



American Association of
Motor Vehicle Administrators

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Fraud Portfolio

AAMVA Region IV Conference

Vancouver, British Columbia, Canada

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June 5, 2014



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Components of the AAMVA Fraud Portfolio

- Identity Management
- Fraud Detection and Remediation Training
- External Fraud Working Group
- Facial Recognition Best Practices Working Group
- NMVTIS Law Enforcement Working Group



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Identity Management

- Card Design Standards Committee
 - DL/ID Standard – driven by ISO JTC1/SC17/WG10
 - Conformity Assessment Services
- Trusted Identities (Electronic Identities) Working Group
 - National Strategy for Trusted Identities in Cyberspace
 - Implementation of a State/Provincial Identity Credentialing and Access Management approach
- Identity Proofing and Verification
 - ANSI standard with aim towards International work at ISO
 - Role of biometrics through ANSI (M1), ISO (SC37), FISWG
 - Verification applications with the most discussed being DL data verification (DL DV)



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FDR Program



Fraud Detection & Remediation

People, Processes, Technology





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What is FDR

Interactive computer-based training accessible by all US/Canadian DMVs & Law Enforcement

Content developed by jurisdiction experts and federal partners with oversight by FDR Maintenance Committee.

Includes significant material from DHS Homeland Security Investigations (HSI) Lab & HSI DMV Outreach Program

Updated annually

Fully-narrated, self-paced, modularized eLearning in multiple formats

Part of overall Fraud Strategy that includes People, Processes, and Technology



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What was FDR?

Originally addressed “Fraudulent Document Recognition” only

Security Features

Military IDs

Birth Certificates

Canadian Documents

Vehicle Documents

Mexican Documents

DLs and IDs

Counterfeits and Alterations

Travel Documents

High-Quality Counterfeits

Social Security Cards

Introduction to Covert
Features

Immigration Documents



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What is FDR?

Has expanded to also include “Fraud Detection and Remediation”

Introduction to
Fraud

Internal Fraud for
Staff

People and
Actions

Internal Fraud for
Managers

Expanding the
Review

Administrator’s
“Fifteen”

Law Enforcement
and the DMV

External Fraud
(in progress)



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Recent Activities

Annual Update released January 1, 2014

- **NEW** Updated courseware interface
- **NEW** Mexican Passport content
- **NEW** Canadian Passport content
- **NEW** Consular and Diplomatic Credential content
- **UPDATED** indexed, searchable, and comprehensive job aid
- **Critical** Document Updates
- **2014 Update Only** Module for refresher training



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Upcoming Activities

- New content research:
 - Critical document updates
 - Vehicle internet fraud
 - Use of NMVTIS as a fraud investigation tool
 - Use of facial recognition tools
 - Fraud investigation protocols and best practices
 - External fraud
- Meeting with FDR Maintenance Committee and Federal Partners scheduled for September 17, 2014
- Updated courseware release January 1, 2015



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External Fraud Working Group

The purpose of the *External Fraud Working Group* is to review the methods utilized by driver license and motor vehicle agency customers, partners, and service providers to perpetrate fraud; and develop best practices to deter and detect fraudulent activities.

- Formed in 2012 – Three meetings held to date;
- Fourth and final meeting in June 2014;
- Internal fraud best practices, published in October 2010, is being combined with the external fraud document into a single comprehensive document;
- Final document scheduled for publication no later than December 2014.



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Facial Recognition Working Group

The purpose of the *Facial Recognition Working Group* is to review the methods utilized by driver license and motor vehicle agencies (MVA) to capture, review, and share facial images; and when appropriate, investigate potential matches and pursue prosecution when fraudulent activity is discovered. Or when an MVA does not have an investigative arm, establish a protocol with the applicable law enforcement agency to conduct such investigations. The Working Group will develop a best practices document related to the capture and utilization of images.

- Formed in 2013 – Two meetings held to date;
- Second Meeting was conducted March 5 – 6, 2014;
- Final document scheduled for publication in August 2015.



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NMVTIS LE WG Working Group

The purpose of the *NMVTIS Law Enforcement Working Group* is to identify business requirements to improve law enforcement effectiveness in using NMVTIS to investigate vehicle-related crimes.

Accomplishments

- A letter was drafted and sent to the Department of Justice/Bureau of Justice Assistance on February 25, 2013 providing a prioritized list of nine NMVTIS search parameters, that would make NMVTIS a more viable tool for law enforcement users. DOJ has implemented, or is in the process of implementing all nine recommendations;
- The first in-person meeting of this Working Group was held at AAMVA HQ on February 5 – 6, 2014. The Working Group developed an action plan to address the four highest priorities of the Working Group:
 - Expand NMVTIS Awareness & Usage among Law Enforcement;
 - Determine How to Handle Cloned/Recovered Stolen Vehicles in NMVTIS following Investigations;
 - Address Stolen Vehicles taken to Crushers/Shredders for Destruction;
 - How to Collect and Share Best Practices for Using NMVTIS in Investigations.



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Questions? Meet The AAMVA Subject Matter Experts

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