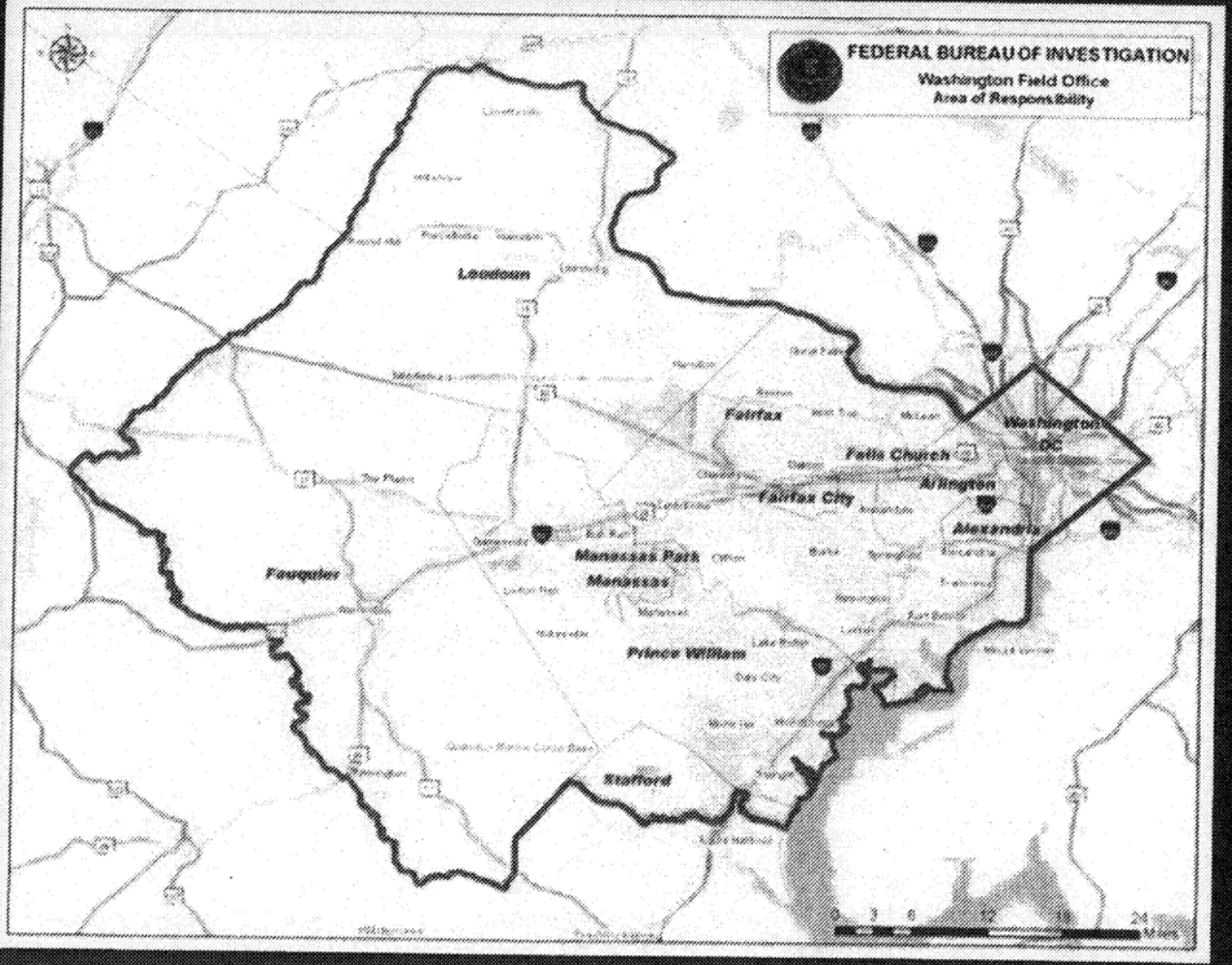
The Congressionally-authorized CyberTipline is a means for reporting crimes against children. Reports may be made 24-hours a day, 7 days a week online at www.cybertipline.com

Learn more about CyberTipline »

National Capital Region (NCR)



FBI Washington Field Office (WFO) Jurisdiction



Your Turn to practice...

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Standard Operating Procedures (SOP)

Updated April 2016

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6) **What The FBI Investigates**

a) The heart of FBI operations lies in our investigations. Our mission states that the FBI's function is "to protect and defend the United States against terrorist and foreign intelligence threats and to enforce the criminal laws of the United States." We currently have jurisdiction over violations concerning more than 200 categories of federal law, and the major ones are listed below; grouped within the three national security priorities (Counterterrorism, Counterintelligence / Intelligence, and Cyber) and the five criminal priorities (Public Corruption, Civil Rights, Organized Crime, White Collar Crime, Major Thefts and Violent Crime).

b) Visit the Intelligence program site (http://www.fbi.gov/about-us/investigate) on the Internet), which provides information regarding all of the investigative programs.

c) **Counterterrorism (CT).** Working hand-in-hand with partners in law enforcement and the intelligence community, our job is to neutralize terrorist cells and operatives here in the U.S. and to help dismantle terrorist networks worldwide.

(1) **International Terrorism**. The attack planning that continues to emanate from overseas threats as well as those posed by homegrown, self-radicalizing groups and individuals who are already living in the United States, but organized from overseas.

(2) **Domestic Terrorism**. Americans attacking Americans based on U.S.-based extremist ideologies; for example, hate-filled supremacists, destructive eco-terrorists, anti-government extremists, and radical separatists groups.

(3) **Weapons of Mass Destruction (WMD)**. Chemical, biological and radiological/nuclear materials being used to attack the United States.

d) **Counterintelligence (CI).** Exposing, preventing, and investigating intelligence activities on American soil.

i) **Counterespionage.** Investigations leading to the arrest and conviction of a person who commits or conspires to commit an act of espionage.

ii) **Counterproliferation**. Several countries seek controlled technologies and software but the primary culprits are Russia, China, and Iran. Targets include parts for nuclear weapons, night vision goggles, military equipment, etc. This encompasses international espionage, theft of intellectual property, and its trafficking on black market trade networks.

iii) **Economic Espionage**. Engaging in the targeting or acquisition of trade secrets (financial, business, scientific, technical, economic or engineering information) to benefit any foreign government, foreign instrumentality, or foreign agent.

e) **Cyber Crime.** The FBI's cyber mission is four-fold:

i) **Computer intrusions**. Criminals breaking into laptops, personal computers, and wireless devices across the nation via hacks and bits of malicious code.

ii) **Online Predators**. To identify and thwart online sexual predators who use the Internet to meet and exploit children and to produce, possess, or share child pornography

iii) **Piracy/Intellectual Property Theft**. To counteract operations that target U.S. intellectual property, endangering our national security and competitiveness

iv) **Internet Fraud**. To dismantle national and transnational organized criminal enterprises engaging in Internet fraud. Internet Fraud includes auction fraud, non-delivery of merchandise, credit card fraud, investment fraud, and business fraud.

v) ***Note**: [redacted] b7E

f) **Public Corruption**

i) **Government Fraud**. A breach of trust by federal, state or local officials, often with the help of private sector accomplices. It includes things like bribery, extortion, embezzlement, racketeering, kickbacks, money laundering, corruption along our national borders, and wire/mail/bank/tax fraud.

ii) **Election Crimes**. Election crimes fall into three categories: campaign finance crimes, voter/ballot fraud, civil rights violations. Election crimes become federal cases when: the ballot includes one or more federal candidates, the crime involves an election official abusing his duties, the crime pertains to fraudulent voter registration, or voters are not U.S. citizens.

iii) **Foreign Corrupt Policies**. The Foreign Corrupt Practices Act of 1977 (FCPA) makes it unlawful to bribe foreign government officials to obtain or retain business.

g) **Civil Rights.** The FBI is the lead agency for investigating violations of federal civil rights laws.

h) **Hate Crime**. A hate crime is a traditional criminal offense committed against a person or property motivated in whole or in part by an offender's bias against a race, religion, disability, ethnic origin or sexual orientation.

i) **Human Trafficking**. People being bought, sold and smuggled within/into the U.S.

j) **Color of Law**. Protecting against the abuse of authority given by a local, state, or federal government agency by making it a federal crime to willfully deprive or conspire to deprive a person of a right protected by the Constitution or U.S. law.

k) **Freedom of Access to Health Clinics.** It is a federal crime to injure, intimidate or interfere with those seeking to obtain or provide reproductive health care services. This includes through murder, assault, arson, property damage, death threats, burglaries, harassing phone calls, hate mail, and blockades.

l) **Organized Crime.** These are groups that tie a varied crime list under one umbrella (a "family") to support their combined interests. The list of crimes usually include (but not limited to: drug and weapon trafficking, money laundering, illegal gambling, prostitution, human trafficking, political corruption, extortion, kidnapping, fraud, counterfeiting, infiltration of legitimate businesses, murders, and bombings. They are usually grouped by the area the "family" started. The following are the major case areas:

i) **Italian Mafia**. There are several groups currently active in the U.S.: the Sicilian Mafia, the Camoora or Neapolitan Mafria, the 'Ndrangheta or Calabrian Mafia, and the Sacra Corona Unita or United Sacred Crown.

Note: You may see **LCN [La Cosa Nostra]** associated with Italian mob cases. It is an old case notation for one of the Five Families.

ii) **Eurasian**. Organized crime groups comprised of criminals born in or with family from the former Soviet Union or Central Europe.

iii) **Balkan**. Applies to organized crime groups originating from or operating in Albania, Bosnia-Herzegovina, Croatia, Kosovo, the former Yugoslav Republic of Macedonia, Serbia and Montenegro, Bulgaria, Greece, and Romania.

iv) **Middle Eastern**. These Middle Eastern groups have no nexus to terror. Instead, these groups have the same goals as any traditional organized crime ring.

v) **Asian**. Have ties (either directly or culturally) to China, Korea, Japan, and Southeast Asia. They expand upon the above list of crimes by adding counterfeit clothing/accessories and electronics (computers, chips, etc.).

vi) **African**. Nigerian criminal enterprises are the most significant of these groups and operate in more than 80 other countries of the world. They are among the most aggressive and expansionist international criminal groups and are primarily engaged in drug trafficking and financial frauds.

vii) **Sports Bribery**. Violations of federal statutes concerning gambling and corruption in the sports industry. These are usually tied to one of the above organized crime families.

m) **White-Collar Crime.** The full range of frauds committed by business and government professionals.

n) **Antitrust**. This involves illegal activities such as price fixing, bid rigging, and unfair mergers and acquisitions.

o) **Bankruptcy Fraud**. Takes four general shapes: when a debtor conceals assets to avoid forfeiting them, when individuals file false or incomplete forms, when an individual files numerous times, either by using real information in several states or by using false information, or when a court-appointed trustee s bribed. It often involves mortgage fraud, identity theft, money laundering and public corruption.

p) **Corporate/Securities Fraud**. The FBI is the lead agency investigating Corporate Fraud, focusing on cases involving accounting schemes, self-dealing by corporate executives and obstruction of justice.

q) **Health Care Fraud**. These schemes target large health care programs, public and private, as well as beneficiaries. The FBI is the primary investigative agency in the fight against health care fraud and has jurisdiction over both the federal and private insurance programs.

r) **Identity Theft**. This involves the misuse of another individual's personal identifying information for fraudulent purposes (Name, Social Security Number, date of birth and bank account number). It is almost always committed to facilitate other crimes, such as credit card fraud, mortgage fraud, and check fraud.

s) **Insurance Fraud.** The FBI works closely with the National Association of Insurance Commissioners, NICB, CAIF, as well as state fraud bureaus, state insurance regulators, and other federal agencies to combat insurance fraud. This type of fraud includes: insurance-related corporate fraud, premium diversion/unauthorized entities, settlement fraud, and workers compensation fraud.

t) **Money Laundering**. Money laundering is the process by which criminals conceal or disguise the proceeds of their crimes or convert those proceeds into goods and services. It allows criminals to infuse their illegal money into the stream of commerce, thus corrupting financial institutions and the money supply; it also provides criminals unwarranted economic power.

u) **Mortgage Fraud**. Mortgage fraud schemes employ some type of "material misstatement, misrepresentation, or omission relating to the property or potential mortgage relied on by an underwriter or lender to fund, purchase, or insure a loan." The FBI compiles data on mortgage fraud through a suspicious activity report (SAR) filed by federally-insured financial institutions, reports received from the Department of Housing and Urban Development-Office of the Inspector General (HUD-OIG), and complaints received from the public and mortgage industry at large.

v) **Telemarketing Fraud.** Mass Marketing Fraud is a general term for frauds that exploit mass-communication media, such as telemarketing fraud, Internet fraud, and identity theft. Most commonly: advanced fee fraud, foreign lottery fraud, overpayment fraud (Forged/Altered Check Scam), and the Nigerian letter scam (419 Fraud).

7) **Major Thefts and Violent Crimes**

a) **Art Theft.** Art and cultural property crime (includes theft, fraud, looting, and trafficking across state and international lines) is handled by a dedicated Art Crime Team of 13 Special Agents to investigate. Send all tips to HQ/Criminal Investigative – ATTN: MPA Bonnie Magness-Gardiner (as of this printing).

b) **Bank Robbery**. The FBI is the lead agency in bank robberies. The FBI works alongside local law enforcement during the investigations.

c) **Cargo Theft.** In particular, the theft of large loads of merchandise. Investigations are aimed at toppling whole operations.

d) **Crimes Against Children**. This includes: kidnappings, violent attacks, or sexual abuse.

e) **Cruise Ship Crime**. The FBI leads investigations in the following scenarios:

i) If the ship is U.S.-owned, regardless of the nationality of the victim or perpetrator
ii) If the crime occurs in U.S. territorial waters (within 12 miles of the coast)
iii) If the victim or perpetrator is a U.S. national on a ship that departed or is arriving at a U.S. port.

f) **Indian Country Crime**. The FBI has investigative responsibility over death investigations, child physical and sexual abuse, felony assault, drugs, gangs, and financial crimes. The FBI also has jurisdiction over criminal acts directly related to casino gaming, civil rights violations, environmental crimes, public corruption, and government fraud occurring in Indian Country (Reservations).

g) **Jewelry and Gem Program**. The FBI has jurisdiction in these cases as these thefts usually occur across state/national boundaries. Additionally, they are commonly committed by organized criminal enterprises or theft groups which are often involved in activities already being investigated by the FBI.

h) **Retail Theft**. Professional thieves who steal mass amounts of retail items from department stores.

i) **Vehicle Theft.** The FBI works with local and state partners on auto-theft task forces that focus on dismantling large rings.

j) **Violent Gangs**. Violent street gangs, motorcycle gangs, and prison gangs use violence to control neighborhoods and boost their illegal money-making activities, which include drug trafficking, robbery, theft, fraud, extortion, prostitution rings, and gun trafficking. This falls within the FBI's purview when the activities cross state borders.

APPENDIX

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Desktop Reference

Public Access Line

Revised 10/2015

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PUBLIC ACCESS LINE

Revision 10/2015

FBI, CJIS Division

PAL Unit

Mission and Guiding Principles

Federal Bureau of Investigation Mission Statement

Criminal Justice Information Services (CJIS) Mission Statement

CJIS Division

Guiding Principles

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Mission Statement

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PAL Unit Training

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Interpreting Results

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Quick Reference Guide

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