

2012 FDR Update



American Association of
Motor Vehicle Administrators

FULL NARRATION of ALL courseware

NEW Update-Only Module - Ideal for refresher training!

Critical Document Updates:

Emerging Security Features

2011 Consular Report of Birth Abroad

2011 Sunset of Certification of Report of Birth

2011 Social Security Number formatting changes

2010 Certificate of Naturalization

2011 Certificate of Citizenship

2011 Employment Authorization Card

2011 Sunset of A-series Canadian Passport



NEW Jurisdiction-Only Supplement - High-Quality Counterfeits


NEW Jurisdiction-Only Internal Fraud Module

FDR Internal Fraud



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Internal Fraud | GLOSSARY




**American Association of
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- 5. What is Internal Fraud?
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This course covers:

- A review of internal fraud concepts
- Definitions of internal fraud
- Examples of the types and spectrum of internal fraud
- Case studies
- Consequences of internal fraud
- Your responsibilities
- ICE investigations video

A close-up photograph of a computer keyboard with a teal tint. The words 'INTERNAL FRAUD' are overlaid in large, white, bold, sans-serif capital letters across the keys.

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What is Internal Fraud?

You will recall that fraud is defined as deception for personal gain. Internal fraud is committed by an individual within or against an organization by the intentional misuse of data, access or equipment. In this type of fraud, the perpetrator engages in activities that are designed to defraud, misappropriate property or bypass policies, laws or regulations.

Internal fraud includes theft of materials, cash or information as well as the issuing of benefits or credentials to unqualified parties.

To learn about more specific examples of fraudulent activities, click the arrow in the upper right.



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Case Studies

Daniel

Evan

Susan



The following series of slides present case studies of internal fraud. The initiations to commit fraud are different in each case; Daniel is attempting to help an acquaintance, Evan devises a scheme on his own and Susan is offered payment in exchange for her actions. However, you will see that the end results are all strikingly similar.

Click the arrow in the upper right to continue.

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Consequences

Society

Unfortunately, most employees who commit fraud do not consider the extent of the damage to society that can be created by their activities.

Committing fraud has tragic consequences, including enabling:

- Deadly terrorist activities and other violent/organized crimes.
- Free movement or access to facilities, services or benefits to those not entitled, such as:
 - Undocumented foreign nationals.
 - Fugitives.
 - Offenders avoiding detection on watch lists or registries.
- The illegal purchase of weapons, vehicles or alcohol.
- The issuance of credit and/or benefits in false identities.
- Identity theft.

Basic Internet searches will return countless examples of the far-reaching personal effects, devastating economic impacts and loss of life that has resulted from the use of fraudulent documents.

Click the arrow in the upper right to learn more.



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Your Responsibilities

Be Alert

FDR's People and Actions course relayed some of the behaviors to watch for from presenters of documents. Similarly, watch your environment for these potential signs of internal fraud.

Customers:

- Seeking the same employee for assistance.
- Inquiring about specific job duties or suggesting involvement in committing fraud.
- Surrendering place in line so they will be served by certain employees.

Employees

- Calling people out of line for no apparent reason.
- Waiting on customers not in their area.
- Routinely having customers who aren't processed entirely in a single visit.
- Unexplainably living beyond their means.
- Making regular contact with people loitering.
- Routinely leaving the agency for breaks without purpose.
- Regularly meeting with people before and after work.

Click the arrow in the upper right to learn more.



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ICE Investigations

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Please allow the video a few moments to load

Video courtesy of ICE

1-866-DHS-2-ICE

www.ice.gov

FDR e-Learning



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